

# Venice Airport

## “MARCO POLO”

# AIRPORT REGULATIONS



**LIST OF AMENDMENTS**

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# **0 INTRODUCTION**

## **0.1 DISTRIBUTION LIST**

The Airport Regulations are published in an electronic format on the community airport site of the Venice “Marco Polo” Airport. A list of the registered users, including the airport operators that have requested access, is kept by the Head of the Operating & Manual Procedures Office.

For more information see para. 1.1.3 “Distribution of the Plan and amendments/changes thereto”.

## 0.2 LIST OF AMENDED CHAPTERS

To highlight the amendments to the text, see Section 0.

Changes to chapter numbering or reference changes were not included in the table below, but are *highlighted in yellow* on the pages of this Regulation.

The forms attached to certain procedures that need to be completed by operators are included in these Regulations, but may be freely changed/updated as required, and without the need for confirmation from the relevant Authority.

Chap./Sect./ Par.	Summary description of the modification	Issuance, Edition, Amendment, Revision
1.1.3.1	Airport Regulations: improvement of distribution process	Ed. 2 Amdt. 3
1.5.4.1	Access to Ceremonial Hall: improvement of procedure	Ed. 2 Amdt. 3
1.6 and 1.7	Improvement of contents about Service Charter and Minimum Standard Requirements, including Minimum Standard Requirements table	Ed. 2 Amdt. 3
1.8	Former par.1.7 now improved in contents	Ed. 2 Amdt. 3
1.9	ZTC – maximum free stay time increased	Ed. 2 Amdt. 3
2.1.3.2	Vip Service: improvement of the contents	Ed. 2 Amdt. 3
2.3.4	Change of minimum dimensions of baggage admitted in BHS system	Ed. 2 Amdt. 3
2.4.4.2	Paragraph removed – ground floor remote Extra Schengen swing gates	Ed. 2 Amdt. 3
2.4.7.3	Requirements for Transit passengers	Ed. 2 Amdt. 3
2.4.10.2	Pre-boarding restrictions. New paragraph	Ed. 2 Amdt. 3
2.10.1	PRM landside call totem spots updating. Contents improvement for PRM and STCR services.	Ed. 2 Amdt. 3
2.10.9	Disabled people toilets alarm management – new procedure	Ed. 2 Amdt. 3
2.13	Contents improvements for Sport Clubs and Groups transit	Ed. 2 Amdt. 3
2.17.2.3	Mailing list amended	Ed. 2 Amdt. 3
2.18	Events organization in the Terminal – New paragraph	Ed. 2 Amdt. 3
3.6.5.1	Damaged Baggage Form – Security signature modified	Ed. 2 Amdt. 3
3.11	Deleted reference to type of radiogenic apparatus	Ed. 2 Amdt. 3
3.18.1	Changed color of the bags	Ed. 2 Amdt. 3
7.2	Points e. and f. of the list e removed	Ed. 2 Amdt. 3
7.3	Improvement of contents Handling assistance for unscheduled flights	Ed. 2 Amdt. 3
7.8 and subparagraphs	Improvements about telephone recording procedure, SSA lines added	Ed. 2 Amdt. 3
7.9	Improvements about TVCC recording procedure	Ed. 2 Amdt. 3
8.1	Improvement in description of vehicles/equipment status checks	Ed. 2 Amdt. 3
8.2 and subparagraphs	Improvement of contents related to ADP	Ed. 2 Amdt. 3
9.1.7.1	Ambulance flight allocated in group 1 exclusively	Ed. 2 Amdt. 3
9.7.1.4	Process to open the Airport Health Channel	Ed. 2 Amdt. 3
10	Improvement of the contents related to Security	Ed. 2 Amdt. 3
12.1	Contact reference in case of disabled people toilets alarm	Ed. 2 Amdt. 3
12.3.6	Flight cancellation tables issuing process modified	Ed. 2 Amdt. 3
12.3.7	Airport Manual structure updating	Ed. 2 Amdt. 3
Various	SAVE-Airside Operations e SAVE-Apron Unit & Maintenance replace Safety following the department reorganization	Ed. 2 Amdt. 3
Various	Security replaces Security and TVS	Ed. 2 Amdt. 3
Various	Gates numbers replaced	Ed. 2 Amdt. 3
Various	POSV numbers amended	Ed. 2 Amdt. 3
Various	Terminal Area Operations Directorate and Movement Area Operations Directorate replace DGA	Ed. 2 Amdt. 3

## 0.3 TEXT AMENDMENTS HIGHLIGHTED

Amendments to these Airport Regulations are shown by highlighting the text revised or added ex-novo with a yellow background, so as to make the change from the previous version immediately apparent.

## **0.4 APPLICABLE LAW**

Any relations resulting from the application of these Regulations shall be governed by Italian law. Where the Regulations are translated into other languages, the original text of the Italian version shall be taken as valid should any discrepancies arise.

## **0.5 TEXT STRUCTURE**

The Airport Regulations are divided into:

SECTIONS (e.g.: 1)

CHAPTERS (e.g.: 1.1)

PARAGRAPHS (e.g.: 1.1.1 or 1.1.1.1, etc.).

## **0.6 TELEPHONE NUMBERS**

The telephone numbers that are updated at the time that this section of the Airport Regulations was published, do not form an integral part of the procedure and are provided solely to assist operators. Consequently any change to the telephone numbers shall not require the procedure to be re-issued.

## **0.7 ELECTRONIC COPY OF THE AIRPORT REGULATIONS**

The applicable version of the Airport Regulations is available on the Home page of the community airport site of the Venice “Marco Polo” Airport ([My.Veneziaairport.it](http://My.Veneziaairport.it)): the full document may therefore be downloaded, see para. 1.1.3.1.

# 1 GENERAL SECTION

## 1.1 AIRPORT REGULATIONS - VENICE AIRPORT

### 1.1.1 PURPOSE OF THE AIRPORT REGULATIONS

In compliance with the responsibilities of every operator, these Regulations define the rules binding all operators at the Venice “Marco Polo” Airport, in order to ensure that the airport operates properly, airport assets and service infrastructure are used in a coordinated manner, Airport safety and overall quality standards are adhered to.

### 1.1.2 AUTHORITIES RESPONSIBLE AND RECIPIENTS OF THE AIRPORT REGULATIONS

These Airport Regulations are prepared by SAVE, under the responsibility of the Handling and Terminal Post Holders, and are adopted by the ENAC North East Department. The adoption of the Regulations by ENAC renders them binding on the Airport community; all operators shall therefore ensure that their activities are conducted according to the provisions therein.

More specifically, with reference to the provisions under Art. 718 of the Aviation Code relating to the division of airport functions:

- Airport police functions are carried out by ENAC, also through its peripheral office
- Private parties conducting activities within airports are subject to ENAC supervision, within the scope of its powers of authority, and are coordinated and controlled by the Airport Manager.
- Without prejudice to the responsibilities of the police force, public parties operating at airports are coordinated under the supervision and according to instructions from ENAC.
- ENAC oversees the provision of services from the company ENAV, without prejudice to the responsibilities of the Ministry of Defence.

### 1.1.3 DISTRIBUTION OF THE AIRPORT REGULATIONS AND RELEVANT AMENDMENTS/CHANGES

#### 1.1.3.1 DISTRIBUTION

The applicable version of the Airport Regulations is published by SAVE on the community airport site of the Venice “Marco Polo” Airport.

Airport operators are responsible for gaining cognisance of the Regulation.

All Operators shall ensure that all notices of amendments and revisions to the Airport Regulations and all applicable documentation is distributed to all their personnel. Information on these is provided via a newsletter to users registered on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it) and/or via the SAVE e-learning platform by the Management training office. Operators further undertake to inform/train their staff on the content of the Regulation, so as to ensure that employees, managers and assigned staff are cognisant and comply with the Regulation’s content.

You are specifically reminded that because the Airport Regulations form part of the airport user conditions (Art. 699 Aviation Code), Operators are obliged to inform the User that they are providing landside assistance to, on the content of the Regulation.

### 1.1.3.2 AMENDMENTS AND CHANGES

Amendments to the Regulations are prepared by SAVE and submitted to ENAC Airport Management for adoption; once adoption is approved, SAVE publishes a new edition of the Regulations, including the amendment adopted, and publishes it on the [My.Veneziaairport.it](http://My.Veneziaairport.it) portal as “Airport Regulation updated to AMENDMENT NO.----”.

If it is urgent, SAVE shall publish the amendment, and attend to updating the list of amendments in the *Provisional change* box, sending an email in this regard to the relevant operators. These amendments that are immediately valid, are submitted by SAVE to the ENAC Territorial Directorate Nord Est for formal adoption. Once this is obtained, it is republished and the list of amendments is updated with the ENAC approval registration number.

### 1.1.4 SAFETY IN THE WORKPLACE AND AIRPORT SAFETY

All private Operators and Public entities operating at the airport must have all the valid certifications, licences, clearance certificates and authorisations, as required by applicable legislation and regulations to conduct the relative activity.

In providing the Services, they must further comply with all applicable legislation on safety in the workplace, as well as any other rules aiming to ensure the operational safety of airport infrastructure and flight installations, adhering to all the restrictions and constraints related to operating within the airport. See also POSV031 par. 8.3.1 “*Safety rules and Use of Infrastructures*” for details about PPE and Safety.

### 1.1.5 PERSONAL DATA PROCESSING

With regard to the processing of the personal data of passengers and airport users, SAVE S.p.A., in its capacity as Data Controller, has made the notice available on the website [www.veneziaairport.it/privacy](http://www.veneziaairport.it/privacy) and is also available at the airport information office.

Regarding the processing of the personal data of airport operators, sub-concessionaires, contractors and suppliers, air carriers, the relative privacy notices issued by SAVE S.p.A. are available on the web page <https://My.Veneziaairport.it/Privacy.aspx>.

### 1.1.6 REGULATING RELATIONS BETWEEN AIRPORT OPERATORS REGARDING THE PROCESSING OF PERSONAL DATA

All airport operators undertake to process the personal data that they may acquire in the scope of their activities, in compliance with applicable legislation on the processing of personal data (Reg EU 2016/679 and Italian Legislative Decree 196/2003) under their own exclusive and autonomous responsibility.

Unless otherwise stipulated in mutual agreements signed between the relevant parties in derogation of these Regulations, all airport operators (handlers, sub-concessionaires, Airport Manager, suppliers, etc.) shall process the personal data relating to natural persons (e.g. the data of airport users; passengers; employees or assistants; staff from other airport operators; customers; suppliers; video-surveillance images; etc.) which they may acquire in conducting their activities, in their capacity as Autonomous “Data Controllers” pursuant to Art. 26 Reg. EU 2016/679 (or GDPR).

In this capacity, unless agreed otherwise between the parties, each airport operator is responsible for complying with all the obligations and requirements set by applicable legislation on the processing of personal data with regard to the data processed, even if communicated by other airport operators, by way of example: the issuing of the personal data processing notice to data subjects, the request for consent to processing, the installation of video-surveillance signage with the information in accordance with the law, and specification of the airport operator as the Data Controller.

#### 1.1.6.1 AIRPORT MANAGER

The Airport Manager has provided the notice pursuant to Art. 13 on the processing of personal data on its corporate website (<https://My.Veneziaairport.it/Privacy.aspx>), including the notice relating to the data of airport operators, customers, sub-concessionaires, air carriers, which every entity operating in the scope of the airport must make their own staff aware of.

#### 1.1.6.2 HANDLERS

Unless agreed otherwise between the parties, Handlers process the personal data relating to the services in the scope of their responsibilities (e.g. lost&found, check-in and embarkation, complaints, ticketing) in the capacity of autonomous Data Controllers (as referred to above) or as Processors, pursuant to Art. 28 GDPR on behalf of the carriers/airline companies they operate for, in any case, with the Airport Manager excluded from any activity/intervention or responsibility for the processing.

#### 1.1.6.3 SUB-CONCESSIONAIRES/AIRPORT OPERATORS

- a. Relations with customers: the Sub-concessionaire/Airport Operator is an autonomous Data Controller for the processing of data relating to passengers and its customers; they should therefore provide the latter, inter alia, with the appropriate notice on the processing of personal data. If the Sub-concessionaire/Airport Operator should acquire data for its own purposes (e.g.: duty free), via a boarding pass or other methods, which can identify the passenger as a natural person or make them identifiable, the latter must be provided with a privacy notice; in this case, the Airport Manager may be informed, on request, only of the data that does not identify the natural person for the statistical purposes of the Airport Manager.
- b. Video-surveillance in areas being used: the installation of closed-circuit video cameras, which are required by the sub-concessionaire or airport operator for security purposes at points of sale or in the sub-concession areas, must be authorised in advance by the Airport Manager, which can require that specific recording/retention methods or restrictions are complied with in the video-recorded areas within the airport complex. The Data Controller of the images, any recordings and any processing method for these, remains the exclusive responsibility of the airport operator/sub-concessionaire requiring the installation. The latter must comply with all the

necessary obligations stipulated by applicable privacy legislation (including affixing simplified information signage, with the name of the relevant Airport Operator/Sub-concessionaire in their capacity as the Data controller and the purpose of the processing), with the Airport Manager excluded from any responsibility in this regard.

#### 1.1.6.4 PUBLIC ENTITIES

Public Entities operating at the airport qualify as Autonomous Data Controllers for the personal data of passengers or other operators, which is processed within the scope of the services provided and their relevant functions.

Furthermore, the Border Protection Police at the airport qualifies as an autonomous Data controller for the processing of the images from the airport video-surveillance installations, for institutional purposes (e.g. public safety and criminal investigation police).

## 1.2 DEFINITIONS AND GLOSSARY

DEFINITION	DESCRIPTION
ACU	<i>Air Conditioning Unit.</i>
PRM personnel	<i>Staff responsible for assisting PRMs Their duties are set out in detail under Paragraph 2.10.1 “QUICK REFERENCE PRM”, more specifically under para. 2.10.1.1. See also the item “Guardasala” in this glossary.</i>
AOC	<i>Airline Operators Committee Committee recommended by IATA comprising members of the airline companies operating at the Airport, with the aim of providing opportunities for dialogue, education, progress and improvement in the aspects related to airport operations, conducted through meetings, seminars, notices, publications and other programmes and activities.</i>
Apron Management System	<i>System to manage the aprons (RADAMES, ARMS).</i>
Apron	Specific area reserved for stopping aircraft, boarding and disembarking passengers, loading and unloading of goods and postal items, refuelling, parking and maintenance.
Apron Taxiway	Part of a system of taxiways located on the Airport apron, allowing aircraft to taxi through to the apron itself.
Manoeuvring Area:	The section of the airport reserved for take-off, landing and taxiing of aircraft, not including the aprons.
Movement Area:	The section of the airport reserved for take-off, landing and taxiing of aircraft, including the Manoeuvring Area and aprons.
Security Restricted Area	Airside section where additional security measures are applied, in addition to access restrictions.
Sterile Areas (Critical sections)	a) the section of the airport where departing passengers that have already been screened, may access; or b) the section of the airport through which baggage from the hold that has already been screened may transit, or where it may be kept, unless this refers to secured baggage for security purposes; or

DEFINITION	DESCRIPTION
	c) the section of the airport intended for the parking of aircraft, where embarking or loading takes place. <i>The sterile area and critical section of sterile areas correspond with the airside at Venice Airport.</i>
ARO	<i>ENAV's AIR REPORTING OFFICE, no longer in use. See TWR-MET.</i>
Forbidden Items	Items that may not be introduced airside, without specific prior authorisation. The full list is in the "Procedure for the issuing of access permits" available on the Venice Airport website, <a href="http://My.Veneziaairport.it">My.Veneziaairport.it</a> , under the heading Issuing Passes.
ASSOCLEARANCE	<i>The Italian Association that manages clearances and slots, comprising Air transport users and the Airport Manager, appointed and supervised by the Ministry.</i>
ATA	<i>Actual Time of Arrival</i>
ATD	<i>Actual Time of Departure</i>
ATFCM	<i>Air Traffic Flow and Capacity Management.</i>
SELF-PRODUCER	<i>User/Carrier that directly provides one of the services listed under Annex A to Italian Legislative Decree 18/99 directly to themselves at the Venice Airport, without entering into any contract with third parties; not considered as third parties among the users, are the users where one holds a majority shareholding in the other, or where the majority shareholding in each of the others is held by the same entity. See also OPERATOR.</i>
FLIGHT LOADING BAYS	<i>Refers to either side of the carousels used to sort baggage in the departure areas.</i>
BHS	<i>Baggage Handling System.</i>
BIDS	<i>Baggage Information Display System = SAVE Notification System providing information to passengers via monitors, on where to collect their baggage (RADAMES, OCS).</i>
CAS	<i>Area Security Manager (Italian acronym for "Capo area security").</i>
CDS	<i>SAVE Airport Coordination (Italian acronym for "Coordinamento di scalo").</i>
Airport Certification	<i>Certificate issued by ENAC to SAVE, in its capacity as the Airport Manager, pursuant to the ENAC "Regulation for airport construction and operations" (Chap. 1-1.5 and Chap.1 appendix 1A). The Airport Certification specifically certifies that: Management has drafted an "Airport Manual" in compliance with the requirements under Chapter 2 of the aforementioned "ENAC Regulation"; the corporate organisation, means, staff, management procedures and other aspects needed for correct management are appropriate for aircraft operations; the airport's physical characteristics, infrastructure, installation and systems ensure that the airport is safe to use for aircraft.</i>
COE	<i>Operating Centre for Emergencies (Italian acronym for "Centro operativo per l'emergenza"). See also Airport Emergency Plan (Chapter 7), available on the portal <a href="http://My.Veneziaairport.it">My.Veneziaairport.it</a>.</i>
COT	<i>Operations Centre Security (Italian acronym for "Centrale Operativa Security").</i>
CPM	<i>Container Pallet Message</i>
CTOT	<i>Calculated Take-off Time (slot).</i>
CUTE	<i>Common Use Terminal Equipment.</i>

DEFINITION	DESCRIPTION
DOG	<i>Customs in Venice (Italian acronym for “Dogane”).</i>
DT VCE	<i>Technical Manager of Security (Italian acronym for “Direttore tecnico”).</i>
EATMN	<i>European Air Traffic Management Network.</i>
EBT	<i>Estimated Boarding Time. This refers to the estimated time when the first embarking (or pre-embarking) passenger exists the gate. All operations prior to embarkation (e.g. announcements, search for pre-embarking pax and PRM, etc.) are therefore deemed completed within the EBT. See also 2.10.1.1 Management Organisation for PRMs.</i>
ENAC	<i>Acronym for Ente Nazionale Aviazione Civile – Italian Civil Aviation Authority</i>
ENAC	<i>ENAC – North-East Dpt.</i>
ENAV	<i>ENAV S.p.a. = Italian air traffic services company.</i>
Airport Entities	Public
	<i>Airport police, ENAC, ENAV, Customs Agency, airport fire-fighting services.</i>
ETA	<i>Estimated Time of Arrival.</i>
ETD	<i>Estimated Time of Departure.</i>
FAM	<i>Flight Activation Monitoring.</i>
FIDS	<i>Flight information Display System: SAVE notification system providing information to passengers and operating staff.</i>
FOD	<i>Foreign Object Debris. Damage caused to aircraft engines from various materials abandoned at the airport and moved by the wind or the engines themselves.</i>
Airport Manager	<i>Also referred to as “Manager”. Reference is made to the heading “SAVE S.p.A.” in this Glossary for the relative definition and duties.</i>
GAT	<i>General Aviation Terminal.</i>
GDF	<i>Italian Finance Police (Guardia di Finanza)</i>
GPU	<i>Ground Power Unit.</i>
Handler	<i>Landside services operator, see also “OPERATOR”.</i>
Heelp	<i>Remote automatic alert system. Heelp is a multi-channel notification service introduced by SAVE from 2019, replacing the Inforeport system (introduced in November 2012) to manage the notifications to be sent simultaneously to groups of airport users in the case of an emergency or even for simple operational notifications. The telephone calls are made by a virtual operator using a preconfigured message, providing a telephone alert to the names included in the list. If the service should malfunction, CdS provides the information via telephone to a reduced number of selected essential contacts.</i>
H-OCS	<i>Operative Control System.</i>
Jetty	<i>Passenger boarding “finger” or bridge.</i>
LDM	<i>Load Message.</i>
Loading bridge	<i>Aircraft loading bridge.</i>
“Marco Polo” Venice Airport Manual	<i>Referred to in short also as the “Airport Manual”, in accordance with the obligations pertaining to the Airport Manager on obtaining the “Airport Certification”. The Airport Manual contains: the information and activities referring to the activities in the scope of SAVE’S responsibility in its capacity as Airport Manager;</i>

DEFINITION	DESCRIPTION
	<p><i>information on the coordination with other parties not directly under SAVE control, limited to the activities and services pertaining to the security of the operations carried out by the latter;</i></p> <p><i>information on the people responsible within the SAVE organisation, with a description of their relevant assignments.</i></p> <p><i>Copies of the Manual, or sections thereof relating to specific competencies, are distributed to SAVE operational staff and to the relevant airport operators based on a specific procedure specified in the Manual itself.</i></p>
Movement Area Operations Directorate	<b>Directed by Movement Area Post Holder</b>
NMOC	<i>Network Manager Operations Centre.</i>
NMP	<i>Network Manager Position.</i>
Operator	<p><i>Private party operating or providing services at the airport. Where not explicitly specified, the term “Operator” also includes the Operator.</i></p> <p><i>Any natural or legal person rendering one of the services listed in Annex A to Italian Legislative Decree 18/99, to a user at Venice Airport.</i></p>
PDS	<i>Italian State Police (Polizia di Stato).</i>
PNL	<i>Passenger Name List.</i>
PNS	<i>National Civil Aviation Security Programme (Italian acronym for “Programma nazionale per la sicurezza). ENAC document that regulates the measures protecting civil aviation safety.</i>
PO	<i>Operating Procedure (Italian acronym for “Procedura operativa”).</i>
PRM	<p><i>Acronym for “PERSONS WITH DISABILITIES» or «PERSONS WITH REDUCED MOBILITY”.</i></p> <p><i>“Any person whose mobility when using transport is reduced due to any physical disability (sensory or affecting mobility, whether permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, who needs appropriate attention and adaptation of the service made available to all passengers to meet the specific needs of that person”. (From: Regulation (EC) 1107/2006, Article 2 – Definitions).</i></p>
PSM	<i>Passenger Service Message.</i>
PTM	<i>Passenger Transfer Message.</i>
RDA	<i>SAVE Area Supervisor (Italian acronym for “Responsabile di Area”).</i>
RDS	<i>SAVE Station Manager on duty (Italian acronym for “Responsabile di Scalo”).</i>
Regulations for the construction and operation of airports Also abbreviated as “ENAC REGULATION”	<p><i>Regulation published by ENAC (edition no. 2 dated 21 October 2003), superseded by Commission Regulation (EU) No. 139/2014 dated 12 February 2014.</i></p> <p><i>In a nutshell, the ENAC Regulation prescribed:</i></p> <ul style="list-style-type: none"> <li>• <i>The requisites for the construction and operation of airports open to commercial air traffic;</i></li> <li>• <i>The certification of airports used for public transport activities for aircraft with a maximum mass on take-off above 5700 kg or with 10 or more passenger seats;</i></li> <li>• <i>The requirements for operational safety, for the issue and maintenance of airport certifications.</i></li> </ul>

DEFINITION	DESCRIPTION
REG. (EU) no. 139/2014	<p><i>European Commission Regulation (EU) No 139/2014 of 12 February 2014 laying down requirements and administrative procedures related to aerodromes pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council, as replaced by Regulation (EU) No. 1139/2018.</i></p>
SAVE	<p><i>Abbreviation for "SAVE S.p.A."</i></p> <p><i>Entity managing Venice Airport, concessionaire for operating the airport and for the upgrading and completion of the latter pursuant to Italian Law No. 938/86.</i></p> <p><i>SAVE, in its capacity as Venice Airport Manager, is entrusted the duties of administering and managing the airport infrastructure, including the aspects regarding the planning, implementation, upgrading and maintenance of the infrastructure instrumental to carrying out these activities, coordinating and controlling the activities carried out by private operators at the airport, ensuring the efficient and optimal use of resources in rendering the activities and services at appropriate quality levels; ensuring users are provided (directly or indirectly) with the necessary landside support services; all of the above, whilst adopting the penalties and prohibitions recognised by applicable legislation to be implemented by the Manager.</i></p> <p><i>For more detailed information on the position of Manager, reference is made in full to Art. 705 of the Aviation Code:</i></p> <p><i>"The Airport Manager is the party that, under ENAC's control and supervision, is entrusted with the task - either together with other activities or exclusively - of administering and managing the airport infrastructure based on transparency and non-discrimination criteria, and of coordinating and controlling the activities of the various private operators present at the airport or in the airport system under consideration. The Airport Manager's suitability to discharge the activities referred to in this section, in accordance with technical safety standards, is certified by special certification issued by ENAC.</i></p> <p><i>Without prejudice to the regulations under heading VII, and the competencies attributed to government bodies regarding public order and safety, civil defence, fire prevention and fire-fighting, emergency services and civil protection, the Airport Manager:</i></p> <ul style="list-style-type: none"> <li><i>a) ensures full compliance with the obligations undertaken in terms of the agreement and programme contract;</i></li> <li><i>b) organises airport activities in order to ensure the efficient and optimal use of resources in rendering the activities and services at appropriate quality levels, also with regard to planning interventions in relation to the type of traffic;</i></li> <li><i>c) pays the concession fee;</i></li> <li><i>d) ensures that the necessary landside support services are available at the airport to users, pursuant to Article 706, either by providing these directly or coordinating activities with appropriate parties to render these services to third parties, or on a self-production basis;</i></li> <li><i>e) under ENAC supervision and coordinating with ENAV, assigns parking aprons to aircraft and ensures the orderly movement of other vehicle and personnel on the aprons;</i></li> <li><i>e – bis) proposes the application of penalties to ENAC as stipulated for non-compliance with the airport conditions of use and the provisions in the Airport Regulations by the private operators providing flight and airport services;</i></li> </ul>

DEFINITION	DESCRIPTION
	<p><i>e – ter) if the need arises and in cases of emergency, and with approval from ENAC, applies the temporary prohibition measures envisaged by the Airport Regulation and the Airport Manual;</i></p> <p><i>f) promptly provides information to ENAC, ENAV, to Carriers and the relevant entities regarding reduced service levels and interventions undertaken at the airport handling area, including the presence of any obstacles or risk conditions for air navigation within the scope of the grounds of the concession;</i></p> <p><i>g) drafts the service charter in accordance with the directives issued by the Ministry of Infrastructure and Transport and by ENAC, and ensures compliance with the required service levels offered to users;</i></p> <p><i>h) ensures the security checks on passengers, luggage and cargo, in accordance with applicable regulations, as well as the management of lost items.”</i></p>
SCR	Slot Clearance Request.
Access System Control	Information system managing airport access points (doors equipped with badge readers). Enables the PASS to open/close access points, also monitoring the relevant movements.
SLOT	Message assigning, revising, cancelling take-off times.
STA	Scheduled Time of Arrival.
STD	Scheduled Time of Departure.
<b>STCR</b>	<b>Stretched pap</b>
<b>Terminal Area Operations Directorate</b>	<b>Directed by Terminal Post Holder</b>
<b>TIA</b>	<b>Airport Entry Card (Italian acronym for “Tesserino Ingresso in Aeroporto”).</b>
SECURITY Security	<p>Security company entrusted by the Airport Manager to carry out security controls in the scope of the airport as per the list under Art. 2 of Ministerial Decree 85/99. These services include:</p> <ul style="list-style-type: none"> <li>• screening of departing and transiting passengers;</li> <li>• x-ray screening or other type of screening of baggage accompanying passengers;</li> <li>• x-ray screening or other type of screening of baggage from the hold, cargo and express courier parcels.</li> </ul> <p>For any Aviation Security problems, please contact the SAVE S.p.A. Security Manager on the following contacts:            Secretariat: 0412603705, email: <a href="mailto:securitymanager@veneziaairport.it">securitymanager@veneziaairport.it</a> fax: 0412603709</p> <p>For a description of the activities carried out by Security and the Security Manager, please see chap. 10-Security.</p>
TWR	Current abbreviation for CONTROL TOWER.
TWR-MET	Control Tower weather office, formerly ARO
PASS OFFICE	<p>- Abbreviation for the SAVE Management Company “PASS MANAGEMENT AND ISSUE OFFICE”.</p> <p>- Open on every business day from 07:00 am to 8:00 pm.</p> <p>- Telephone 041 260 6271 – Fax 041 260 6247 – E-mail: <a href="mailto:uffpass@veneziaairport.it">uffpass@veneziaairport.it</a>.</p>
USER or CARRIER	Any party qualified to transport passengers, post, cargo by air, to and from Venice Airport. See also “Self-production”.

DEFINITION	DESCRIPTION
VCE	<i>Venice Airport with the relative installations and infrastructure.</i>
Airside Area	<i>Areas of the airport (aircraft runways and aprons, roads, sections of the aerodrome) within the customs access points and/or security check stations, where access is limited to ensure civil aviation safety, and where only specifically authorised people and vehicles are allowed to transit.</i>
Landside Area	<i>Areas of the airport (roads, sections of the aerodrome) outside of the customs access points and/or security check stations.</i>

### 1.3 MANAGEMENT, COORDINATION AND CONTROL

The application of these regulations aims to administer and manage airport infrastructure and coordinate and control airport activities.

SAVE undertakes the administration and management of airport infrastructure and coordination and control of activities by private operators conducting their activities within the airport under the control and supervision of ENAC, in compliance with applicable legislation and on a transparent and non-discriminatory basis.

The directives issued by the management entity, including the suspension of activities not complying with safety regulations, are binding in respect of the Airport Operator, who is obliged to comply with these, without prejudice to the right to subsequently refer this to the supervisory authority - ENAC. Please see Paragraph **Errore. L'origine riferimento non è stata trovata.** in this regard.

In carrying out its functions pertinent to the administration, management of airport infrastructure and the coordination and control of the activities by the various Operators present at the airport, SAVE is obliged by way of example, and not limited to:

- a. At all times, checking that the use of airport assets and provision of landside support services is conducted in accordance with the Airport Regulations and applicable contracts, and reporting of any infringements.
- b. Checking with its own employees and purposefully appointed third parties, that the Airport Operator guarantees quality in the service levels offered to customers, by the objective measuring and/or conducting of surveys on customer satisfaction.
- c. Asking for information from the Operator, who is obliged to provide this in an electronic format and/or hard-copy and on request, to ensure the electronic exchange of data; referring to the information that may be necessary for SAVE to carry out its duties in its capacity as airport management entity, such as for example, the information contained in statistical reports relating to the services provided at the Marco Polo Venice Airport.
- d. Checking with its own employees and purposefully appointed third parties, that the Airport Operator conducts its activities in compliance with safety regulations and the Airport Regulations, based for example, on surveys or random checks, referring any infringements/findings to the Operator. The latter undertakes to remedy the infringements found within the deadline set by SAVE and/or ENAC.
- e. Monitors the Operator's safety performance, based on the safety indicators defined by SAVE (for example, number of collisions with aircraft, number of infringements committed, number of findings recorded, etc.). In the scope of the Safety Management System, these indicators contribute to determining a score that goes from 0 (negative) to 100 (positive), according to the

Operator's safety performance. The Manager is authorised to introduce a system to reward or penalise Operators in relation to the score obtained.

- f. Refer any infringements committed by the Operator, and implement the measures stipulated by the Airport Regulations, such as, suspending drivers' licences in the airport precinct (ADP).
- g. Carry out all the control that are deemed appropriate in order to check compliance with contract conditions and the Airport Regulations by the Operator, with specific (but not exclusive) reference to complying with obligations relating to environmental protection, training, operational safety, service quality, material and human resources. Should the checks reveal any critical issues, these must be described and analysed in a report that SAVE shall send to the Operator, if necessary identifying possible recovery plans and/or corrective measures and specifying a deadline for resolving these problems. In the case of non-compliance by the Operator, ENAC may revoke the authorisations/approvals to exercise its activities, without prejudice to the additional remedies contemplated by the Airport Regulations and/or the contracts that may have been signed between the Operator and SAVE.
- h. Report any infringement or non-compliance by the operator to ENAC regarding the provisions of law or Airport Regulations, in order for the measures or interventions deemed appropriate by the aforementioned authority to be implemented, including penalties.
- i. Request a list and update from the Operator, regarding the Carriers assisted.

## 1.4 SUPERVISION

In addition to what is set out in the individual contracts and specific paragraphs of the Airport Regulations, the failure to comply with any part of the Regulations and relevant provisions and procedures, is reported by SAVE to the supervisory authority ENAC, together with a proposal to apply the penalty measures pursuant to Art. 1174 of the Aviation Code. (See also Chap. §**Errore. L'origine r iferimento non è stata trovata.**)

If the need arises and in cases of emergency, and with approval from ENAC, SAVE also applies temporary prohibition measures.

## 1.5 INFRASTRUCTURE AND ASSETS

### 1.5.1 CENTRALISED INFRASTRUCTURE

#### 1.5.1.1 INTRODUCTION AND DEFINITION

- a. "Centralised infrastructure" means the infrastructure reserved to the Management Entity pursuant to Art. 9 of Italian Legislative Decree 18/1999.
- b. The Operator shall utilise the centralised infrastructure correctly and diligently, and in full compliance with the Airport Regulations, so as to ensure full and ongoing operations at the airport and allow for these to be used by all airport operators and passengers.
- c. The Operator guarantees that its vehicles and equipment are compatible with the characteristics of the centralised infrastructure, and undertakes all liability, including the compensation for

damages, for any damages to the latter caused and/or in any way related to the use of its incompatible vehicles and equipment.

- d. If it is impossible to identify the Operator responsible for the damage, the costs for the repair and compensation shall be charged to all operators that had used the area or the installation on a proportional basis to their usage as recorded by SAVE, starting from the time when the damage was detected, or if it is impossible to measure the usage percentage, based on the percentage of handling supported over the last six months.
- e. If SAVE finds that centralised infrastructure has been used in a non-compliant manner in respect of the Airport Regulations, the Operator may be subject to penalties and/or prohibitions.
- f. SAVE, in its capacity as the Airport Manager, in the scope of its coordination activities, is obliged to provide the Operator with the information required by applicable legislation and by the procedures and rules applicable at the Venice Tessera Airport.

### **1.5.1.2 IDENTIFICATION OF CENTRALISED INFRASTRUCTURE**

Centralised infrastructure includes the following:

- BHS Sorting Systems (Departures) and baggage Reclaim (Arrivals). (See Chap. 3.1).
- Aircraft De-icing system (See Chap. 5.3).
- Airport information systems and public notification systems (See Chap. 2.2).
- Loading bridges. (See Chap. 5.5).
- Waste water purification systems (on board waste water) ( POA005).
- 400hz remote aircraft supply, heating and air conditioning system (See Chap. 5.5).
- Disposal of waste (non-food type) originating from the aircraft

## **1.5.2 COMMON-USE ASSETS**

### **1.5.2.1 INTRODUCTION AND DEFINITION**

The Airport Manager makes available the airport infrastructure and systems to Operators.

- a. The Operator acknowledges and accepts that the design, implementation, setting up and maintenance of all common-use infrastructure and systems for landside assistance at the Venice Tessera Airport are the exclusive responsibility of SAVE.
- b. Any conversions, extensions, curtailments and restructuring of airport infrastructure, and works carried out on the latter that may reduce the Operator's operations, do not represent any grounds for a claim to be made against ENAC and/or SAVE.
- c. The Operator shall utilise the common-use assets correctly and diligently, and in compliance with the Airport Regulations, so as to ensure full and ongoing operations at the airport.
- d. The Operator guarantees that its vehicles and equipment are compatible with the characteristics of the common-use assets and airport infrastructure, and undertakes all liability, including the

compensation for any damages to people or things, directly or indirectly caused by the use of the assets.

- e. If it is impossible to identify the Operator responsible for the damage, the costs for the repair and compensation shall be charged to all operators that had used the area or the installation on a proportional basis to their usage as recorded by SAVE, starting from the time when the damage was detected, or if it is impossible to measure the usage percentage, based on the percentage of handling supported over the last six months.
- f. If SAVE finds that common-use asset has been used in a non-compliant manner in respect of the Airport Regulations, the Operator may be subject to penalties and/or prohibitions.

### **1.5.2.2 IDENTIFICATION OF COMMON-USE ASSETS**

These assets at Venice Airport include:

- General aerodrome coordination;
- Aprons;
- Other operational areas;
- Apron roads;
- Airside short-term stopping areas
- Collection areas for vehicles and resources;
- Halls, passageways, passenger processing areas, etc.;
- System managing supply of drinking water;
- Storage battery recharging system
- Changing rooms, toilets, waiting areas and canteens, where these are not divisible.

### **1.5.2.3 ACTIVATING BOARDING GATES, ACCESS POINTS AND ACCESS TO AIRPORT PREMISES**

The boarding gates, access points on the airside and landside border and a number of access points inside the airport grounds are equipped with a TIA (Airport Identity Card) electronic reading device; an indicator light shows the operational status.

All airport operators, authorised to cross the aforementioned access points using the device referred to above, are obliged to check that the gates effectively close once again. Furthermore, considering that the opening in an access point managed by the TIA reader is restricted by personal authorisation, all airport operators are obliged to check that no queuing/transiting of unauthorised people occurs at the juncture when the access remains open.

The Airport Manager shall report any infringements of these provisions to the relevant Authorities for the application of penalties in terms of the law. Operators may be charged for any damages or costs arising from non-compliance of the above, whether due to gross negligence or wilful misconduct.

### **1.5.2.4 FEES**

Pursuant to Art. 10 of Italian Legislative Decree 18/99, fees for the usage of the common-use assets must be pertinent to the airport management and development costs. Access conditions must be appropriate, transparent, objective and non-discriminatory.

### 1.5.3 EXCLUSIVE-USE ASSETS

#### 1.5.3.1 INTRODUCTION AND DEFINITION

“Exclusive-use assets” means the airport assets, including those used on a staggered basis (per hour, week, year, flight, etc.), assigned in terms of a sub-concession to the Operator with regard to the airport capacity and technical-operational functions relating to the flights they service, according to transparency and non-discriminatory criteria.

#### 1.5.3.2 SUB-CONCESSION

In order to render the services envisaged in Annex A to Italian Legislative Decree 18/99, SAVE sub-concedes the following exclusive-use assets to Operators that have made the relevant application and following the formalisation of the relevant sub-concession contracts:

- Operating premises needed to carry out handling services;
- Warehouses needed to carry out handling services;
- Changing rooms (private use of the landside assistance operator);
- Areas reserved exclusively for vehicle and apron equipment parking;
- Counters (at check-in, boarding gates, etc.);
- User/Operator information desks for the general public;
- Canteen (private use of the landside assistance operator);
- Hangars for ramp vehicles;
- Operating premises needed to carry out cargo and post support services.

#### 1.5.3.3 OPTIMISING INFRASTRUCTURE

In order to ensure optimal usage of airport infrastructure, the Operator must send SAVE Operations Management a written application with the following information:

- a. Number of Users and flights to be supported;
- b. Type of services they intend providing;
- c. Declaration certifying that they have obtained an approval certificate to operate landside support services in Venice, as listed in Annex A to Italian Legislative Decree 18 of 13/01/99;
- d. Quantity and type of exclusive-use assets they intend using.

Should there be a significant decrease in the Users supported or activities that the Self-producers/Operators hold approval for, SAVE reserves the right to decrease the exclusive-use assets provided on a sub-concession basis.

#### 1.5.3.4 METHODS FOR USAGE

The individual methods for usage are set out in appropriate sub-concession contracts entered into from time to time between SAVE and the relevant Operator.

#### **1.5.3.5 REVOCATION/LAPSING OF THE SUB-CONCESSION**

SAVE may revoke or declare the sub-concession on exclusive-use assets to have lapsed, for the following reasons:

- a. Revocation of the approval to operate by the granting Authority;
- b. Non-compliance by the assignee of the obligations set out in the sub-concession deed;
- c. In all other cases provided for by law.

#### **1.5.3.6 METHODS FOR USAGE OF CERTAIN EXCLUSIVE-USE ASSETS**

Given the specific nature of the assets in question and the relative operational implications, the paragraphs below outline the methods for the usage of certain specific categories of exclusive-use assets:

- Check-in counters (See Chap. 2.3);
- Boarding/arrival gates (See Chap. 2.4);
- Hangars for ramp vehicles and areas for vehicle and apron equipment parking (See Chap. 5.7);
- Operating premises needed to carry out cargo and post support (See Chap. 3.16 and 5.7).

### **1.5.4 SERVICES PROVIDED**

This paragraph lists some of the services that the Airport Manager makes available to Operators and Users at Venice Airport. In particular:

- Replenishing drinking water tankers and treatment of on board waste water. Please refer to chapter 5.1 for specific information.
- Special assistance to persons with disabilities and persons with reduced mobility, in terms of Regulation (EU) 1107/2006. This service is provided directly by SAVE. The operating procedures for rendering this service are detailed in this Airport Regulation under Paragraph §2.10
- Passenger assistance rooms. SAVE makes the following available at the Passenger Aerodrome:
  - Room for passengers denied boarding;
  - Ceremonial room (see also paragraph §1.5.4.1)
  - VIP lounge;
  - PRM (Passengers with reduced mobility) room.

- Airport First Aid Station. Please refer to chapter 2.14 for specific information.
- Battery recharging station for electrical devices. Please refer to chapter 5.6 for specific information.
- Cold room. Please refer to paragraph 3.18.5 for specific information

#### 1.5.4.1 ACCESS TO THE CEREMONIAL HALL

The State Ceremonial Room at Venice Airport is located in the old terminal, near the dockyard area, which is considered a “sensible” area due to the institutional use. Access to the above premises is therefore not allowed independently to any other subject outside those authorized, and as such, only subjects in possession of mechanical and electronic keys (key-badge), which shall be kept with the utmost care.

Other airport operators who, for operational reasons, need to access the Lounge, must be authorised by one of the entities holding such keys, which assesses their access needs by area of competence.

##### 1.5.4.1.1 STAFF AUTHORISED TO ENTER THE CEREMONIAL HALL

- a. The keys are provided to the following subjects who, for operational reasons, can access the Hall independently:
  - COT – Operations Centre Security
  - RDS – SAVE Station managers on duty
  - Police (and any Government Entities they have authorised)
  - RTT - SAVE head technicians
- b. the above mentioned entities are authorized to entrust the keys to other airport operators in response to proven operational needs
- c. They must keep proper records of both the delivery and return of the keys, detailing time/ date, authorizing/authorized subjects
- d. when returning the keys, the authorized operator ensures the correct closure and arming of the Hall doors.

##### 1.5.4.1.2 INSTRUCTIONS FOR ACCESS

- a. Access to the Hall from the landside is only possible with the joint use of:
  - TIA/key-badge to open the access gate to the SAVE Private Dockyard;
  - TIA/key-badge to set /deactivate the alarm for the gate protecting the door
  - 2 keys to open the gate referred to in the point above
  - TIA/key-badge to open the door.
- b. To access the operator must:
  - Open the first gate to the dock/ceremonial area and close it after the transit;
  - Swipe TIA/key-badge on the electronic reader of the second gate, to disable the alarm by green light consent.
  - Open the gate with the two mechanical keys

- Open the door with TIA/key-badge and mechanical key
- c. once the activity in the Ceremonial Hall are completed, the airport Operator must:
- Close the door of the Hall;
  - lock the intermediate gate with the two mechanical keys;
  - Activate the intermediate gate alarm by swiping TIA/key-badge on the reader (the reader lights up red)
  - Close the main dockyard gate.
- d. the Operator holds the responsibility to follow the steps of the procedure carefully; any omission will be reported to the relevant airport Authorities for the necessary follow-up.

### 1.5.5 AIRPORT CAPACITY

For figures relating to Venice Airport's capacity, intended as the maximum number of movements per hour for each runway, reference is made to paragraph 9.1.4.

### 1.5.6 MINIMUM CONNECTING TIME

The Minimum Connecting Time (MCT) is the minimum time in minutes, for transiting passengers to disembark from the arriving flight and embark on the departing flight. The figures derive from a feasibility study undertaken based on the individual stages comprising the procedure to process transiting passengers and baggage.

The table below shows the Minimum Connecting Times applicable at Venice Airport.

MINIMUM CONNECTING TIME				
	<i>Domestic+Domestic</i>	<i>Domestic+International</i>	<i>International+Domestic</i>	<i>International+International</i>
<b>Standard Times</b>	00:35	00:35	00:35	00:35

## 1.6 SERVICES CHARTER

Art. 705, paragraph 2, lit. g) of the Navigation Code provides for the obligation, for the Airport Authority, to draw up the Services Charter in accordance with the directives issued by the Ministry of Infrastructure and Transport and ENAC and it guarantees compliance with the required levels of quality of services offered to customers.

The Service Charter is intended to provide information, on an annual basis, about the achieved level of quality of services, as well as the improvement targets for the coming year. The Airport Authority prepares the Charter of Services annually, according to the current legislation and in particular by ENAC Circulars GEN-06 "Quality of services in air transport: the standard service charters for aircraft operators and air carriers" and annexes documents and GEN-02B "Application of Regulation (EC) No. 1107/2006

and quality of services provided to disabled persons and persons with reduced mobility in air transport" and their annexes.

As coordinator, the Authority sets in the Charter the quality standards globally guaranteed at the airport, both with regard to services offered directly and through Handlers or Sub-Contractors.

The quality standards reported in the Services Charter shall be identified in cooperation with airport users and operators, based on the previous year results and considering the traffic forecasts and other events that could affect the airport performance. Quality standards for assistance to disabled and reduced mobility passengers are developed in collaboration with users and organisations representative of PRM categories.

The Services Charter is approved by ENAC - Passengers' Rights Department, following a favourable opinion from the Territorial Directorate Nord Est.

This Airport Regulation, adopted by order of the Airport Management, binds all operators involved in airport activities to comply with the Charter of Services targets and with the Minimum Airport Standards. In addition, each airport operator must cooperate to ensure quality standards stated in the Charter of Services are respected.

The Service Charter is published on the website of Venice Airport at the following link: <https://www.veneziaairport.it/info-e-assistenza/carta-dei-servizi.html>

### 1.6.1 MONITORING OF SERVICES

The Manager is required to monitor and record the quality standards provided in the Charter of Services using the methodologies set out in Annex 2 of Circular GEN-06, as well as to share the data with the Committee for Regularity and Quality of airport services.

The Manager entrusts to an ISO 9001 certified company the measurements of waiting times at check-in, passport control, tax refund and passenger satisfaction level (customer satisfaction surveys). This company must guarantee technical and organisational skills and professional competence to ensure, in accordance with ENAC GEN-06, the maximum transparency and independence of the surveys that have as object activities that fall under the direct responsibility of the Manager, Handler, Subconcessionaires and State Entities.

The Manager determines, with the support of the survey company, the most appropriate operational solutions to effectively schedule periodic survey sessions (e.g. timing, questionnaires to be submitted to users, number of interviews, etc.). The questionnaires are defined in accordance with the requirements of the Services Charter legislation and the sample is defined in such a way as to satisfy the required statistical reliability.

The questionnaires collected are processed by the external company and retained by it, while the periodic and overall reports are sent to the Manager who share them with interested parties and retain them.

Statistical data on waiting times at security, baggage drop-off times, first passenger de-bording times, PRM passengers' waiting times, number of PRM complaints, flight delays (On-time departure, recovery capacity and delays attributed to the Manager) frequency of toilet cleaning, opening time compatibility between bars/restaurants and airport terminal, BHS system reliability, misloaded baggage on departure and passengers transit process efficiency are collected directly by the Manager through IT systems.

### 1.6.2 COMMITTEE FOR REGULARITY AND QUALITY OF SERVICES

Circular GEN-06, recalling the principle of continuous improvement of the quality of services at airports, at § 9.2 expresses the need for a constant and systematic monitoring by the Manager, in cooperation with airport operators, in order to prevent criticalities and promptly resolve problems that may arise at the airport.

In accordance with the above mentioned Circular, a "Committee for the regularity and quality of airport services" is set up at Venice Airport, chaired by the Quality Manager of the Authority and composed by the PH Terminal, the PH Movement Area and the most representative Carriers Handling companies.

The Committee composition may change in relation to the complexity of individual airport realities, including other members such as other airport operators, general aviation and government agencies.

The Committee meets monthly, as for Circular GEN 06 indications.

ENAC participates as an observer, exercising its supervisory and control functions.

In the Committee meetings, the monitoring of the Charter Services indicators is shared and any significant deviations from the targets set are highlighted.

The Committee, after having discussed and identified the improvement actions, identifies the action owner and agrees the time for execution. The Service Quality Manager verifies the implementation of agreed actions.

### 1.6.3 COMPLAINTS

Complaints can be addressed to the Airport Manager by post, e-mail or online through the website of the Airport.

If the complaint is about the Manager's competence, the Quality Office will prepare a response in agreement with the competent office within thirty days of receipt.

If the complaint concerns other operators' activities, the Manager will send the complaint to the competent department, who will transmit to the Quality Office a detailed report about the issue, including actions to remediate.

The Quality Office, within thirty days of receipt, will prepare the response in agreement with the responsible person for the sector concerned.

Complaints and their responses will be recorded and stored by the Manager.

The airport Operators prepare, in turn, the collection of data relating to complaints received, to be made available to the Manager and the Committee for Regularity and Quality of services.

The Manager arranges the collection of data on complaints received, classified by type and processed in order to identify the most significant indices (complaint rate, average response time, etc.) and submits it to the Committee for Regularity and Quality of Services, as an important source of information for the qualitative and quantitative identification of the causes of disservices and the most critical sectors among those monitored.

## 1.7 AIRPORT QUALITY MINIMUM STANDARDS

The way some airport activities are carried out can significantly affect the overall functionality and quality of the airport and interfere with the quality of each operator's performance and scheduled flight times. Consequently, it is necessary to set minimum operational standards for some services considered essential to the operation of the Station and of which the Airport Manager is responsible, as part of its coordination and control tasks.

The essential services and the mandatory minimum standards are identified and updated on the Manager's instructions, after consultation of the Airport Users' Committee in an extended session with the Handlers, and reported in the Regulation.

The values of the quality minimum operational standards for the Station are different from those in the Charter of Services, which should be considered as objectives for the continuous improvement of the quality of services.

The Airport Regulations, adopted by order of the Airport Management, bind all entities that carry out activities in the airport to comply with the minimum standards of the Station. Failure to comply with the contents of the Airport Regulation, including the minimum standards, entails for the defaulting entity the activation of sanctions as provided by art. 705, paragraph 2 letter e-bis) of the Code of Navigation.

The checks on compliance with the minimum standards are carried out by the Manager in accordance with the provisions of the current ENAC legislation and in particular the information contained in APT-19 and GEN-06.

In cases of serious malfunctions, the Operator calls on operators to jointly analyze the criticality found and define the necessary corrective actions. In the event of a recurrence of reported malfunctions or non-compliance with the agreed corrective actions, the Manager shall inform ENAC Airport Directorate and propose the application of the resulting sanctions.

With reference to the quality minimum operational standards for essential services, the following indicators have been identified for Venice airport:

Minimum Service Standards – rev.02 - Jan25	
Indicatori	Target
Waiting time for first passenger disembarkation	7 min.
Number of mishandled baggage on departure (not delivered to the baggage claim area at the airport of destination) which fall under the responsibility of the airport (no. of bags not delivered at the destination airport /1000 departing passengers)	5‰
Last bag delivery waiting time	40 min. Narrow Body 50 min. Wide Body
Check-in waiting time	25 min.
Waiting time at security gates	20 min.
Waiting time for departing PRMs to receive assistance from one of the designated points at the airport	40 min. prebooked passengers 40 min. not prebooked passengers
Waiting time on board for disembarkation of the pax PRM after disembarkation of the last passenger.	20 min. prebooked passengers 20 min. not prebooked passengers

The application of the values given in the table above must necessarily refer to normal operating conditions of the airport.

Exceeding these parameters may not constitute a violation of the Airport Regulations if this occurs in the presence of exceptional conditions that are shown below, but not limited to:

- adverse weather conditions (resulting in flow limitations and/or low visibility procedures);
- Malfunctioning of computer and baggage handling systems;
- Special maintenance on centralised infrastructures;
- No availability or delays in operational information communication;

- days of particular traffic criticality in terms of regularity for reasons not dependent on the VCE Airport
- Days of strike

## 1.8 INSPECTIONS, INTERDICTIVE MEASURES AND SANCTIONS - REFERENCE REGULATIONS

This Section of the Airport Regulation has been drafted, in particular, in accordance with the ENAC guidelines contained in Circular APT-19 of 26 October 2005, titled "Airport Regulations", and in compliance with the responsibilities assigned to the Airport Operator pursuant to Articles 705 and 718 of the Navigation Code.

The Airport Operator acts as an enforcement agent on behalf of ENAC pursuant to Regulation (EU) No. 255/2010

### 1.8.1 COMPLIANCE INSPECTIONS AND ACTIONS

The personnel of the management company may carry out inspections to verify compliance with the provisions of this Regulation and with any related or expressly referenced documents.

If, during such inspections, non-compliant behavior or violations of the contents of these documents are identified, or if reports of such nature are received, the Operator may take action against the parties involved through one or more of the following measures:

- Application of interdictive measures
- Implementation of corrective or restorative actions, with costs charged to the responsible party
- Charging for compensation of any damages incurred
- Application of penalties and/or other measures provided for in existing contractual agreements
- Recommendation to ENAC for the imposition of sanctions and/or other measures

In the event that non-compliant behavior or violations of this Regulation, its related documents, or current contracts are detected—resulting in critical operational situations, potential disruption of regular operations, risk to persons or to the integrity of airport buildings and facilities, or harm to safety and security—the Operator's personnel may implement various interdictive measures aimed at ensuring the continuity and safety of affected processes.

Ignorance of the latest version of this Regulation or of any related or expressly referenced documents shall not constitute grounds for justifying non-compliance.

To enable the formal contestation of any type of violation of this Regulation or related documents, the Operator's personnel may, where necessary, collect all relevant data and documentation.

The Operator shall formally notify the responsible party in writing of the violation. In the notice of contestation, the Operator may also request that the party indicate which actions will be taken to prevent recurrence of the non-compliance.

Within the period specified in the notice, the concerned party must submit any observations regarding the findings and communicate the corrective measures planned.

After the deadline, if the Operator deems the justifications insufficient or if no response has been received, the Operator shall proceed with the appropriate actions as indicated above.

## 1.8.2 AUDITS ACTIVITIES TOWARDS OPERATORS

Pursuant to the authority granted under Article 705 of the Navigation Code, the Operator may conduct audits of airport operators concerning security, mobility, and contractual compliance.

If the audits reveal non-conformities or findings, these will be detailed and analyzed in a final report sent to the operators. Depending on the nature of the findings, corrective action plans may be established to address such non-conformities.

Each company subject to audit is required to provide the requested documentation to the Operator and to implement the corrective actions identified within the established timeframes.

Failure to comply will result in the application of the provisions set forth in this Regulation, in existing contracts, and/or as permitted by law (application of penalties, contract termination, damage compensation, etc.).

In the case of serious non-conformities—particularly those involving violations of current legislation—such findings will also be reported to ENAC for appropriate action.

## 1.8.3 INTERDICTIVE MEASURES

Interdictive measures are actions ordered by the Operator to directly affect the activities of individual entities operating at the airport, with the aim of restoring compliance with the provisions of this Regulation and its related or expressly referenced documents.

These measures apply both to operators and to their individual employees.

Interdictive measures imposed by the Operator must be immediately implemented by the airport operator and/or affected personnel.

The Operator shall not be held liable for any consequences suffered by any party as a result of the application of interdictive measures in response to regulatory violations.

Any consequences arising from the application of such measures shall not give rise to claims for compensation or damages for interruption of activities, unavailability of facilities, infrastructure, equipment, or airport services, or any related operational impacts.

Operators subject to interdictive measures may appeal to ENAC, submitting their reasons while simultaneously informing the Operator.

Interdictive measures are defined according to the specific circumstances and may include, by way of example but not limitation:

- Immediate suspension of a specific activity by the non-compliant party, with possible resumption only under corrected procedures
- Formal request for prompt compliance with specific regulatory provisions
- Suspension of access authorizations or credentials
- Order to cease use or remove equipment or vehicles deemed unsuitable or left in unauthorized areas

### 1.8.4 SANCTIONS

Pursuant to Article 705, paragraph 2, letter (e) of the Navigation Code, the Operator is responsible for verifying compliance with the provisions of the Airport Regulation by private operators providing airport services, for the purpose of issuing sanctions provided for in this Regulation or in related or expressly referenced documents.

In the case of serious violations of the Regulation committed by private operators, the investigation and contestation may be carried out by the Operator, while ENAC will be responsible for imposing the sanctions.

## 1.9 ZTC - CONTROLLED TRAFFIC ZONE

In terms of ordinance no. 16/2018 dated 4/9/2018, effective from 01/10/2018, ENAC established a Controlled Traffic Zone (ZTC) at the premises of the Marco Polo Venice Airport. Based on this ordinance, all vehicles entering the Airport must use the roads for a maximum of 10' (ten minutes), plus 1 minute of grace time, in which they must:

- a. Enter one of the Airport parking areas that are excluded from the applicability of the ZTC (technically, the access points of entry to the parking are exit points from the ZTC. Parking areas allow for a free stopping time of the first 10 minutes from entry into the parking);
- b. Exit from the ZTC without entering the parking.

The system will be deactivated should the road traffic be slower to the extent of not making it possible to comply with the time limit of seven minutes.

Managing the road traffic and the relevant fines are the responsibility of the relevant Police.

Airport operators and suppliers that need to remain on the road system with their vehicles for longer than seven minutes must obtain accreditation in advance or up to 5 days after the transit, by completing the form available on the portal [www.veneziaairport.it](http://www.veneziaairport.it), to which reference is made for additional information

## 2 PASSENGER SERVICES

### 2.1 PASSENGER ASSISTANCE SERVICES

This chapter regulates passenger assistance activities that are not handling activities in terms of Directive 96/67/EC, in that landside assistance is provided to parties that are not air Carriers.

This therefore refers to an activity that does not require ENAC certification pursuant to Italian Legislative Decree 18/1999.

#### 2.1.1 SERVICE CLASSIFICATION

For the purposes of this chapter, passenger assistance activities are divided into the following three chapters, characterised according to the distinctive features listed below:

- a. VIP services, which by way of example and not limited to, include:
  - Passenger accompaniment, with dedicated assistance, in the arrivals and departure halls;
  - Help and support provided to passengers with formalities, for example check-in, customs procedures, routing to access points control points based on the airport procedures, government entity procedures, lost baggage assistance;
  - Coordinating portorage services;
  - Organising transfers within the airport precinct (e.g. Aerodrome - Dockyard);
  - Organising inter-runway passenger transport to aircraft with vehicles, without prejudice that this service may only be carried out by cat. 5 certified Handler personnel, as per Annex A to Italian Legislative Decree 18/1999;
  - Access to the Marco Polo Lounge and priority lane access.
- b. Services to Cruisers that, by way of example but not exhaustive, consist in:
  - Help and support to the passenger in carrying out the boarding/disembarkation operations, such as check-in, X-RAY controls, customs procedures, passport control facilities, procedures with State Authorities, assistance for baggage mishandling,
  - Provide porter service;
  - Organization of transfers between the airport and the ships.
- c. Other services. This refers to a residual category, but which refer to the characteristic features of the airport passenger assistance services. This category includes, for example:
  - Assistance to seamen in obtaining entry visas and ancillary services.
  - Help and support to passengers in carrying out material and legal activities at the airport.

### 2.1.2 COMMON RULES

All passenger assistance services are conducted according to the following rules:

- a. All passenger assistance services are carried out on a free-market basis by parties that have the requirements set in this Procedure;
- b. Activities requiring certification by law, in terms of Art. 13 of Italian Legislative Decree 18/1999 (e.g. inter-runway transport) will be carried out by SAVE or another operator that holds this certification. By way of example, therefore, Operators without cat. 5 certification, pursuant to Art. 13 of Italian Legislative Decree 18/1999 and Annex A to said Decree, are forbidden from going on to the apron/aircraft.
- c. Passenger assistance services may only be conducted on a business basis if prior accreditation has been obtained from SAVE, once the latter has ascertained that the requirements set by this Procedure have been met;
- d. Accreditation is valid for a maximum of three years;
- e. In order to ensure airport decorum and the hygiene and safety of personnel, Operators requiring airside access are obliged to sign a contract with the Manager to occupy office space on a sub-concession basis;
- f. Operators must comply with all legislation, regulations and administrative directives needed to conduct their respective activities;
- g. Operators must strictly adhere to all directives issued by the relevant airport Authorities and SAVE, including those in a regulatory format, and taking into account the specific nature of the airport sector;
- h. Operators must carry out their activities in such a way that they do not hamper Airport operations, in particular, the requirements regarding the transit of passengers at Marco Polo Airport and the proper functioning of airport operations and/or checks undertaken by SAVE and the relevant Authorities. In the event of operational anomalies, the Operator shall adhere to any changes in procedures and in the priorities set by SAVE through its designated managers;
- i. Operators must use personnel that they employ, and where deemed necessary in order to provide a better level of service, may also make use of external consultants or assistance, which shall nonetheless comply with applicable legislation;
- j. All the Operator's personnel and/or consultants and/or assistants must have an airport access card ("tesserino d'ingresso in aeroporto" - TIA), after having successfully completed the security courses required by law, even if they are not authorised to access airside areas. The TIA is enabled for access to landside and/or airside areas (or limited solely to the terminal), based on the characteristics of the activities carried out.
- k. All personnel and/or consultants and/or assistants shall be duly trained to provide Assistance to Reduced Mobility Passengers or passengers with disabilities as stipulated under Regulation (EC) no. 1107/2006;
- l. With regard to employees and outsourced freelancers, Operators shall comply with all obligations, none excluded, arising from legislative, regulatory and administrative provisions relating to labour and social welfare, as well as collective labour contracts for employees, and apply rules and remuneration conditions that are not lower than those contemplated in the collective labour contracts applicable to the relevant category and in terms of the better treatment clause, applicable in the place where the services will be carried out, and generally, by any other collective contract subsequently entered into for the applicable category;

- m. The aforementioned rules, as well as additional rules that may become necessary to correctly carry out the activities, are detailed in a specific “policy document” that is signed between the Manager and Operator before operations begin.

### 2.1.3 VIP SERVICES

#### 2.1.3.1 REQUISITES

In order to perform VIP services, the economic operators involved shall comply with the following requisites:

- a. Registration with the Chamber of Commerce (CCIAA) or equivalent registry, if foreign;
- b. Holding the relevant authorisation to conduct the activities of travel and tourism agency, pursuant to the Regional Law of Veneto 33/2002;
- c. Social welfare contributions are in order, based on the submission of an insurance contribution payment certificate (DURC);
- d. Have the requisites as per article 38 of Italian Legislative Decree no. 163/2006;
- e. Hold third-party liability insurance related to its activities, showing no exclusions for its activities in the context of the airport, with a liability limit of € 2 million.
- f. act of sub-concession of office space signed with the Manager.

The Manager will be in charge of ascertaining compliance with the above requisites.

#### 2.1.3.2 LIMITATIONS TO SERVICE PERFORMANCE

During the performance of their duties, VIP Service personnel are required to:

- a. Ensure that they are clearly identifiable and that their appearance and conduct are consistent with the company they represent
- b. Strictly comply with the authorizations indicated on their TIA (Airport Identification Card), in accordance with the services being provided
- c. Respect the airline’s check-in procedures, refraining from acting on behalf of the passenger during check-in operations
- d. Submit a written request in advance to the airline for any potential ramp services. If authorization is granted, coordinate boarding operations with the designated handling agent. VIP service staff are not authorized to accompany passengers in the van up to the aircraft
- e. Comply with airside access limitations, remaining within the designated areas — up to the gate for departing services and up to the mezzanine area for arriving services. Access to the boarding bridge (aviobridge) is strictly prohibited
- f. At border control points:
  - Use the dedicated *staff service lanes* when entering or exiting through the border line.
  - Instruct VIP clients to use the appropriate queue corresponding to the identification document they are presenting. Priority access is not permitted

## 2.1.4 SERVICES TO CRUISE PASSENGERS

### 2.1.4.1 REQUISITES

To provide services to cruise passengers, the Operators involved shall comply with the following requisites:

- a. Registration with the Chamber of Commerce (CCIAA) or equivalent registry, if foreign;
- b. Proof that they are a ship owner or travel agency, tour operator, shipping agency, appointed by the ship owner or by the ship owner's agents, to conduct said services;
- c. Social welfare contributions are in order, based on the submission of an insurance contribution payment certificate (DURC);
- d. Have the requisites as per article 38 of Italian Legislative Decree no. 163/2006;
- e. Hold third-party liability insurance related to its activities, showing no exclusions for its activities in the context of the airport, with a liability limit of € 2 million.

The Manager will be in charge of ascertaining compliance with the above requisites.

### 2.1.4.2 HOW THE SERVICES ARE PROVIDED

In addition to the common rules set out under para. 2.1.3 of this Procedure, the rendering of services to cruise passengers is subject to the following conditions:

- a. Operators must ensure an orderly flow of passengers;
- b. Personnel must adopt a respectful attitude to cruise passengers and other airport staff;
- c. Staff must wear a uniform;
- d. Operators do need to sign a contract with the Manager to occupy office space on a sub-concession basis, unless the Operator's employees intend accessing the airside.

## 2.1.5 OTHER SERVICES

### 2.1.5.1 REQUISITES

The Operators involved in rendering services to passengers shall comply with the following requisites:

- a. Registration with the Chamber of Commerce (CCIAA) or equivalent registry, if foreign;
- b. Holding any authorisations that may be required to exercise the activity in terms of the law;
- c. Social welfare contributions are in order, based on the submission of an insurance contribution payment certificate (DURC);
- d. Have the requisites as per article 38 of Italian Legislative Decree no. 163/2006;
- e. Hold third-party liability insurance related to its activities, showing no exclusions for its activities in the context of the airport, with an adequate liability limit in relation to the risks of the activities that will be carried out.

The Manager will be in charge of ascertaining compliance with the above requisites.

### **2.1.5.2 HOW THE SERVICES ARE PROVIDED**

In addition to the common rules set out under para. 2.1.3 of this Procedure, the rendering of services is subject to directives that are necessary in respect of the relevant Operator, on a case-by-case basis, and are detailed in specific guidelines for exercising the activity.

## **2.2 AIRPORT INFORMATION SYSTEMS AND PUBLIC NOTIFICATION SYSTEMS**

### **2.2.1 DESCRIPTION**

This Section deals with the series of information systems, which are summarised according to type as follows:

- CUTE System;
- FIDS/BIDS System;
- Public notification system.

### **2.2.2 CUTE - PROCEDURE**

- a. Operator staff must strictly adhere to correctly using the CUTE work stations made available by SAVE; they shall specifically avoid any form of damage to the hardware and software used and may in no way tamper with the devices they have access to.
- b. The Operator is responsible for providing boarding passes, labels, continuous stationery, etc. used at the CUTE workstations; these materials must approved beforehand by SAVE. See also para. 2.3.32.3.3, point a) in this regard.
- c. Operator staff must adhere to the directives set and disseminated by SAVE during the log-in stages, paying special attention to correctly selecting the required methods for usage (e.g. “Check-In method” at the check-in counters, “Operational” method for activities relating to “Weight&Balance”).
- d. Staff must properly log-out when leaving the CUTE workstation; you are reminded that failure to comply could result in additional charges, as well as compromise the airport’s smooth management.
- e. Operator staff shall only use the CUTE workstation to carry out the operations that the workstation is intended for. Where necessary, Operator staff is also responsible for replacing the boarding passes, baggage labels and continuous stationery on the printers, and for removing the boarding passes from the Gate-Reader Bin each time boarding is completed.

- f. Should difficulties be experienced with printing or if the paper is jammed, Operator staff shall attempt to restart the device without causing any damage to the device itself; should this be unsuccessful, or in the case of more serious problems, Operator staff shall contact the “SAVE Information Systems Technical Support”, available on site (see para. 12.1). Only if this request for assistance is unsuccessful, the Operator Manager on duty shall directly contact the SAVE Station Manager on duty.
- g. With regard to the airport configuration, the Operator may request possible implementations or changes, by contacting the Information Systems Department Help Desk (see para. 12.1).

### **2.2.3 FIDS/BIDS/INTERNET/CALL CENTRE - PROCEDURE**

- a. All the information published on FIDS/BIDS/Internet/Call Centre monitors is managed by the SAVE Aerodrome Coordination Office; the Operator shall contact this Office to send any notifications or requests regarding the relevant data, according to the provisions in this Regulation.
- b. The FIDS monitors positioned at the check-in counters are managed via the individual CUTE workstations made available by SAVE. Producers/Self-producers shall administer the relevant monitors from there, after having received the relevant training provided by SAVE.
- c. Operator staff may under no circumstances, use the aforementioned workstations for any other use than what they were intended for. Specifically, they should avoid any form of damage to the hardware use and must in no way tamper with the devices in question.
- d. The FIDS system used by SAVE makes it possible to open counters dedicated to specific flights on an impromptu basis.

### **2.2.4 PUBLIC NOTIFICATION SERVICE - PROCEDURE**

The public notification service within the airport is provided by SAVE, using:

- The FIDS Information System monitors located in the Aerodrome and adjacent areas:
- Information counters;
- (General and local) voice announcements.

SAVE has chosen to limit public announcements to improve the passenger experience at the airport.

Any operational information that SAVE deems it necessary to provide to the Operator regarding the public notification systems dealt with in this Paragraph, is addressed to the specified reference person, or in specific or critical circumstances, to the specified Manager.

#### **2.2.4.1 FIDS**

The FIDS System provides information on arriving and departing flights (times, boarding gates, dedicated check-in counters, operational events etc.) using different procedures and levels of detail according to

the area where the monitors are installed. For further information on FIDS system, see para. 7.1 of these Regulations.

#### **2.2.4.2 INFORMATION COUNTERS**

The information counter operator provides information to passengers and/or airport users such as: flight operations, general information on business activities, available airport services, transport connections with the airport.

#### **2.2.4.3 VOICE ANNOUNCEMENTS**

All announcements must be made in compliance with personal data processing legislation, without prejudice to the overriding operational requirements justifying the announcement. Announcements may be made in any language, besides Italian and English.

Please refer to para. 2.2.6 - *Using microphones and telephones to issue announcements*.

##### **2.2.4.3.1 GENERAL VOICE ANNOUNCEMENTS**

General announcements that do not refer to individual boarding gates, are made in the Passenger Aerodrome, ensuring that the announcement is sent out to the relevant area.

SAVE attends to announcements referring to changes or information regarding the processes that fall within its direct responsibility (e.g. gate changes, changes to baggage claim carousel, etc.).

##### **2.2.4.3.2 LOCAL VOICE ANNOUNCEMENTS**

Gates are equipped with a free access system (microphone) for Operators/Self-producers operating there, which allow them to make local announcements to departing passengers.

Announcements may only be made by the Operator's staff responsible for boarding the flight, or by the User's staff, in the event of specific needs.

The content of the announcement must only refer to the flight boarding operations (call to board, last call, calling passengers, boarding from gate, etc.).

For reasons of sound pollution, announcements must be clear, brief and short; as far as possible, repeating the same announcement should be avoided.

#### **2.2.5 MANAGING PROBLEMS AND EMERGENCIES**

Should there be a temporary malfunction in the FIDS system, SAVE shall attend to making the general voice announcements; should the malfunction persist, SAVE may adopt alternative measures, informing the Operator reference person, or the specified Manager under specific or critical circumstances.

Any Operator detecting any anomaly or malfunction with the public notification systems referred to in this Paragraph, shall immediately report this to SAVE (see para. 12.1), and shall wait for the technician to arrive without attempting to restore operations.

## 2.2.6 USING MICROPHONES AND TELEPHONES TO ISSUE ANNOUNCEMENTS

The sound system allows for announcements to be issued from the microphone stations located at the different offices and gates, and from certain telephone devices.

### 2.2.6.1 ANNOUNCEMENTS FROM BOARDING GATE MICROPHONE

Microphones are provided at the boarding gates, allowing for announcements to be made solely in a limited area surrounding the gate.

### 2.2.6.2 TELEPHONE ANNOUNCEMENTS

Issuing general voice announcements via telephone is done following the sequence set out below:

A	Lift the handset and select <b>2626</b>
B	Wait for the voice guidance that says "Select the zone where the announcement will be made"
C	Select *
D	Select the <b>zone number</b> according to the list provided in the table below
E	Select * wait for audible confirmation with the BIP
F	Make the announcement
G	Once completed, select # and reattach the handset.

### 2.2.6.3 ZONE NUMBER TABLE

1	Non-Schengen Departures
2	Schengen Departures
3	Non-Schengen and Schengen Departures
4	Check-in hall
5	Arrival hall
6	Arrivals baggage reclaim + mezzanine
7	Offices + Business-Centre
8	BHS operating zone (Ground floor + mezzanine)
9	External roads

## 2.3 MANAGING CHECK-IN COUNTERS

### 2.3.1 DESCRIPTION

This Section deals with all aspects making up the check-in counters at the Passenger Terminal (hardware, software, electro-mechanics, infrastructure), and the baggage claim carousels in the landside area.

### **2.3.2 GENERAL INFORMATION**

SAVE attends to planning the assignment of counters and any changes required due to operational requirements, based on availability and in accordance with the commercial agreements and contracts in place with each Operator. Any requests for temporary changes in assignments due to operational requirements, can be submitted to the SAVE Station Manager (by telephone and immediate follow-up by email).

Any temporary changes decided by SAVE for operational requirements and/or technical problems will be communicated to the Operator (to the reference contact provided by the latter). Any SAVE notifications relating to the check-in areas will be addressed to the same contact, or will be addressed to the specified Manager in specific or critical circumstances.

### **2.3.3 CHECK-IN COUNTERS – PROCEDURE**

The use of the check-in counters is subject to compliance with the following directives:

- a. The quality of the materials used for labels and/or boarding passes must be agreed with SAVE, which will check whether they are suitable in order to avoid malfunctioning and jamming on the printers installed. In addition, in order to avoid negative impacts on the scanners' automatic readability, the label structure must be compatible with print layouts. Generic labels must respect the location of logos and coloured bands with respect to barcodes. In this regard, the Operator must provide SAVE with samples in advance, and in sufficient quantities to test whether they function correctly.
- b. In its capacity as Manager, SAVE shall equip the check-in area with its customised retractable barriers based on a standard set-up with counter markings on the floor using adhesive stickers. Mats and similar materials on the floor are therefore not permitted.

The user of the check-in counter must ensure that the counter is left in the best possible condition for the next user; in this regard, the Operator must specifically:

- Remove all material used for the check-in;
  - Use the appropriate waste bins for the paper removed from the labels;
  - Contact the SAVE Station Manager on duty should urgent cleaning be required to restore the counter to use. In this case, SAVE shall charge the cleaning operations to the Operator that does not comply with the aforementioned directives.
- c. Any customising of counters for specific check-in requirements (e.g. First Class, Profiling, etc.) is the responsibility of the Operator and must be agreed and authorised in advance by SAVE. Once the check-in is completed, the counter must be restored to the condition specified in point b) above. The rollers and sizers used for hand luggage must be removed after the flight is closed.
  - d. Emergency buttons at the counter must only be used in the event of there being danger to persons or things.

In this regard, the Operator should be mindful that when the emergency button is activated from any of the check-in counters or sorting areas, the functioning of the entire BHS system is blocked, with the consequent operational repercussions.

- e. SAVE must give at least 30 minutes notice of any changes or reductions in the assignment of check-ins to the Operator, who must then adopt the most appropriate organisational measures in this regard.

### 2.3.4 BAGGAGE CHECK-IN AND FORWARDING TO BHS - PROCEDURE

The Operator shall comply with the directives in this Regulation and all the written instructions in the vicinity of installations, even if these are not reported in the Regulation itself. Please refer to para. 11.4.5- *Use of installations, equipment and infrastructure.*

- a. Baggage on the weighing belt must not be placed one on top of the other, but rather positioned one behind the other.
- b. Remove all old labels.
- c. Move the baggage forward using the advance button [MAN], label it, then direct it using the button [OUT] on the collection belt.
- d. Respect the belt's automatic operation without pushing baggage on the collector. It is strictly forbidden to manually insert baggage on the main conveyor belt, in this way forcing the sequencing that is automatically set by the system.
- e. Check that the passenger has the identifying label; if not, ensure that this is applied.
- f. Apply the baggage label, checking that it is not covered by any other type of label (priority, first-class, short-connection, etc.).
- g. For luggage weighing 25 kg or more, apply the HEAVY label, specifying the relative weight, in order to protect the safety of handling operators.
- h. The maximum dimensions for baggage that can be managed by the BHS are as follows:  
LENGTH 1200 MM  
WIDTH 750 MM  
HEIGHT 400 MM  
WEIGHT 55 KG.
- i. Minimum sizes are:  
LENGTH 300 MM  
WIDTH 200 MM  
HEIGHT 200 MM  
WEIGHT 2 KG.
- j. The piece of baggage must have at least one flat surface to rest on during transport
- k. There shall be no protruding rods, hooks or unprotected laces on the baggage
- l. Prohibited baggage: see information sheet on check-in counters.
- m. Other baggage, which could become entangled in the BHS system because of their shape (e.g. backpacks and duffel bags), must be inserted in the specific plastic bags provided by SAVE.

- n. Cardboard luggage must be protected by cellophane or plastic bags similar to those mentioned in point m. of this paragraph
- o. Non-compliance with the correct check-in procedures can result in serious negative consequences for the entire sorting system and have serious consequences for operators and passengers alike.
- p. SAVE reserves the right to charge any Operator that does not comply with the aforementioned check-in procedures, with the costs to restore/repair the BHS and all consequent expenses.

### **2.3.5 OVER/UNDERSIZED BAGGAGE – PROCEDURE**

The Operator is obliged to comply with the following:

- a. The Operator shall give the SAVE Hall Attendants any luggage that exceeds the minimum and maximum dimensions referred to in points h) and i) under para. 2.3.4. The handover follows the procedures set out in point b) below.
- b. After recording and labelling over/undersized baggage, Operator staff responsible for the check-in does NOT send this through to the BHS, but proceeds as follows: leaves the baggage in the safekeeping of the passenger, directing them to hand it in at the collection point for "OVER/UNDERSIZED BAGGAGE", in the vicinity of the x-ray check point.
- c. SAVE, using its own staff, then attends to forwarding the relevant baggage to the Operator's sorting bays, via the designated service access points.
- d. For additional and more detailed information to this Paragraph 2.3.5, please refer to the BHS Operating Procedure under para. 3,1 in these Airport Regulations.

### **2.3.6 ANIMALS, FIREARMS AND CARTRIDGES - PROCEDURE**

#### **2.3.6.1 ANIMALS**

Check-in procedures for live animals are undertaken at the check-in counters.

Larger-sized animals travelling in the hold (AVIH) must be closed in specific containers by the owners at the time of the check-in operations. They are then transferred to the baggage sorting room via the specifically designated service access points, with the same procedures used for under/oversized baggage, as described under points b) and c) above in para. 2.3.5.

Animals travelling in the cabin (PETC) must be closed in specific containers by the owners at the time of the boarding.

#### **2.3.6.2 FIREARMS**

The acceptance of firearms and cartridges is regulated by the operating procedure issued by the State Police (see also para. 3.14 in these Airport Regulations).

### 2.3.6.3 ARMED PASSENGER

In the case of a public official carrying a firearm, the Operator directs them to the State Police, and once registered, informs the flight captain, and if required by the Carrier, also the Carrier's Station Manager.

### 2.3.6.4 ADDITIONAL INFORMATION

For additional and more detailed information to this para. 2.3.6, please refer to the para. 3.14 and 3.14 in these Airport Regulations.

### 2.3.7 CHANGING BAGGAGE LABEL ALREADY ISSUED ON THE BHS

Please refer to the BHS Operating Procedure under para. 3.9 in these Airport Regulations.

### 2.3.8 CHECK-IN WORKSTATIONS IN TRANSIT AREAS

Transit counters in the Schengen Hall are equipped with workstations that are subdivided among the Handling Companies, as required.

The workstations have the standard equipment provided at the Departure Hall check-in counters, as well as a monitor that can be customised with the Operator's logo.

### 2.3.9 MANAGING PROBLEMS AND EMERGENCIES

Any Operator detecting any anomaly or malfunction with the check-in systems, shall immediately report this to SAVE (see para. 12.1 - *SAVE contact persons*), and shall wait for the technician to arrive without attempting to restore operations.

### 2.3.10 OPENING ADDITIONAL CHECK-IN COUNTERS - PROCEDURE

The requirements and solutions relating to the concept of Customer Experience have been under review by SAVE (in conjunction with Handling Companies) since 2015. It may happen that Carriers or Handlers may need to open an additional check-in counter, so as to complete check-in procedures in time. In this case, the objective is to avoid, as far as possible, that passengers at the end of the queue have the advantage over those in the front of the queue, thus disrupting the checking-in order.

If the additional check-in counter remains open until the flight is closed, the check-in staff will open the first two retractable barriers before activating the monitor (FIDS) for the additional counter, and channel through the first 5/6 passengers in the adjacent queue to the newly-opened counter. Once they have passed through, the retractable barrier is closed, the counter monitor is switched on and the check-in can begin.

If the additional counter cannot remain open until the flight is closed, or is only opened for a short time, the monitor (FIDS) at the additional counter is not switched on, nor are the retractable barriers opened. In this case, passengers are called up gradually from the adjacent queue.

## 2.4 BOARDING/ARRIVAL GATES

This Section deals with the data flows and procedures relating to assigning and using the passenger boarding and arrival gates.

### 2.4.1 USE OF GATES – PROCEDURE

It is mandatory to comply with the following directives:

- a. The gate (or group of gates) is defined for boarding each flight at the time of planning the flights.
- b. This planning which is intended as indicative and not binding, may be changed at any time due to operational and/or technical requirements. In this case, as soon as there is a change, SAVE shall notify the Operator contact person using the appropriate electronic tool. Any SAVE notifications relating to this paragraph 2.4 “Boarding/arrival gates” will be addressed to the same contact, or will be addressed to the relevant Manager in specific or critical circumstances.
- c. The assignment of the boarding gate is always displayed in real time via the FIDS system.
- d. Any specific requests for assigning gates for specific flights, referring to daily operations, must be made telephonically to the SAVE Airport Coordination.
- e. Any customising of gates for specific requirements (e.g. inaugural flight) is the responsibility of the Operator and must be agreed and authorised in advance by SAVE. Once boarding is completed, the gate must be restored to the condition specified in point b) under para. 2.3.3 above. The boarding gate is no longer available 10 minutes after STD or the last known ETD at the start of boarding; any additional requirement must be addressed to the SAVE Airport Coordination as soon as possible. The latter reserves the right to allow this or to identify an alternative solution, with a view to safeguarding the overall functioning of the Airport.
- f. Boarding gates must be left free of any materials after use.
- g. The opening and closing of boarding and arrival gates (transit/cancelled flights) must be carried out by the relevant Operator using existing systems (personal magnetic card or other).
- h. The automatic doors must be opened and closed using only the specific mechanisms, without forcing them. Every Operator must ensure under their own responsibility, that only the relevant passengers and authorised personnel pass through the doors during boarding and arrival operations (see para. 2.4.9 - *Temporary transiting of crews*). For security reasons, it is mandatory for gates to be closed once the boarding procedures have been completed or once the gates are declared “closed”. In the case of inter-runway boarding, Operators must also ensure that all passengers transiting at the gate have boarded the vehicle corresponding to the boarding flight.

Anyone with information regarding events that could prejudice airport security, must promptly alert the Central Police Operations Centre (041 2605920) and Security (041 2603711), which will promptly send a report through to the Security Manager ([securitymanager@veneziaairport.it](mailto:securitymanager@veneziaairport.it))

- i. SAVE reserves the right to conduct periodic and random checks on compliance with the directives in this paragraph 2.4 - *Boarding/arrival gates*, to ensure the proper functioning of Airport activities and charge any non-compliant Operators/Self-producers for any damage incurred.

## 2.4.2 NOTIFICATION OF BOARDING GATE CHANGES

The gate is considered “assigned” -60min from the ETD (Estimated Time of Departure).

The Handler/Carrier may notify its passengers of the boarding gate number (e.g. by putting it on the boarding pass) only once the assignment has been displayed to the public via the FIDS monitor.

Any gate changes to those planned are communicated by the SAVE Airport Coordination to the Operator using the appropriate electronic tools.

## 2.4.3 MANAGING PROBLEMS AND EMERGENCIES

It is mandatory to comply with the following directives:

- a. Any Operator detecting any anomaly/ malfunction or breakdown in the gate system, shall immediately report this to the SAVE contact person (see para. 12.1 - *SAVE contact persons*), and shall wait for the technician to arrive without attempting to restore operations.
- b. In the event of the automatic doors failing to close, the Operator must not leave the problem doors unattended for security reasons, and must wait for SAVE personnel to arrive.
- c. Any problem experienced by the Operator relating to using the gates (excluding the technical problems referred to in point a) above) must be immediately reported to the SAVE Airport Coordination.

## 2.4.4 SWING GATES - PROCEDURE

The procedure allows to modulate the layout of boarding areas through the handling of sliding and "guillotine" windows, in order to vary and adjust the number of boarding gates that can be used for Schengen or Extra-Schengen flights, according to operational needs.

### 2.4.4.1 GATES AT 324-325-326 TOWERS

Towers 324, 325, 326 at the Venice Airport terminal have three pairs of gates that can be used to board/disembark Schengen and Non-Schengen passengers, depending on operational requirements.

The configuration is changed manually by SAVE personnel (RDA), on the request of the CDS, by moving the sliding or “guillotine” glass doors, which are activated by scanning the TIA through the relevant badge reader.

It is important to note that changing the use of a tower from Schengen to Non-Schengen can only be done by following a specific sequence, i.e.:

- 1: tower 326.
- 2°: tower 325, only when tower 326 is already in Non-Schengen mode.
- 3°: tower 324, only when towers 325 and 326 are already in Non-Schengen mode.

The procedure is as follows:

**CDS:**

- a. Notifies the RDA by telephone of the need to activate a specific tower to Schengen or Non-Schengen mode.

**RDA:**

- a. Informs in good time the Police Captain on duty of the configuration change.
- b. A special check is done at the gates area so that the area to be converted is cleared of any passengers. In this regard, the area is marked off with red retractable roll-out tape already prepared, so as to avoid any additional people accessing the area that has been emptied.
- c. Operates the mobile partitions in the departure halls (for boarding gates) and on the arrivals' mezzanine floor (for arrivals), only once the loading bridge has been withdrawn from the aircraft into the stand.
- d. Activates the timed use on the button to open/close the mobile partitions by scanning the TIA through the badge reader.
- e. Positions the various partitions according to the area usage.
- f. Notifies the CDS that the change has been put in place.

**CDS:**

- a. Checks the configuration status using the “traffic light” light signals at its premises.

**2.4.5 JETTY DISEMBARKING**

The procedure describes the actions by Handling Company staff so as to allow access to the terminal arrivals area for passengers disembarking via fingers from arriving flights.

Before disembarkation, staff must:

- a. Open the sliding door using the relevant key/selector, located midway on the walkway, providing access to the arrivals area.
- b. Using the red retractable barrier (found alongside the aforementioned sliding door), close off the passage way leading to the boarding gate; this is to prevent passengers going the wrong way.

After disembarkation, staff must:

- c. Close the sliding access door to the arrivals area using the relevant key/selector.
- d. Retract the red retractable barrier, leaving the gate ready for subsequent boarding procedures.

**2.4.6 DIRECT TRANSIT DISEMBARKING PASSENGERS - PROCEDURE**

It is mandatory to comply with the following directives:

- a. If they are NOT remaining on board the aircraft during the stopover, direct transit passengers (i.e. with the same arriving and departing flight number), must disembark on departures, if possible using the same gate assigned to the departing flight.
- b. The SAVE Airport Coordination provides this information using the usual methods, and also assigns the entry gate to the departures hall.
- c. The Handling Company Ramp has the necessary inter-runway vehicles for transferring direct transit passengers from the aircraft to the departures hall (Schengen or Non-Schengen).
- d. On board staff informs the Handling Company Ramp Agent of the selected disembarkation (generally, TERMINATING passengers disembark first, and TRANSITING passengers last) and attends to “selecting” passengers on board so that the buses can be correctly accessed in an orderly manner.
- e. Before releasing the bus with transit passengers, the Ramp Agent checks that the gate identified for disembarkation is manned by Passenger Area staff from its Handling Company.
- f. If aircraft embarkation/disembarkations are carried out using the bridge, once the passenger disembarkation is completed, the Ramp Agent closes the disembarkation door from the tower, and in agreement with the Gate Agent, allows transit passengers to disembark to the arrivals hall.

## **2.4.7 INDIRECT TRANSIT PASSENGERS – PROCEDURE**

This procedure optimises indirect transit passenger flows, and specifies their security check procedures. Without prejudice to the Carrier’s (and Handling Company on its behalf) obligation to send the PTM (see para. 7.1.6), the Handling Company is obliged on behalf of the Carrier, to ensure that the DUV is sent (see para. 7.1.5) which among other information, also details the number of indirect transiting passengers. This figure only has official value for documentation (Airport Register) and accounting purposes.

### **2.4.7.1 ROUTES TO FOLLOW**

#### **2.4.7.1.1 SCHENGEN PROVENANCE**

- a. Provenance from a transiting Schengen flight, with onward Schengen flight:  
Passengers in the Schengen arrivals hall access the Schengen departure hall via the Schengen transit point located near the escalators, under the flexible supervision of Security
- b. Provenance from a transiting Schengen flight, with onward Non-Schengen flight:  
Passengers with Non-Schengen destinations are processed by Police and Customs at the check points located at the entrance to the Non-Schengen departures area.

#### **2.4.7.1.2 NON-SCHENGEN PROVENANCE**

- a. Provenance from a transiting Non-Schengen flight, with onward Non-Schengen flight:  
Passengers in the Non-Schengen arrivals hall access the Non-Schengen departure hall via the Non-Schengen transit point located near the escalators, under the supervision of Security , as necessary.
- b. Provenance from a transiting Non-Schengen flight, with onward Schengen flight:

Passengers with Schengen destinations access the Schengen departures area by passing through the Police and Customs at the check points located at the exit to the Non-Schengen departures area.

#### 2.4.7.1.3 NOTES FOR SECURITY

- a. G.P.G. at transit points conduct document checks to verify the passenger's provenance and destination.
- b. Before going to the security check points at the exit to the Non-Schengen departures area, the G.P.G. notifies the Finance Police (Guardia di Finanza) on duty at the departures access points.

#### 2.4.7.2 SECURITY CHECKS

- a. All indirect transiting passengers and/or their luggage are subject to security checks, except for passengers and their luggage coming from:
  - Airports of EU countries (European Union).
  - Airports of European Economic Area (EEA) countries.
  - Swiss airports.
- b. Also subject to security checks are passengers and/or luggage coming from countries or airports listed under point a) above., but which have been reported by the relevant Authorities because they do not comply with applicable security regulations. SAVE sends the relevant Airport Operators a listing of the countries or airports that are reported to the relevant Authorities because they do not comply with applicable security regulations.

#### 2.4.7.3 INFORMATION FOR STAFF

- a. Information relating to the number of transiting passengers, their provenance and destination are available in the FIDS terminals on the page NOTES under item PTM ARRIVALS.
- b. For information purposes, the following are authorised to transit:
  - Passengers holding a valid boarding pass, either with or without transit report on the FIDS system (PTM).
  - Passengers not holding a valid boarding pass, but holding a valid ticket and with the transit reported on the FIDS system (PTM).
- c. The following are not authorised to transit:
  - Passengers holding a valid ticket but without boarding pass and without transit report on the FIDS system.
  - Passengers with "low cost" outbound flight not holding boarding pass
  - Passenger with origin/destination signalled by Carrier or Police as "not eligible for transit procedure".

#### 2.4.7.4 "BOARD-TO-BOARD" TRANSIT PASSENGERS ONLY FOR GENERAL AVIATION FLIGHTS

Arriving passengers on a flight with a concomitant departure on another flight are permitted to transit from one aircraft to another, without prejudice to complying with the obligations imposed by law (border, customs and security, if required by the PNS).

In this case, the Handler for the transferring flight (who assists with the arriving flight):

- a. Agrees on the board-to-board transit of passengers and luggage with the relevant government entities, which authorise the boarding.
- b. Coordinates the flight activities with the departing flight's Handler, in writing.
- c. Arranges transport for passengers and luggage up to the departing aircraft.

#### **2.4.8 NON-STANDARD EMBARKATION AND DISEMBARKATION (WIWO - MIX MODE)**

The rules relating to non-standard embarkation, aimed at optimising turnaround times for flights parked in predefined stands, are detailed in Flight Security Operating Procedure POSV033 - "Non-standard passenger boarding (WIWO – MIX MODE)", attached to the Venice Airport Manual and available on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

#### **2.4.9 USE OF GATES FOR TEMPORARY TRANSITING CREWS**

Gates are normally opened only to embark departing passengers.

For operational requirements, authorised airport operators (as an exception to the normal intended use), may use the gates for stopover crews to transit when they need to leave the aircraft and come into the aerodrome.

Please refer to the precautions to be observed by users when using boarding gates for security reasons, under para. 2.4 in these Regulations.

For security reasons, airport operators and crews are obliged to adhere to the following directives:

- a. Crew of the aircraft parked remotely must arrange with the airport staff of their Company or the Handler regarding the procedures and timing for the transfer to the aircraft, and return on board.
- b. Opening of gates to access and/or exit the airside departures area must be done by authorised personnel (Ramp Agent/Boarding Agent/Airline Station Manager), only after an identity card has been presented.
- c. Exiting from the airside area and subsequent entry take place through the crew access point and central exit doors from the baggage claim area, respectively.
- d. The Police must be notified telephonically in advance regarding access to the terminal by crew originating from Non-Schengen countries.
- e. The crew's access to the terminal is subject to specific national Security or Public Health restrictions, all be they temporary.

#### **2.4.10 PRE-BOARDING ON AVIOBRIDGE- PROCEDURE**

With a view to reducing turnaround times, some carriers opt for the preboarding of passengers. The purpose of this procedure is to describe the occupation limits of the aviobridges of the turrets from nr 1 to nr 5 (contact stands 322-326) in order to ensure compliance with the current fire regulations.

#### 2.4.10.1 PRE-BOARDING PROCEDURE

In case of pre-boarding, passengers who can wait inside the aviobridge must be in the maximum number of:

- 75 within the "remote boarding" side route
- 37 within the "contact boarding" side route

The Handler staff supervises the waiting passengers.

During pre-boarding, the gate door must always remain open

#### 2.4.10.2 RESTRICTIONS

Pre boarding procedures is not applicable at gates C30, C31, C32.

### 2.5 “VENICECONNECTS TRANSFER” - PROCEDURE

The VeniceConnects Transfer service is aimed at assisting passengers coming from another terminal, transiting through Venice Airport on their way to a third destination.

Operations connected to the service must always be carried out in compliance with the following basic requirements:

- a. Personnel must be appropriately trained to carry out the required operations.
- b. Personnel must have appropriate identification (e.g. uniform, airport entrance card), and wear the required PPE (Personal Protection Equipment), in compliance with the rules set by the Airport Manager and work accident prevention.
- c. Personnel manages the VeniceConnects counter located at the airside baggage section.

#### 2.5.1 SERVICE FEATURES

The service features relating to these activities are detailed below.

No.	Stage	Responsible person	Action
1	Disembarkation	Passenger in transit	The passenger disembarks from the aircraft.
2	Passport and document control	Passenger in transit	Passenger undergoes document controls (if necessary)
3	Luggage collection	Passenger in transit	Passenger collects their luggage.

4	Passenger goes to VeniceConnect counter.	Passenger in transit	Passenger with luggage goes to VeniceConnect counter.
5	VeniceConnect Service	SAVE Personnel	SAVE personnel receives the passenger, assists with issuing the boarding pass for the flight, and receives the baggage from the hold for the passenger.
6	Luggage treatment	SAVE Personnel	Save personnel checks that luggage is correctly labelled and if necessary, assists the passenger with this, carries out x-ray checking on luggage and forwards it to the handler for the next flight.
7	Embarkation of luggage	Handler Personnel	The Handler’s personnel loads the luggage on the flight.
8	Embarkation of passengers	Passenger in transit	The passenger leaves the landside arrivals area only with hand luggage, moves to the departures hall and embarks normally, transiting through the security entry points through the “Fast Track” entry point.

## **2.6 MANAGING PASSENGERS ON ARRIVING DIVERTED FLIGHTS AND GROUND RE-ROUTING - PROCEDURE**

The procedure is applicable to diverted flights arriving in Venice, in so far as applicable, for arriving passengers that the Carrier intends re-routing using land transport.

### **2.6.1 SAVE ACTIVITIES**

- a. In the case of a diversion, SAVE attends to updating Airport information.
- b. Arranges any general “last-call” announcements for users, on the Handler’s request.

### **2.6.2 HANDLER’S ACTIVITIES**

- a. Promptly informs SAVE in the event of a diversion.
- b. Instructs the drivers of the buses for the ground transport, and requests authorisation from RDS to access the Curb road area.
- c. Gathers passengers at one of the Meeting Points, with an announcement specifying the original flight numbers and destination.

Two Meeting Points are identified, using the relative lighting signs in the Arrivals Hall in the vicinity of the baggage reclaim area. Meeting Point 1 is located at Carousel 1; Meeting Point 2 is located at Carousels 4 and 5.

The use of one or another Meeting Point to manage flight passengers in terms of this procedure, is in relation to the baggage claim carousel assigned to the flight.

- d. Receives passengers at the Meeting Point.

- e. Accompanies passengers to their respective bus.
- f. Sends the following information to the destination airport:
  - Number plate
  - Driver's mobile number
  - TOB
  - Time of departure
  - Number of rush-bags (only for diversion)
  - Number of special assists (only for diversion)

## 2.7 CANCELLED DEPARTING FLIGHT: HANDLING OF PASSENGERS - PROCEDURE

The procedure details the activities that need to be implemented after the cancellation of a departing flight from Venice Airport, including the case of re-routing passengers via land to an alternative airport.

The Airport Manager:

- a. In the case of a cancellation, SAVE attends to updating Airport information.
- b. If the baggage has entered the BHS system, assigns the baggage reclaim carousel for passengers to recover their baggage.
- c. If necessary, supports the Handler with general announcements to users.

The Handling Company:

- d. Promptly informs SAVE in the event of a flight cancellation.
- e. If passengers are still in the landside area, accompanies them to the baggage claim area, escorting them via the crew access point.
- f. If passengers are already in the sterile area:
  - 1. Schengen: gathers and accompanies them to the baggage claim area, escorting them via the transit access point.
  - 2. Extra-Schengen: gathers the passengers, get in touch with the Police Call centre (5920) and agrees the time and the route convenient to leave the area:
    - Via the Extra-Schengen transit access point and then via Arrival Passport check-point; or:
    - Via the Departure Passport check-point (against the flow) and then via the Schengen transit access point to escort them to the baggage claim area.
- g. Assists passengers in accordance with Reg. (EC) 261/2004 regarding their rights.

## 2.8 RE-ROUTING PASSENGERS TO AN ALTERNATIVE AIRPORT - PROCEDURE

In the case of a flight cancellation with passengers re-routed to an alternative airport, the following is added to the activities referenced in the paragraph above.

The Handling Company:

- a. Makes the announcements for passengers to gather landside.
- b. Instructs the drivers of the buses for the ground transport, and requests authorisation from RDS to access the landside roads facing the passenger terminal.
- c. Accompanies passengers to board the bus.
- d. Sends the following information to the destination airport:
  - Number plate
  - Bus driver's mobile number
  - TOB
  - Time of departure
  - Any special assistance needed

## **2.9 EXITING PASSENGERS THROUGH SECURITY ACCESS POINTS AFTER DENIED BOARDING AT THE GATE - PROCEDURE**

Certain circumstances (e.g. failure to present the necessary documentation for departure, overbooking, delay in arriving at the gate etc.), could result in the passenger already in the sterile area being denied boarding.

If this should occur at the end of the Airport's daily operations, the following procedure must be followed to ensure the passenger exits the airside area before the security access points are closed.

This is therefore recommended in the case of the last departing flight for the day.

**The Operator:**

- a. Contacts the CAS- Head of the Security Area, informing them that the passenger has been denied boarding and the requirement that they leave the sterile area.
- b. Asks the passenger to wait at the gate for a Security Officer to arrive.
- c. If the passenger is in the Non-Schengen area, contacts the senior police officer on duty, so that the passenger may move against the flow at the Departure Passport Check Point.

**The CAS at the security access point:**

- a. Receives the call from the boarding gate agent.
- b. Makes a Security Officer available to accompany the passenger from the gate up to the security access point.
- c. Authorises the passenger's exit through the access point.

### 2.9.1 BAGGAGE RECLAIM

If the passenger is reclaiming baggage from the hold, the handler can decide whether to:

- Proceed as per Chapter 2.9, requesting that the passenger contact the landside Lost&Found office, or
- Escorts the passenger up to the airside baggage reclaim area through the transiting access point, as per Chapter 2.7, point f).

Please refer to Chapter 3.11 - *Reclaiming baggage from cancelled departing flight*” for additional information on the reclaiming procedure.

## 2.10 SPECIAL ASSISTANCE - PRM

With regard to Regulation (EC) 1107/2006, SAVE provides direct assistance to people with disabilities or people with reduced mobility.

The definition of PRM is available in the Glossary under point 1.2 of the Airport Regulations.

SAVE has published a brochure “PRM at the Airport - Brief Guidelines for Airport Operators” (available on the community website [My.Veneziaairport.it/prm/](http://My.Veneziaairport.it/prm/)), to which reference can be made regarding the problems related to disabilities, airport organisation and applicable legislation. SAVE undertakes to inform Operators on site and in direct contact with passengers and to periodically monitor their knowledge levels based on checks and tests.

### 2.10.1 QUICK REFERENCE PRM

In accordance with Regulation (EC) 1107 dated 5 July 2006, relating to the rights of people with disabilities and people with reduced mobility in relation to air transport, SAVE began providing services to PRM at 00:00 on 26 July 2008.

This Paragraph in the Airport Regulations details the procedures applied at Venice Airport, which have been communicated to Carriers and Handling Companies. in the SAVE document “*Quick Reference PRM*”.

The purpose of this Paragraph in the Airport Regulations is:

- a. To provide essential operating information on the organisation that SAVE has put in place with regard to PRM;
- b. Outline the essential procedures whereby the Manager and Handling Companies. coordinate their activities.

As a supplement to this procedure, and for a better understanding thereof and implementation of the relevant objectives, the following international references are provided relating to PRM assistance:

- Definitions and international references from Regulation (EC) 1107, ECAC DOC 30, IATA AHM 176 and 176A and subsequent amendments (see para. 2.10.2.2 and 2.10.2.3);
- Quality standards (see para. 2.10.3).

#### 2.10.1.1 MANAGER ORGANISATION FOR PRM

<p><b>PAX PRM personnel (Landside)</b></p>	<p>PRM personnel at the Aerodrome + Landside road system.</p> <p>The duties include:</p> <ul style="list-style-type: none"> <li>• On ARRIVAL, accompaniment and assistance from the entrance to the Airport up to the exit from the airport on the landside airport grounds.</li> <li>• On DEPARTURE, reception at landside airport grounds, accompaniment to check-and through checks up to the gate, boarding on the aircraft via the jetty or release to PRM Ramp Agents for boarding via remote parking.</li> <li>• On boarding/jetty boarding, assistance to PRM to and from seat.</li> </ul> <p>Agents are coordinated by the PRM Coordinator, and report in hierarchical terms to the PRM Manager.</p>
<p><b>RAMP PRM personnel (Airside)</b></p>	<p>PRM personnel on the APRON.</p> <p>The duties include:</p> <ul style="list-style-type: none"> <li>• On ARRIVAL, disembarkation of PRM from the aircraft positioned at the Remote parking and transport and accompaniment to Arrivals.</li> <li>• On DEPARTURE, accompaniment and transport from the gate to Remote Parked aircraft.</li> <li>• Assistance to PRM to and from seat on board the aircraft.</li> </ul> <p>Agents are coordinated by the PRM Coordinator, and report in hierarchical terms to the PRM Manager.</p>
<p><b>Airport Ambulance</b></p>	<p>The PRM staff are responsible for driving airport ambulances in case of emergency medical intervention by the SSA.</p> <p>The ambulance is deployed at the request of the SSA. The rescue activity takes place exclusively in the presence of medical personnel on board.</p>
<p><b>PRM Coordination</b></p>	<ul style="list-style-type: none"> <li>• Coordinates PRM agents based on operational requirements.</li> <li>• Receives call requesting PRM assistance from the “Totem call points”, Check-in and Handlers.</li> </ul>
<p><b>EBT Estimated Boarding Time</b></p>	<p>This refers to the estimated time when the first embarking (or pre-embarking) passenger exits the gate. All operations by the Handler and Manager PRM personnel prior to embarkation are therefore deemed completed within the EBT.</p> <p>As soon as it becomes available, the Operator communicates the EBT information to the Manager via the ACDM; notification via telephone is only permitted if the ACDM platform is down.</p>

<p><b>Landside Totem call points</b></p>	<p>These refer to points equipped with a calling system to PRM Coordination Department, and from which PRM are collected.</p> <p>The relevant points (call totems) are located at:</p> <ul style="list-style-type: none"> <li>• PBus Parking;</li> <li>• P1 Parking (Marco Polo Park – 2<sup>nd</sup> floor Car rental parking area)</li> <li>• Car rental offices (Marco Polo Park - 3<sup>rd</sup> floor);</li> <li>• Dockyard close to Alilaguna boarding;</li> <li>• Dockyard close to Moving Walkway;</li> <li>• Landside arrivals road, close to ACTV bus stop;</li> <li>• Landside arrivals, close to terminal door 1</li> <li>• Landside departures road, close to terminal door 8</li> </ul>
<p><b>Airside PRM Lounge</b></p>	<p>Reception and waiting hall in the Airside Departures reserved for PRM, and operational when necessary.</p>
<p><b>Landside PRM Lounge</b></p>	<p>Reception and waiting hall in the Landside Departures reserved for PRM, manned during the day based on the flight schedule.</p>

<p><b>STCR</b></p>	<p>“STRETCHER”, i.e. passenger on stretcher.</p> <p>The Airlines:</p> <ul style="list-style-type: none"> <li>• During the booking stage, inform its Customer that the handling of the stretcher cannot be carried out by the airport staff. Ambulance medical crew must be able to carry out this operation on their own.</li> <li>• notifies and forwards the details of the STCR to departments involved in the assistance, including the Airport Manager by telex to VCEKMXH and e-mail a <a href="mailto:rds@veneziaairport.it">rds@veneziaairport.it</a> e <a href="mailto:copax@veneziaairport.it">copax@veneziaairport.it</a></li> <li>• Communicate in advance to the Security Control Unit the details of the ambulance and its crew (license plate, names, DOB, copy of identification documents, the original of which is necessary for the crossing of the customs gate.)</li> </ul> <p>The Airport Manager:</p> <ul style="list-style-type: none"> <li>• Forward details to relevant authorities</li> <li>• Provides transport by special vehicles (ambulift) for ambulance/aircraft transfer</li> </ul> <p>NOTE:</p> <p>The external ambulance medical crew driving the passenger to/from the airport, is also fully in charge for the handling of the passenger:</p> <ul style="list-style-type: none"> <li>- on board</li> <li>- during disembarkation/ boarding operations</li> <li>- during transfer from the ambulift to the ambulance and vice versa.</li> </ul> <p>Assistance to the STCR is covered in §2.10.1.1 and 2.10.1.2</p>
<p><b>Dedicated Areas</b></p>	<p>These are demarcated areas in the Airside Arrivals Hall, where PRM can wait to reclaim their baggage or wait for their landside transport.</p>

**2.10.1.2 COORDINATION INSTRUCTIONS BETWEEN SAVE AND THE HANDLER**

This paragraph outlines the methods whereby the Handler and SAVE coordinate the actions that they are respectively responsible for.

**ARRIVAL**

- a. Handlers will promptly inform PRM Coordination Department of any PRM on board arriving without notice, notifying name/seat/type of PRM. The Manager will deliver the service notifying the Handler of the expected waiting time.
- b. Usually, PRM disembark last.
- c. The Handler Ramp Agent:

- Coordinates the operations for disembarking PRM and other passengers with the crew.
  - Authorises the approach of special SAVE vehicles.
- d. In compliance with the provisions of the EU Regulation CE1107/2006, in order for the PRM to resume their mobility device straight after disembarking, the Handler quickly recovers it from the hold, and delivers it to the PRM personnel as follows:
- Remote arrivals: delivery on ambulift.
  - Arrival at jetty: delivery on the jetty platform.
- Note: In the case of an electrical mobility device that cannot be manually moved, the handler accompanies the passenger and/or companion to the base of the turret and requests his support for the restoration of functionality. The Handler transports the device to the platform-shape of the jetty through the turret elevator and the door immediately adjacent to it.

During the journey on board the ambulift, the PRM uses his own wheelchair or the ambulift chair. In this regard, SAVE personnel uses the appropriate on-board equipment to anchor the wheelchair and belt in the occupant.

- e. It has been agreed between Carriers and Handlers that PRM shall have precedence over other passengers at the PIR counter for any lost/damaged baggage claims. The obvious reason is to show courtesy to the person with the disability, and secondly, to allow the staff providing assistance to be freed up as soon as possible.

**f. STCR pap (stretchered passenger):**

- SAVE provides the special equipment to disembark PRM from the aircraft and transport it up to the private ambulance, which is requested to wait in airside (Schengen Arrivals Area, close to the First Aid Point ).
- CDS ensures prompt re-routing of PSM message and advises PRM Coordination Department via telephone, if necessary.
- Medical Ambulance crew disembarks the PRM from the aircraft.
- PRM staff reports the “start of assistance status” at the time of disembarking, and the “end of assistance” once the airport ambulance is released.
- The Handler coordinates operations during aircraft turnaround

## DEPARTURE

**a. Unaccompanied PRM at check-in. (i.e. unaccompanied by SAVE)**

- The Handler processes the check-in, taking care to approach the PRM in accordance with EC Regulation 1107/2006 recommendations and Carrier’s regulations. If the PRM visibility is limited by the height of the desk, the handling agent, leaves the desk to talk with the passenger and confirm any special needs.
- The Handler notifies PRM Coordination Department, providing the name of the PRM and type of assistance.
- If the passenger declares that he doesn’t wish to be escorted by PRM personnel to the security check point, the Handler will immediately inform PRM Coordination Department, also specifying the point where assistance will begin (e.g.: from the gate or immediately after the

security check point, etc.); otherwise, the Handler confirms that a PRM Agent needs to be sent to the counter.

**b. PRM accompanied to check-in by SAVE staff.**

- If check-in is still closed, SAVE Agent accompanies the PRM to a waiting area ( Sala Amica-Landside PRM Lounge or to a different waiting area if requested by the PRM).
- with check-in open, the Handler's staff facilitates the PRM's quick check-in.
- The Handler processes the check-in, taking care to approach the PRM in accordance with EC Regulation 1107/2006 recommendations and Carrier's regulations. If the PRM visibility is limited by the height of the desk, the handling agent leaves the desk to talk with the passenger and confirm any special needs.
- The Handler verifies the correct disability code assignment and reports any change to PRM Coordination Department.
- The Handler agrees with the passenger on the time and place of meeting with PRM staff to start the assistance.

**c. PRM boarding.**

- Usually, PRM are pre-boarded.
- The Handler-Ramp Agent updates the EBT via the ACDM.
- The Handler-Gate Agent is present at the gate in advance of the EBT.
- The Handler-Gate Agent agrees with PRM Coordination Department and PRM personnel regarding boarding operations.
- The Handler-Gate Agent checks that the PRM are in attendance, and if not everyone is there, calls them up by name.
- The Handler-Ramp Agent coordinates the boarding of the PRM with the crew, and consequently authorises the embarkation of the remaining passengers.
- To enable the PRM to use its mobility aid up to the aircraft door upon request, the Handler and SAVE will operate according to the following scheme:
  - **Remote stand boarding:** The PRM is taken on board a special vehicle (ambulift) sitting on its mobility aid. Before transferring to the aircraft, the passenger is seated in a wheelchair suitable for boarding. The mobility aid is then released to the Handler, near the special vehicle, to be loaded in hold.
  - **Jetty bridge boarding:** PRM personnel leave the mobility device on the jetty platform; the Handler will pick it up and load it on to the aircraft.

During the journey on board the ambulift, the PRM uses his own wheelchair or the ambulift chair. In this regard, SAVE personnel uses the appropriate on-board equipment to anchor the wheelchair and belt in the occupant.

The management of these items nonetheless needs to be agreed between the PRM passenger, Handler and PRM Coord., without prejudice to the PRM's inalienable right to use their own aids right up until embarkation

If agreed with the PRM and in order to facilitate loading, the aids may be delivered for loading already:

- at check-in with oversize release (e.g. in the case of electric chairs/scooters).
- at the gate in preparation for boarding, with the handler withdrawing the aid for subsequent loading

d. **STCR boarding operations:**

- private ambulance crew and any accompanying persons report to carrier desks to proceed to check-in;
- The check-in agent verifies that private ambulance crew is able to carry out all the operations stretcher handling, mandatory condition to accept the pap on board
- with previous condition confirmed, the Check-in agent confirms STCR assistance to PRM Coordination department and Security Operations Centre.
- The Check-in agent directs the private ambulance to the entrance (Pagoda gate) for security control and access to the apron, subject to SAVE-Airside Operations e SAVE-Apron Unit & Maintenance escort.
- The Ramp Agent agrees with PRM Coordination:
  - ambulift arrival at the Schengen Arrivals Zone for the STCR transhipment from the ambulance
  - ambulift arrival to the aircraft for boarding operations
- Private ambulance crew boards the STCR pap
- PRM staff reports the “start of assistance status” when transhipping pap from the ambulance to the ambulift, and the “end of assistance” once boarding is completed.

## 2.10.2 DEFINITIONS AND INTERNATIONAL REGULATIONS

### 2.10.2.1 REGULATION (EC) NO. 1107/2006 (OF 5 JULY 2006)

#### **ARTICLE 2 DEFINITIONS**

*For the purposes of these regulations, the following definitions apply:*

*a) “persons with disabilities” and “persons with reduced mobility”: any person whose mobility when using transport is reduced due to any physical disability (sensory or affecting mobility, whether permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, who needs appropriate attention and adaptation of the service made available to all passengers to meet the specific needs of that person.*

#### **ARTICLE 9 QUALITY STANDARDS FOR ASSISTANCE**

*1. [...] the managing body shall set quality standards for the assistance specified in Annex I and determine resource requirements for meeting them,*

2. In the setting of such standards, full account shall be taken of internationally recognised policies and codes of conduct [...], notably the ECAC Code of Good Conduct in Ground Handling for Persons with Reduced Mobility.

### 2.10.2.2 ECAC DOC 30 EDITION 10

#### **DEFINITION OF PRM**

*A person with reduced mobility (PRM) is understood to mean any person whose mobility is reduced due to a physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.*

*This definition was accepted by the eleventh ICAO Division and inserted in Chapter 1 of Annex 9, tenth edition, under the definition of "Persons with disabilities".*

#### **CATEGORIES OF PASSENGERS NEEDING SPECIAL ASSISTANCE**

*[Classification and codification based mainly on IATA Resolution 700 and Recommended Practice 1700].*

*In order better to adapt services supplied to the needs of PRMs, Member States should encourage airlines, airport authorities and travel agents to use a common definition of different categories of persons needing special assistance. To that end, Member States should refer to the following classification and codification:*

- 1). MEDA Passenger whose mobility is impaired, due to clinical cases with medical pathology in progress, being authorized to travel by medical authorities. Such passenger usually has social coverage in relation to the illness or accident in question.*
- 2). STCR Passenger who can only be transported on a stretcher. Such passenger may or may not have social protection or specific insurance.*
- 3). WCHR Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.*
- 4). WCHS Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.*
- 5). WCHP Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an on-board wheelchair [Nota: Questa categoria, aggiunge Doc 30, "[...] is not yet internationally recognised".*
- 6). WCHC Passenger who is completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.*
- 7). BLIND Blind.*
- 8). DEAF Passenger who is deaf or a passenger who is deaf without speech.*
- 9). DEAF/BLIND Blind and deaf passenger, who can move about only with the help of an accompanying person.*

10). MAAS (meet and assist) All other passengers in need of special help.

### 2.10.2.3 IATA: DEFINITIONS FROM AHM176 E 176A

The IATA categories are not identical to those recommended by ECAC. In short: In addition to the ECAC directives, IATA requires that WCHC are always given a wheelchair, whereas for WCHS and WCHR, the chair is only required for “long distances”. Furthermore, IATA requires the definition of a DPN (passenger with intellectual or behavioural problems) passenger and that they are managed like a PRM.

#### **MEDICAL CLEARANCE**

*IATA AHM 176A: “No medical clearance or special forms are required for those incapacitated passengers who only require special assistance in the airport, or in embarking/ disembarking.”*

### 2.10.3 QUALITY STANDARD

*[FROM: ECAC Annex J “Code of good conduct in ground handling for persons with reduced mobility”, paragraph 1.7)*

#### **PRE-BOOKED DEPARTING CUSTOMERS**

**UPON ARRIVAL AT THE AIRPORT, ONCE THEY HAVE MADE THEMSELVES KNOWN:**

<i>% of customers</i>	<i>should wait no longer than</i>
80%	10 min.
90%	20 min.
100%	30 min.

#### **NON PRE-BOOKED DEPARTING CUSTOMERS**

**UPON ARRIVAL AT THE AIRPORT, ONCE THEY HAVE MADE THEMSELVES KNOWN:**

<i>% of customers</i>	<i>should wait no longer than</i>
80%	25 min.
90%	35 min.
100%	45 min.

#### **PRE-BOOKED ARRIVING CUSTOMERS**

**ASSISTANCE SHOULD BE AVAILABLE AT THE GATE-ROOM/ AIRCRAFT SIDE FOR:**

<i>% of customers</i>	<i>within minutes of “on chocks”</i>
80%	5 min.
90%	10 min.
100%	20 min.

**NON PRE-BOOKED ARRIVING CUSTOMERS**

**ASSISTANCE SHOULD BE AVAILABLE AT THE GATE-ROOM/ AIRCRAFT SIDE FOR:**

<i>% of customers</i>	<i>within minutes of “on chocks”</i>
80%	25 min.
90%	35 min.
100%	45 min.

**2.10.4 APPROACH OF SERVICE EQUIPMENT (AMBULIFT – SHUTTLE BUS) TO THE AIRCRAFT - PROCEDURE**

The purpose of the procedure is to ensure that while approaching the aircraft, security levels are kept to the maximum, avoiding any possible open doors without devices attached (stairs or ambulift), and preventing accidental falls by personnel and passengers from the cabin doors.

In addition to the procedure rules, operators must be especially cautious during every stage of assistance, adapting their behaviour to the properties of the infrastructure, equipment used and paying attention to the current weather conditions.

To ensure that operations are safe, the ambulift or shuttle bus must be driven by personnel that is appropriately trained, holds a category D drivers’ licence and airport driving certificate.

**2.10.4.1 PRELIMINARY OPERATIONS**

- a. Every morning before starting operations, the PRM Coordination Department Coordinator identifies one or more operators that have the task of checking the equipment is in working order, and report any anomalies or malfunctions on the “Daily check-list of PRM equipment”, and if necessary, contacting the vehicle workshop.
- b. Before providing assistance, operators must check that operating equipment is in good working order, paying special attention to the braking system and lights, as well as checking on the presence and operation of safety mechanisms for fixing the chair to the equipment.

**2.10.4.2 DRIVING AND APPROACH**

- a. The Ramp Agent gives permission for the vehicles to be sent from the gate to the aircraft.
- b. The ambulift and shuttle bus can only approach the aircraft when:
  - The aircraft is completely stationary.
  - The blocks have been positioned under the aircraft carriage’s wheels.
  - The aircraft’s anti-collision lights are switched off.
  - Cones have been put into position at the edge of the wings and in front of the engines.
- c. While approaching, at least the driver must brake at least twice, for example, at six and three metres from the aircraft.

- d. In the event of breakdowns or malfunctions in the equipment, the Agents shall notify PRM Coordination Department and/or SAVE-Airside Operations e SAVE-Apron Unit & Maintenance for the issues that fall under their respective responsibility.

#### 2.10.4.3 AMBULIFT

- a. Ambulifts cannot be driven when the passenger cab is in an extended position. Manoeuvring with an elevated cab is only permitted during the final approach to dock with the aircraft.
- b. The maximum speed for the vehicle is 30 km/h in gear, reduced to walking speed when the cab is elevated, during the approach.
- c. Speed must be reduced significantly in the case of adverse weather conditions (e.g.: rain, snow-ice, fog).
- d. The vehicle may not be used when winds are at more than 80 km/h. PRM Coordination Department receives information on weather conditions via the HEELP alerting system.
- e. In addition to monitoring the PRM on board, support personnel inside the cab provides the necessary support to the driver during the operations to approach the aircraft, to ensure the necessary safety margins.
- f. As soon as the ambulift is in position, the stabilizers must be extended so that the wheels are not encumbered by the vehicle's weight. The procedure to open the cab doors cannot start until the approach of the ambulift is completed, and stabilizers are fully extended. This operation may not be required for some types of ambulift, according to their specific technical characteristics.
- g. Any PRM that needs to be boarded on the aircraft, must be seated inside the ambulift with safety belts attached, and the seats must be attached to the structure with requisite safety fixtures. Under no circumstances may the vehicle begin moving if the procedures referred to above have not been completed.

#### 2.10.4.4 OPENING CAB DOOR

- a. Opening of the door is the main task of the crew and not the ambulift operators. Opening from the outside and without authorisation can result in the chute discharging causing possible damage to the aircraft, and serious injuries to personnel.
- b. The door cannot be opened if the ambulift is not perfectly positioned. The fall-protection bulkhead must be extended on the opposite side to the door opening.
- c. Ambulift personnel informs the crew that the vehicle is correctly positioned after knocking twice on the aircraft door, and giving the traditional "thumbs-up" signal through the door's window, they wait for the door to open from the inside.

In the case of any doubt, repeat the operation.

- d. Once the crew has opened the door, the fall-protection bulkhead must extend on the side of the door opening.

**2.10.4.5 CLOSING CABIN DOOR AND DEPARTURE OF AMBULIFT**

- a. The ambulift personnel on board retract the fall-protection bulkhead on the door side and help the crew in the initial stage of closing the cabin door, ensuring that:
  - The aircraft door must be perfectly closed, having returned to the compartment with the handle not protruding.
  - The PRM is seated inside the ambulift with the seatbelts attached and the seat attached to the structure.
  - The manoeuvring area must be free of obstacles and personnel.
- b. Once the aforementioned manoeuvres have been completed, the platform can be lowered and the ambulift removed.
- c. As with the approach, the support personnel inside the cab must help the driver in manoeuvring away from the aircraft, paying special attention when reversing.
- d. Similarly, support personnel checks that the door and fuselage were not damaged. Any damage must be reported immediately to the Airline Company Manager before leaving the apron.

**2.10.4.6 SHUTTLE BUS - EMBARKATION/DISEMBARKATION OPERATIONS**

- a. When stopping, the driver must:
  - Put in place all measures to avoid that the vehicle accidentally or involuntarily moves.
  - Adhere to the minimum distance of 2 metres between the vehicle and aircraft and/or the parked service equipment.
  - Position the shuttle bus with the front end NOT facing the aircraft.
  - Switch off the engine and pull up the hand brake if the vehicle is left unattended to provide assistance to the PRM.
- b. The passenger must be helped by the SAVE Operator to get into/out of the bus.
- c. If the passenger is seated in the vehicle, the safety belts must be attached; if it is not possible to do this independently, the SAVE Operator will assist with this.
- d. The same Operator checks that the bus access door is closed correctly before departing.

**2.10.5 RADIO PROCEDURE FOR SAVE AMBULANCE PERSONNEL**

The purpose of the procedure is to establish the correct usage of the radios in the SAVE ambulance in the event of any airport emergency, thus avoiding incorrect or misleading communications.

- a. The Agent driving the ambulance must be equipped with a portable radio that is tuned into the Safety channel.
- b. The Agent must only respond to calls addressed to the “SAVE Ambulance”.

- c. In the event of more than one airport ambulance being used simultaneously, the Agent must respond with ambulance 1>4 based on the vehicle being driven.
- d. The Agent must not occupy the channel tuned into unless called directly, or if needed to identify the place where intervention is required.
- e. Every ambulance is equipped with a radio set to the “Tower” channel. Nonetheless, even without a doctor on board, the Operator must not respond to calls directed to “Medic 1”.

## 2.10.6 WCH LOAN - PROCEDURE

In application of Regulation (EC) no. 1107/2006, which places the responsibility for the temporary replacement of damaged or lost mobility equipment with the Airport Manager<sup>1</sup>, SAVE will provide a wheelchair that it owns to the Carrier – or to the Handling Company mandated by the Carrier – so as to alleviate any inconvenience to the passenger as far as possible.

- a. The Carrier, through its own Handling Company, requests the RDA (SAVE Passengers Area Supervisor) to loan it a chair for the passenger that needs it.
- b. Delivery is made by PRM personnel, on instructions from the RDA in the presence of the manager delegated by the Carrier. Normally, this takes place in Arrivals at the Handling Company's Lost&Found office.
- c. On delivery of the wheelchair to the passenger, the SAVE RDA and Manager delegated by the Carrier complete and sign the relevant form “*Wheelchair loan*” (used by the RDA) to formalise the service. The form contains the following information:
  - The passenger's details.
  - The date of the loan and agreed return date for the WCH.
  - The statement that the WCH is without apparent defects.

In this way, the Carrier undertakes the return of the chair to the Manager.

- d. The passenger returns the WCH to SAVE at the Handling Company's Lost&Found office, in the presence of the SAVE RDA. In his absence, the wheelchair is kept for a subsequent check that will close off the loan, with a counter signature on the form referred to above. Any damage to the WCH is written up under the notes on the form and submitted to the Carrier's Representative.
- e. On delivery of the chair, the RDA issues a bill for extraordinary services [“BSS-Bolla Servizi Straordinari”] to the Carrier and send the documentation on to the accounts department (BSS, loan form, copy of the PIR).
- f. If there is no RDA, the procedure is activated by the RDS (SAVE Station manager on duty).

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<sup>1</sup> See Regulation (EC) 1107/2006 – ANNEX I – Assistance under the Airport Managers' responsibility”, third last section: “Temporary replacement of damaged or lost mobility equipment, taking into account that the replacement with comparable features may not be feasible”.

## 2.10.7 DPNA PASSENGER ASSISTANCE – AUTISM SPECTRUM DISORDERS

Venice Airport subscribes to the “Autism, travelling to the Airport” project, conceived by ENAC in conjunction with sector associations and the Airport Management Company.

The objective is to facilitate time spent at the airport, ensuring assistance services, but also based on simple recommendations and basic strategies for the accompanying person, to help children and adults with autism to prepare for and calmly undertake their journey.

### ASSISTANCE

The Airport is prepared to assist people with autism, recognising them as PRM (passengers with reduced mobility), under the category DPNA (passenger with intellectual or behavioural problems), with dedicated structures, services and specialised personnel.

Should the passenger with autism choose not to use the PRM service, they can still access the Priority lanes during the security checks.

Furthermore, passengers with autism and those accompanying them may visit the airport prior to travelling so as to familiarise them with the structures and services provided. An application for this visit can be made on the specific form available on the airport website (<https://www.veneziaairport.it/info-e-assistenza/autismo.html>). There is also dedicated information available for passengers with autism, which describes the airport environment and procedures.

## 2.10.8 UMR PASSENGER ASSISTANCE - UNACCOMPANIED MINOR

Arriving, departing and transiting unaccompanied minor passengers, between 5 and 12 years of age, receive assistance under the responsibility and with costs charged to the Carrier, with whom the relative travel document contract has been signed.

The relevant Handler staff deals with assisting UMR passengers.

- a. On departure: from the check-in counters until boarding is completed.
- b. On arrival: from the door of the aircraft until they are released to the authorised person/guardian. The landside Lost&Found office counter is where the confirmation of the release takes place.
- c. In transit: the transferring Handler coordinates with the recipient Handler for boarding on the onward flight; the transferring Handler must ensure custody of the minor up until the arrival of the recipient Handler's staff.

## 2.10.9 DISABLED PEOPLE TOILETS – EMERGENCY ALARM MANAGEMENT PROCEDURE

The terminal is provided with several disabled people toilets. These services are equipped with an alarm system for emergency calls that activates an audio and pop-up alarm on the Information office PC station at Arrivals.

These services are equipped with an alarm system for emergency call in case of need, which, if activated, sends a visual and audible alarm to PC station and/ or Arrivals Information Office.

This procedure defines actions and responsibilities to ensure early intervention in the event of an emergency call from the disabled toilets.

**SAVE Information Office:**

- a. Always keeps the Security Desk PC application Activated (program for receiving both visual and audible alarm)
- b. When receiving the emergency call from the application, contacts the Coopservice supervisor (5037 or 4060) and give the toilet reference number in alarm
- c. Closes the PC application pop-up
- d. Receives feedback from Coopservice about the resolution of the event
- e. Shares with RDS any information deemed significant (e.g. technical malfunctions, medical emergencies, critical situations related to security, public order, hygiene etc...)

**All Airport staff:**

When hearing an alarm for disabled services, informs the Airport Manager by calling the SAVE Information Office (tel. 041-2606441)

**Coopservice Spvs:**

- a. Send staff to the block indicated by Information Office
- b. Based on the possibility of communication with the user (and in any case according to its own internal procedure) contact:
  - The Police in case of need to force the door without clear consent from the user
  - SSA in the event of a user's illness, activating what is provided for at par. § 2.14.2
  - Technical assistance in case malfunctions or damage to the structure are detected
- c. Mute the alarm with the appropriate button present in the bathroom
- d. Contact the Information Office to give feedback on actions taken and resolution of the event

## 2.11 PASSENGER WITH MEDICATIONS ON BOARD

The transportation of passengers with medication and medical devices is regulated by the PNS - National Program for Civil Aviation Security, to which reference is made.

## 2.12 CRUISE AND CHARTER GROUP PASSENGERS

### 2.12.1 DEFINITIONS

Carrier /Tour Operator (or corresponding figure)	<p>For the purposes of this procedure, this refers to the natural or legal person that organises a group and represents it in the application and organisation of the services considered in this procedure.</p> <p>For example, this includes: tourism agencies, tour operators, transporter, shipping agency, shipowner, cruise operator.</p>
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## 2.12.2 PURPOSE

The purpose of the procedure is the organisation of specific services for passengers travelling in pre-established groups and organised by a Tour Operator (or corresponding figure), so as to facilitate passengers in completing the normal airport formalities related to their arrival/departure.

## 2.12.3 AUTHORISATIONS

Should the Tour Operator (or corresponding figure), intend making use of the relevant services, they must apply to SAVE, which reserves the right to accept the request at its absolute discretion, once an assessment has been made as to whether this is compatible with the general management of airport services.

Other services related to the transfer of passengers or luggage (e.g.: labelling luggage at a remote location, transporting luggage in a sealed van, delivery of luggage at check-in by portering company, etc.) must be requested from ENAC and approved by the latter, in accordance with the National Security Plan. In consideration of the information in the last paragraph, a permanent procedure shall only apply in the circumstances referred to under paragraphs 2.12.5.1 and 2.12.5.2.

## 2.12.4 GROUPS ON ARRIVING FLIGHTS

Without prejudice to the provisions regarding the prior necessary authorizations (see chap. 2.12.3), this procedure describes the actions connected to the handling of group of cruise passengers landing in VCE and directed to the Port of Venice for ship boarding. This scheme can be easily extended to groups of different nature.

This procedure applies only to flights from EU airports with baggage from EU Community countries.

The procedure does not apply to baggage arriving from non-EU countries, even if coming from the last stop in the EU. In this case, passengers must pass through the arrival lounge together with their luggage.

### 2.12.4.1 PRELIMINARY ACTIONS

a. The Airport Authority informs ADM and GDF in advance (see email addresses below) about the intention to apply the procedure in question:

- Agenzia delle Dogane e dei Monopoli - Airport Section (Customs)  
[dogane.venezia.aeroporto@adm.gov.it](mailto:dogane.venezia.aeroporto@adm.gov.it)
- Agenzia delle Dogane e dei Monopoli - Maritime Section (Customs)  
[dogane.venezia.marit-tima@adm.gov.it](mailto:dogane.venezia.marit-tima@adm.gov.it)
- Guardia di Finanza - Tessera Group (Financial police)

[ve164.009@gdf.it](mailto:ve164.009@gdf.it)

b. the Carrier/Handler forwards the arrival flight PNL (passenger name list) to the above addresses as soon as available

#### **2.12.4.2 BAGGAGE HANDLING**

- a. Following receipt of the passenger list on arrival, in compliance with the provisions of Articles 19 and 20 Tuld (Testo unico leggi doganali) d.p.r. 43/73, Agenzia delle Dogane e dei Monopoli and/or Guardia di Finanza inform the Handler of any need to have specific checks on baggage before it leaves the security area.
- b. The Handler offloads the luggage from the aircraft and transports it near the trucks assigned to the transfer to the Port (already present in APRON in the area specifically indicated by SAVE)
- c. In the event of a check by ADM or GDF agents, the Handler shall identify and separate the required baggage
- d. After this check has been carried out, the company responsible for the transfer will load the luggage onto the trucks and transfer it to the port, without the need for a customs seal. Other types of seal may possibly be affixed at the discretion of the transporter or the client, or at the request of the port authority for entry into the port.

#### **2.12.4.3 PASSENGERS HANDLING**

- a. passengers are disembarked by the handler at the arrivals hall, they proceed to the exit without taking their luggage and get on buses to the port
- b. passengers whose baggage is requested for inspection shall not leave the terminal prior to the check-up
- c. in the eventuality that, due to misunderstanding, the same passenger has already left the terminal, the baggage subject to the control will be sealed and the control will be performed by Maritime Section Customs at the Port of Venice.

#### **2.12.5 GROUPS ON DEPARTING FLIGHTS**

Without prejudice to obtaining the authorisations pursuant to paragraph 2.12.3, the Tour Operator (or corresponding figure) arranges with the handling Company to pre-assign seats or pre-check in passengers.

##### **2.12.5.1 TEMPORARY LUGGAGE STORAGE**

As referenced in the previous paragraph (2.12.5), the procedure for the temporary storage of luggage detailed below, applies when both the following conditions occur:

- If luggage from group passengers is transferred to the airport prior to passenger check-in.
- Passengers themselves collect their own luggage to take through to the flight check-in counters once they arrive at the airport.

When these conditions exist, temporary luggage storage is permitted up until collection by the passengers, who then take the luggage with them to the check-in counters. The designated area is to be agreed with SAVE. Temporary storage is permitted subject to the following conditions:

**The Tour Operator (or corresponding figure):**

- a. Sends a written request by letter or email to SAVE three days in advance at least;
- b. Agrees with SAVE the storage area
- c. Arranges and ensures baggage surveillance by a security company for the entire time of the storage.
- d. occupies the area designated by SAVE exclusively, taking care not to impede the pedestrian walkway and nearby road in any way, and always leaving the emergency exits free where present.

**SAVE:**

- e. obtain authorisation from the relevant authorities.

**2.12.5.2 PRE-CHECK-IN OF PASSENGERS AND THEIR LUGGAGE ON THE SHIP**

The procedure detailed below applies to groups of passengers that have been pre-checked in on board cruise ships, in terms of PNS para. 5.1.1: the luggage is transferred to the airport by the Tour Operator and is loaded on the aircraft after having being checked according to applicable procedures.

The recording, traceability and accurate notification of the luggage labels and boarding passes is essential for the data to be transferred to the Departure Control System, so that activities can be planned and updated in real time, as required to organise boarding operations and subsequently reconcile luggage/passengers.

At the acceptance point, the Carrier's staff must:

- a. Inform the passenger regarding the prohibition on transporting prohibited items.
- b. Ensure that the boarding passes, luggage labels and any other document required for check-in are safeguarded in such a way as to prevent any theft or unlawful use thereof.
- c. Check that the luggage is labelled with the passenger's name, as required by Ministerial Decree 1/36 of 28 January 1987.
- d. Record "curbside check-in" on the boarding pass and on the hold luggage;
- e. At least 24 hours in advance, send the information relating to the pax manifest and rooming list to the Handler, who will then enter them in the DCS.
- f. Destroy any excess boarding passes. luggage labels.

The Tour Operator (or corresponding figure) will alert the reference Handler for the flight, arranging the luggage's expected time of arrival at the airport. The Tour Operator is responsible for the luggage's

safekeeping, which must always be under supervision by its appointed staff. It is strictly forbidden to leave luggage unattended inside the airport terminal.

The Handler waits at the check-in area in time for the luggage's arrival. After checking against the rooming list provided by the Tour Operator, the Handler sends them to BHS where the necessary security checks are carried out.

On their arrival at the airport and prior to boarding, passengers and their hand luggage undergo the usual security checks. The reconciliation between passengers and hold luggage is done at the gate prior to boarding.

## 2.12.6 LUGGAGE ACCEPTANCE FROM WEB CHECK-IN

With the introduction of passenger registration directly on the Airline Company's website where the ticket was purchased, hold luggage is accepted with a label printed by the passenger (see ENAC Note CVE-27/11/2013-0134899-P).

In 2014, the management company implemented its own BHS IT systems to manage luggage accepted with a web check-in, with regard to the airline companies requesting this.

If the Carrier has an agreement with SAVE, during their registration and under specific conditions, passengers can print and apply labels to their own luggage, referred to as home tags, which will then be read automatically by the BHS system at the time of drop-off at the fast baggage drop-off counters.

The labels in a plastic folder, must be folded correctly to allow for the barcode to be scanned properly, and associate the actual weight with the other check-in information.

If this is not possible or there is a malfunction, labels will be read manually, as will the baggage release operations.

## 2.13 SPORTS CLUBS/SPECIAL GROUPS TRANSIT MANAGING - PROCEDURE

The Airport Manager cooperates with Sports Clubs and similar groups in order to ensure a smooth and quick transit in the terminal, also coordinating with the Government Authorities for security issues.

For this purpose, the Commercial Non-Aviation Direction (DCNA) offers an "ad hoc" service package, including the access to the terminal roads (Curb) and passengers access to Fast Track Security.

This procedure defines the operating procedures to put in place, subject to contractual agreement between the Group and the DCNA.

### 2.13.1 BASIC INFO FOR THE TRANSIT

Here below follows the list of the basic information needed to involve all the different players, both internal and external to SAVE, and to organise and obtain the necessary permits:

- a) Day, time and number of the flight.
- b) Number of passengers.
- c) Number of bags and oversize items to check-in
- d) Number of vehicles requesting to access terminal arrival/departures roads (Curb)
- e) Vehicles' plate numbers and drivers' identity documents.
- f) Special requests (such as PRM, etc..).

**2.13.2 PROCEDURE****Sport Club or entrusted Agency:**

- a. Send basic info to DCNA SAVE (see §2.13.1)

**DCNA:**

- a. manages the contractual agreement for the service package
- b. at least 3 days before departure, DCNA shares with the figures below the information about the transit of the group, specifying if any video or social communications are planned:
  - Chief Operating Officer
  - Airport Management
  - Duty Station Managers
  - Security Manager
  - Non-Aviation Commercial Director
  - ENAC
  - State Entities
- c. Requests vehicles Curb access to relevant departments (es. 1<sup>st</sup> floor, 1<sup>st</sup> or 2<sup>nd</sup> road for pax, ground floor 1<sup>st</sup> road or Short Stay parking for baggage trucks)
- d. Forward vehicles plate number list and drivers' identity documents to Security and State Entities
- e. Agrees check-in desks and gate allocation with Duty Station Managers, Handlers and SAVE Airport Coordination

**Various Company departments:**

- a. Cooperates to arrange details for the group transit

**2.13.3 SECURITY MEASURES**

- a. Sport Club/Group name, vehicles plate numbers and drivers list, together with their relevant identity documents, shall be sent as soon as available to the government entities, ensuring an appropriate lead time for the relevant checks to be carried out;
- b. All the departing team's luggage must be labelled with pax names so that the necessary reconciliation can be undertaken according to the PNS. Further to that, the staff delivering the hold luggage to the check-in, to be registered in their name, must travel on board the aircraft.
- c. The screening of any oversized luggage is done at the Oversize Baggage Delivery point on the ground floor, in the presence of a group representative.
- d. in the terminal and particularly while transiting through the security check points, it is prohibited to take photographs or video recording security operations, Aviation Security equipment and law enforcements in uniform.
- e. a surveillance system by CCTV will be performed by the Security Operating Center during the transit of the Group in land-side.

- f. Security procedures are mandatory, therefore all members of the sports delegations/groups must be subject to the required security checks on both the person and luggage

#### 2.13.4 NOTIFICATIONS TO ENAC AND GOVERNMENT ENTITIES

ENAC and all government entities listed below must always be informed of the event at least five days in advance.

The Director of Airport Management is responsible for sending notification of the event to:

- **ENAC:** [nordest.apr@ENAC.gov.it](mailto:nordest.apr@ENAC.gov.it); and in copy: [c.caranfa@ENAC.gov.it](mailto:c.caranfa@ENAC.gov.it); [f.demichele@ENAC.gov.it](mailto:f.demichele@ENAC.gov.it);
- **Police:** [frontpolaria.ve@pecps.poliziadistato.it](mailto:frontpolaria.ve@pecps.poliziadistato.it) and in copy [rosanna.conte@poliziadistato.it](mailto:rosanna.conte@poliziadistato.it); [anna.bonifazi@poliziadistato.it](mailto:anna.bonifazi@poliziadistato.it); [giorgio.cita@poliziadistato.it](mailto:giorgio.cita@poliziadistato.it); [sicurezza.polizia.ve@poliziadistato.it](mailto:sicurezza.polizia.ve@poliziadistato.it); [seg.polfrontiera.ve@poliziadistato.it](mailto:seg.polfrontiera.ve@poliziadistato.it);
- **Carabinieri** (military police): [marco.vanore@carabinieri.it](mailto:marco.vanore@carabinieri.it); [stve5462a0@carabinieri.it](mailto:stve5462a0@carabinieri.it);
- **Guardia di Finanza** (Finance Police): [ve164.protocollo@gdf.it](mailto:ve164.protocollo@gdf.it);
- **Agenzia delle Dogane** (Customs Agency): [Nicola.DelGrosso@adm.gov.it](mailto:Nicola.DelGrosso@adm.gov.it); [dogane.venezia.aeroporto@adm.gov.it](mailto:dogane.venezia.aeroporto@adm.gov.it)
- A copy via email: those responsible for the event.

## 2.14 HEALTH ASSISTANCE SERVICES

### 2.14.1 AIRPORT FIRST AID POINT

SSA First Aid Point is located at the landside arrivals at the Venice Airport, in proximity to the Lost&Found Offices.

This Service ensures the presence of a doctor 24/7, supported by nursing staff.

Assistance is provided to all Users, as well the Operators in the airport precinct.

The SSA is a first response station, and medical activities are carried out **primarily** within the designated rooms.

The SSA range of activities is limited to the airport grounds.

Further information about the activities of the employees, the operating hours, the present professionalism, the type of service and the services rendered to the users, the role of the PSA in emergency situations and any other indication useful to represent the correct functioning of the medical centre are contained in the Health Risk Document, which includes information relating to the PSA Functionality Document, pursuant to the ENAC Guidelines "Minimum Requirements for Airport Health Facilities".

**NOTE:** Please refer to paragraph 2.14.5 for information on the management of health emergencies for infectious diseases.

## 2.14.2 INTERVENTION REQUESTS FOR HEALTHCARE ASSISTANCE IN THE AIRPORT PRECINCT STRUCTURES

Given that the SSA (First Aid Station) is a First Response Unit and medical activities are primarily carried out within its designated premises (see Airport Regulations § 2.14.1), individuals experiencing a medical emergency or otherwise in need of medical assistance should, as a general rule, proceed to the First Aid Station.

If a person in need of assistance approaches any airport operator, it is strongly recommended that all airport personnel (including SAVE employees, Handling Companies, Lagardère Food Service S.r.l., Security, Law Enforcement, State Authorities, Cleaning Companies, etc.) follow the instructions outlined below.

### 2.14.2.1 UNCONSCIOUS PERSONS

If the person is unconscious, healthcare personnel will intervene on the spot.

The airport Operator therefore proceeds as follows:

- a. Calls the SSA on 6333, reporting the relevant place where the person is located as clearly as possible.
- b. Then calls 6420 (RDS) and notifies them that SSA intervention has been requested.

### 2.14.2.2 PERSONS THAT ARE UNWELL AND CONSCIOUS

If someone is feeling unwell and is conscious, the Operator asks whether they require medical assistance (the doctor may be called, but the person does not intend accepting the assistance):

- a. If they do require assistance, the Operator calls 6333 and follows the instructions provided by the healthcare professional.
- b. In case of a negative response, no further action is required from the operator approached.

In case a., once contacted by the operator, the medical staff will assess whether to intervene on-site—within an appropriate timeframe based on the severity of the patient's condition and any ongoing interventions—or request the person in need of assistance to proceed to the SSA premises.

### 2.14.2.3 ACCOMPANIMENT TO FIRST AID POINT

In cases where the person is unconscious or, if conscious, has requested the intervention of the SSA, which the Operator has promptly contacted:

- a. Once on-site, if the SSA determines that an airport ambulance is required or that assistance is needed for patient transport, it will request support from PRM Coordination (6565). PRM Coordination will then arrange for a PRM staff member to intervene and will notify the SAVE Duty Manager.
- b. Once the service is completed, the PRM staff member informs PRM Coordination of their return from the assistance.
- c. At the conclusion of the intervention, the SSA communicates the outcome to the Airport Duty Manager (RDS).

### 2.14.3 MEDICAL EMERGENCY ON BOARD THE AIRCRAFT

Anyone receiving a report of the need for medical assistance on board an arriving, parked or departing aircraft, must immediately notify CDS (SAVE Airport Coordination), which in turn, distributes the information to the relevant entities.

It is recommended that Operators forwarding a request to the CDS for on board medical assistance, should obtain as much information as possible from the Captain, regarding the reason for the call. This allows healthcare staff to better assess the urgency of the request and ensure that intervention is commensurate to the seriousness of the request. For example, it is recommended that in applying this procedure, TWR staff ensure that they obtain detailed information from the Captain regarding the reason requiring the medical intervention:

- Gender and presumed age of the person.
- Is the person conscious and do they respond to questions?
- Is there any bleeding?

This type of urgency results in no operational restrictions to airport activities, or the suspension of the remaining traffic, if priority is given to landing.

#### 2.14.3.1 PROCEDURE

The CDS receives information regarding a medical emergency on board an aircraft and immediately communicates it to the SSA, the Airport Duty Manager (RDS), the Border Police, the relevant Handling Company, and the SAVE-Airside Operations e SAVE-Apron Unit & Maintenance department, providing all available details (flight number/parking stand/aircraft type/type of reported medical issue, if known).

b. The SSA activates the medical assistance team and proceeds to the location. If the need for an airport ambulance or ambulift is determined, the SSA requests assistance from PRM Coordination (6565), which arranges for a PRM staff member to intervene and notifies the SAVE Airport Duty Manager.

c. The SAVE PRM staff member drives the airport ambulance and ambulift to the secure area adjacent to the assigned parking stand. They collaborate with SSA personnel in transporting the passenger by vehicle.

d. Once the service is completed, the PRM staff member informs PRM Coordination of their return from the assistance.

e. PRM Coordination, in turn, informs the CDS.

f. At the conclusion of the intervention, the SSA communicates the outcome to the Airport Duty Manager (RDS).

#### 2.14.4 AMBULANCE ACCESS TO THE APRON

The procedure is applied to:

- Ambulances carrying departing passengers.
- Ambulances waiting for arriving passengers.
- SUEM ambulances/118 in emergencies.

##### 2.14.4.1 DEPARTING PASSENGERS - SCHEDULED FLIGHTS

- a. Ambulance personnel and agents accompanying the passenger carry out the check-in formalities at the flight's check-in counters.
- b. The check-in staff directs the passengers and those accompanying them to the vehicle access point ("Pagoda") for the security check and subsequent access to the apron, notifying the Security Central Operations Centre (3711) and PRM Coordination to activate the Airside PRM personnel.
- c. The Sworn Private Security Guard (G.P.G.) from Security manning the vehicle access entrance point activates the procedure to issue a Day Pass for the ambulance and relative crew, pursuant to the "Procedure for the issuing of access permits" referred to under para. 8.2 of these Airport Regulations and available on the Venice Airport website, [My.Veneziaairport.it](http://My.Veneziaairport.it), under the heading "Issuing Passes".
- d. The Security G.P.G. asks for the intervention of SAVE-SAVE-Airside Operations e SAVE-Apron Unit & Maintenance for an escort to the parking area near the First Aid Point, waiting for boarding on the departing flight, or directly on board.
- e. Generally and if necessary, the transfer onto the Ambulift takes place in the aforementioned parking area, which will then board the person into the cabin of the aircraft.
- f. Once the service is completed, the ambulance driver, escorted by SAVE-SAVE-Airside Operations e SAVE-Apron Unit & Maintenance, returns to the vehicle entrance access point where he returns the Day Pass previously issued to the G.P.G.
- g. It should be noted that SUEM healthcare personnel must assist the passengers on board the ambulance with all operations until the aircraft takes off. Any assistance by the PRM is only provided in the presence of the healthcare personnel on board or according to the different instructions received from the latter, and in any case to complete the intervention by the healthcare personnel and under the latter's responsibility and supervision.

#### 2.14.4.2 ARRIVING PASSENGERS - SCHEDULED FLIGHTS

- a. On receipt of the PSM message regarding the relevant flight, PRM Coordination notifies the Security Central Operations Centre (3711).
- b. The ambulance goes to the vehicle entrance access point.
- c. The G.P.G. from Security manning the vehicle access entrance point conducts the necessary checks, activates the procedure to issue a Day Pass for the ambulance and relative crew, pursuant to the “Procedure for the issuing of access permits” referred to under para. 8.2 of these Airport Regulations and available on the Venice Airport website, [My.Veneziaairport.it](http://My.Veneziaairport.it), under the heading “Issuing Passes”.
- d. The Security G.P.G. asks for the intervention of SAVE–SAVE-Airside Operations e SAVE-Apron Unit & Maintenance for an escort to the parking area near the First Aid Point, where generally and if necessary, the passenger is transferred to the waiting ambulance.
- e. In the case of a stretchered passenger or when the patient’s condition requires it, ambulance personnel will go on board to carry out boarding operations.
- f. After the flight’s arrival and disembarkation from the aircraft, the passenger is taken by PRM personnel to the parking area near the First Aid Point, where they are transferred to the ambulance. It is understood that moving across to the First Aid Point parking is not necessary if the transfer into the ambulance takes place in the vicinity of the aircraft.
- g. Once the service is completed, the ambulance driver, escorted by SAVE–SAVE-Airside Operations e SAVE-Apron Unit & Maintenance, returns to the vehicle entrance access point where he returns the access permit to the G.P.G.

#### 2.14.4.3 SUEM AMBULANCE – 118 (EMERGENCY AND MEDICAL EMERGENCY)

These ambulances can be recognised by the wording SUEM and 118. They operate exclusively for emergency services; the usual procedures therefore need to be simplified as far as possible and their entry facilitated by the staff involved. Therefore:

- a. The SSA informs the Security Central Operations Centre (3711) and CDS that it has requested SUEM intervention and reports where the ambulance must go.
- b. Ambulances are authorised to go directly to the vehicle entrance access point.
- c. The Security G.P.G. asks for the intervention of SAVE–SAVE-Airside Operations e SAVE-Apron Unit & Maintenance for an escort onto the apron.

**NOTE:** If it is not possible to collect the SUEM-118 ambulance from the Pagoda Access Point, SAVE–SAVE-Airside Operations e SAVE-Apron Unit & Maintenance advises CDS, who then requests intervention from the Police. After guiding the ambulance beneath the aircraft, the latter confirms this with CDS. The ambulances therefore access the apron without additional formalities.

#### 2.14.5 HEALTH EMERGENCY FOR INFECTIOUS DISEASES

The procedure to manage health emergencies for infectious diseases is dealt with in paragraph 9.7.1 in these Regulations.

## 2.15 INAD/DEPU/DEPA PASSENGERS - PROCEDURE

This procedure has been agreed on with the Border Police.

### 2.15.1 INAD - DEFINITION

INAD (Inadmissible Passenger) defines the passenger that is refused entry into a country by that country's Authorities, or the passenger that a Carrier or government Authority at the transferring airport, deny permission to continue with their journey for reasons such as the lack of a visa, expired passport validity.

#### 2.15.1.1 PROCEDURE

On the premise that the Carrier that transported the passenger to Venice Airport is responsible for handling and re-routing the passenger:

- a. Once they have made the relevant assessment, Border Police communicate that they have refused the passenger:
  - To the Handling Company, for subsequent check-in and boarding on the flight.
  - To the Carrier's station manager (Note: Carriers that do not have their own local station manager are represented by the Handling Company for the purposes of this procedure).
- b. The INAD passenger's hand luggage is kept at the Handling Company's Lost&Found office, for subsequent handling by the Company itself.
- c. The INAD passenger may board at the same time as other passengers, using the same route.

### 2.15.2 DEPA – DEFINITION

DEPA (Deportee Passenger Accompanied) defines the passenger that is deported from the country, and who is escorted by the State Police because they are pose a danger.

#### 2.15.2.1 PROCEDURE

The DEPA passenger follows the following boarding/disembarking route in order to ensure a separate flow from other passengers, in compliance with privacy and the DEPA's safety, and to protect the Carrier's image.

- a. Flight positioned at a jetty:

- Boarding with DEPA already present in the terminal: the passenger and escort access the jetty via the door to the arrival side on the mezzanine floor (normally used to disembark the flight).
- Boarding with DEPA not coming from the terminal: the passenger and escort arrive at the stand by car. They use the door on the ground floor of the tower (normally used for remote boarding). Once they go up to the first floor using the stairs/elevator, they access the jetty via the glass dividing door, which is opened with a TIA or key (held by the State Police).
- Alternatively, the aircraft can be accessed directly from the apron using the back passenger stairs, if they are in position.
- Disembarkation: the route is the same as the other passengers because the DEPA disembarks as the first or last passenger.

b. Flight positioned at a remote stand:

- Boarding: DEPA and escort access the stand by car. Boarding is through the passenger stairs.
- Disembarkation: through the passenger stairs. The DEPA passenger is escorted from the stand to the destination by car.

### **2.15.3 DEPU – DEFINITION**

DEPU (Deportee Passenger Unaccompanied) defines the deported passenger where it is not deemed necessary that they are accompanied by the State Police to board the aircraft.

#### **2.15.3.1 PROCEDURE**

The same procedure for the INAD passenger is used for DEPU passenger boarding and disembarkation, as per point c) of chapter 2.15.1.1 in these Regulations.

## **2.16 MANAGING LOST AND FOUND ITEMS**

### **2.16.1 INTRODUCTION**

In accordance with the provisions under article 705, section H of the Aviation Code, amended by Italian Legislative Decree no. 151 of 15 March 2006, the collection, retention and return of items found in the airport grounds and on board aircraft to their rightful owners is overseen by SAVE, based on the different methods outlined in this procedure.

All airport Operators holding an airport entry card (irrespective of the Company or Entity they belong to) are obliged to promptly report lost items found within the airport precinct (including in the car parks and on board the aircraft), by following the methods detailed in this chapter. They are consequently deemed the Agent for having found the lost item, and pursuant to Art. 2 of Ministerial Decree 01/08/1967, the provisions of Art. 930 of the Italian Civil Code are not applicable in their regard.

In other cases, the person finding the item must make a statement at the time of registering the object, at the SAVE Arrivals Information or the Lost&Found office accordingly, of their intention to receive the reward pursuant to Art. 930 of the Italian Civil Code, providing their name and contact details.

## 2.16.2 SCOPE OF APPLICATION

This procedure applies to:

- a. Items found in the airport grounds: these items are managed by SAVE until their recovery (see specifically para. 2.16.3 Items found in the airport grounds”);
- b. Items found on board: these items are managed during the first stage after their recovery, by the Handling Company representing the Carrier (see specifically para. 2.16.4 Items found on board the aircraft”).

### 2.16.2.1 FOREIGN STATUS ITEMS

The Airport Manager and Handling Companies that register recovered items, must also record whether this is a “foreign status item”, if the circumstances apply. The following are considered “foreign status items”:

- a. Items found on board aircraft on a flight coming from a non-EU country.
- b. Items found in the Arrival Hall airside area, after having checked that there is no evidence that the item comes from an EU flight.

The list of foreign status items, which appear in the entries made by the Manager and Handling Companies in their respective databases for found items, is immediately available to Customs, on their request, for consultation purposes.

In the case of the foreign status item being returned to its owner or sent to the Carrier’s central warehouse, the Companies and Entities holding the item (Manager, Handling Companies) must ask and obtain prior permission from the Customs, to ensure that customs formalities are complied with.

## 2.16.3 ITEMS FOUND IN THE AIRPORT GROUNDS

Anyone finding a lost or forgotten item in the airport grounds is obliged to immediately notify (also via telephone) the SAVE Arrivals Information Office and to deliver the item as soon as possible to said office, without prejudice to the cases pursuant to para.2.16.3.3 and 2.16.4, within the same day of having found it. If the items are potentially dangerous or of doubtful origin (e.g. firearms, gas, etc.), whoever find them and/or the Information Office immediately informs the Border Police Central Operations Office by telephone, so that the latter may collect the item and keep it in a safe place.

Items found in the airport grounds and transferred to SAVE by the State Police, Security or Handling Companies, are kept by the Arrivals Information Office, which will record and keep them as detailed below.

Luggage found in the airside area, labelled with the departing/arrival flight from Venice, must be taken to the relevant Handler’s Lost&found office. The latter is responsible for carrying out the relevant formalities to complete the process.

### **2.16.3.1 RECORDING OF FOUND ITEMS**

Staff at the Arrivals Information Office receives the items and records them in a computer programme, completing the required fields in the database. An identity code is given to each item, corresponding to the entry code. If the item is luggage that is locked or has a combination lock, the bag is forced open and inspected, when there is evidence (based on x-ray checks) that there is organic material inside referring to foodstuff or other perishable items or harmful/dangerous material. This inspection must be conducted with two witnesses in attendance (preferably State Police personnel or an equivalent). The perishable, harmful or dangerous items are immediately destroyed, with this recorded in a report in the presence of the two witnesses, and the information recorded in the relevant database.

### **2.16.3.2 RETENTION OF FOUND ITEMS**

All items found in the airport grounds are kept, except for perishable, harmful or dangerous items, until returned to their legitimate owner, or if they are not claimed, until they are sold after one year of having being found.

Items of value must be kept in a safe place, under lock and key (e.g. safe). SAVE cannot be held liable in cases where the lost items are not recovered and/or delivered to the Arrivals Information Office following the required procedure, or in the case where the found items deteriorate whilst remaining at the premises where they are kept, with this not attributable to gross negligence or wilful misconduct by SAVE.

### **2.16.3.3 ITEMS RECOVERED BY SECURITY**

As an exception to the above, Security is authorised to keep items and effects forgotten by passengers at security points for up to two hours after being found, to allow for the lost item to be recovered in a shorter time. Once the two hours have lapsed, the item that has already been recorded in the Security database, is taken to the Information Office, which then records the item in the computer portal.

Items that are voluntarily left by passengers at the security points because they are not allowed on board the aircraft in terms of applicable legislation, and are of modest value, can immediately be sold, destroyed or donated to charity.

### **2.16.3.4 ITEMS OF VALUE FOUND IN THE AIRPORT GROUNDS**

Jewellery, cellphones, documents, money and photographic or computer equipment in general of significant value, are considered as items of value. Any other items deemed valuable by SAVE staff can be kept on the same basis, and may be valued by a technical expert. This appraisal is needed if the finder wishes to apply Art. 930 of the Italian Civil Code.

Items of value found by the Police (Carabinieri, Finance Police) or by Handling Companies are those handed in at the SAVE Arrivals Information Office until returned to their legitimate owner or until sold.

### 2.16.3.5 IDENTITY DOCUMENTS

In the specific case of identity documents, the portal for managing lost items automatically notifies the State Police if these are found, so they may carry out the activities they are responsible for, and in order to obtain authorisation for the return of the document to the owner or delegated person.

The document is managed and kept by the SAVE Information Office for one year. If the document is found inside a bag or suitcase, it is left inside together with the other personal effects, so that the entire item may be returned to the legitimate owner within the deadline set above.

## 2.16.4 ITEMS FOUND ON BOARD THE AIRCRAFT

**Except for valuables and documents, which must always be handed in at the SAVE Lost Items Office,**

items forgotten by passengers on board and found on board the aircraft must be handed in as soon as possible to the Handling Company's Lost&Found Office, who keeps them as follows.

Items received by the Lost&Found Office are recorded in a specific database, containing at the least, the following information:

- Description of the object.
- Place where it was found.
- Object's "foreign status".
- Name of finder and Company they belong to.
- Outcome of the item (e.g.: returned to owner, handed in to SAVE, taken to the Carrier's Head Office, etc.). In the case of being taken to the Carrier's Head Office, the Handling Company keeps the forwarding messages to the foreign country ("FLZ" message).

Thereafter, the Lost&Found Office handles the item as per the paragraph below.

### 2.16.4.1 HANDLING COMPANY'S MANAGEMENT OF ITEMS

In accordance with Ministerial Decree 01/08/1967, items found on board the aircraft may be kept by the Handling Company for an appropriate time (maximum 20 days), in order to conduct quick investigations to find the item's owner.

Within this time, and if so permitted by the company, the Handling Company may transfer the items found on board to the Carrier's head office.

Once this period has lapsed, the items remaining at the Handling Company's Lost&Found Office must be delivered to SAVE, at the Arrivals Information office (see para. 2.16.3). On delivery of the items, the Handling Company provides SAVE with a list, with the information needed to record them, as stated in the previous paragraph.

SAVE keeps the items received from Handling Companies in the same manner as the other items found in the airport grounds.

## 2.16.5 REQUEST AND DELIVERY OF ITEMS

The owner of an item lost within the airport precinct (not therefore in the case of mishandled luggage during loading/offloading the aircraft, which follows the Lost&Found procedures with the reference Handler), may:

- Contact the SAVE Flight Information Office where they will receive information on how to recover the item.
- Draw up a loss report, by completing the relevant form available via this link on the airport website <https://www.veneziaairport.it/info-e-assistenza/oggetti-smarriti.html>.

The office hours for items to be returned to owners, are published on the Airport website (<https://www.veneziaairport.it/info-e-assistenza/bagagli-e-oggetti-smarriti.html>) and sent to the passenger via email, when confirmation is sent to inform them that the lost item has been found. The item is handed over at the SAVE Arrivals Information Office, directly to the owner or delegated person, after transiting through the customs x-ray point, and having completed the relevant security and document checks.

If the item to be returned forms the subject of a declaration by the finder pursuant to Art. 930 of the Italian Civil Code., the item is only returned to the owner once payment has been made by the latter of the reward owing to the finder (with certification of payment sent to SAVE).

SAVE does not undertake the charges for home deliveries or for air shipments. The passenger that therefore wishes to regain possession of their lost items, may at their own expense and after compiling the necessary documentation on the web portal <https://www.veneziaairport.it/info-e-assistenza/bagagli-e-oggetti-smarriti.html>:

- a. Personally collect the items from the SAVE Information Office, presenting an identity document.
- b. Pick up the items through a delegated person.
- c. Delegate an express courier or shipping company, specifically identified by the owner, where the collection of the item from the SAVE Information Office is fully organised in advance by the owner, without any charges for SAVE. In this regard, the delegated person is obliged to transport and package (if necessary) the items using its own means, holding SAVE harmless in this respect. SAVE does not undertake shipments, nor package the items to be collected.

## 2.16.6 UNCLAIMED ITEMS

After one year has lapsed from the date when the item was found without the legitimate owner claiming it, SAVE shall entrust the items with a commercial value to an entity that deals with court-ordered sales or another equivalent entity. In these cases, articles 927, 928 and 929 of the Italian Civil Code do not find application. Applicable in this case is Ministerial Decree 01.08.1967, as incorporated in these Regulations.

Foreign status items can be sold together with other items, once customs duties have been settled. The relevant parties managing the sale by tender draw up a report. The amount collected, net of the documented expenses incurred, is paid to the Tax Revenue Agency.

Items, or parts thereof, may also be donated to charity if they have no commercial value, or are dumped. As far as possible, data referring to the items is cancelled prior to the sale or transfer. Where this is not possible and the device is blocked so that data is inaccessible to third parties, SAVE appoints a specialised company that certifies that the item has been destroyed.

## 2.17 GENERAL AVIATION

Handlers responsible for General Aviation operate at the General Aviation Terminal (South apron), from where they transit passengers, crew and users.

The Terminal has dedicated security check filters, including x-ray security checks for hand and hold luggage.

In the case of flights from/to Non-Schengen countries, passport control is provided by Police officials at the terminal itself; alternatively, passengers are accompanied by the Handler to passport control counters at the main Commercial Aviation Terminal.

Customs operations (e.g. cargo subject to VAT refunds) are carried out at the counters in the Commercial Aviation Terminal.

For specific information on General Aviation, reference is made to:

- SAVE Operating Manual, with the objective of providing the ground handling services provided by SAVE for Handling and De/ anti-Icing services performed at the Venice Airport.

### 2.17.1 USE OF THE CEREMONIAL DOCKYARD FOR GENERAL AVIATION FLIGHTS - PROCEDURE

- a. The AG operators entitled to the use of the Ceremonial Dockyard, access the bridge swiping their TIA through the badge reader that opens the landside dockyard gate.
- b. All airport operators authorised to use the gate must check that the gate has effectively closed again once they have passed through, and check that no unauthorised persons enter/transit at the time when access remains open. See also para. 1.5.2.3.
- c. The keys for the gate's mechanical lock are held by SECURITY, which attends to the opening and closing of the gate at the start and end of daily operations.
- d. If agreed, Police shall have the right to make use of the priority and/or exclusive use of the dockyards for the performance of its security services.

### 2.17.2 SECURITY CHECKS FOR GENERAL AVIATION PASSENGERS WHEN SECURITY STAFF NOT PRESENT AT THE GENERAL AVIATION TERMINAL

The purpose of this procedure is to regulate operations in the case of flights with passengers arriving and departing after the time when the Security Check is operational at the GAT (General Aviation Terminal) security check point.

The objective of this procedure is to optimise and standardise GAT operational staff's conduct and improve the quality of the service provided.

The parties involved in this procedure are all the Handling Companies and supervisory entities operating at the General Aviation Terminal, Security personnel, Border Police, Finance Police (Guardia di Finanza) and Customs Agencies.

#### 2.17.2.1 REFERENCES

<i>SAVE</i>	<i>SAVE S.p.a. Airport Manual</i>
<i>SAVE</i>	<i>SAVE S.p.a. Airport Regulations</i>
<i>ENAV</i>	<i>AIP LIPZ</i>
<i>ENAC</i>	<i>National Civil Aviation Security Programme</i>

### 2.17.2.2 GENERAL RULES AND PROCEDURES

When flights with passengers are operating outside the General Aviation Security Check Point opening time, Security should consider the request of extending the operating times. When this possibility is excluded, passengers should transit through the commercial aviation terminal.

Passengers are escorted by the Handler, and use the Crew access point, whereas arriving passengers use the standard route through the Schengen/Non-Schengen halls depending on provenance.

Crew members are not subject to this procedure, and can therefore use the Pagoda access point.

#### a. Departing flights

Flights departing after the GAT has closed, once registered on the operating systems, must be notified as specified in para. 2.17.2.3, indicating:

- Registration
- Destination
- Scheduled time
- Number of passengers
- Number of cabin crew members

Any changes must be promptly reported using the same method.

Crew members and passenger names must be made available by updating the aforementioned notification (para. 2.17.2.3), when available.

COT must be notified of the transit of departing passengers, by telephone (3711) at least 60 minutes beforehand.

Passenger's hand luggage also transits through the crew access point.

#### b. Arriving flights

Flights arriving after the GAT security checks have closed, once registered on the operating systems, must be notified as specified in para. 2.17.2.3., indicating:

- Registration
- Origin
- Scheduled time
- Number of passengers
- Number of cabin crew members

Any changes must be promptly reported using the same method.

Crew members and passenger names must be made available by updating the aforementioned notification, when available.

Border Police must be notified of the transit of arriving Non-Schengen passengers, by telephone at least 10 minutes before the flight lands.

Passengers' hand luggage can be taken landside through the Pagoda access point by Handler personnel.

### 2.17.2.3 NOTIFICATION OF PROCEDURE ACTIVATION

a. Notification that the procedure has been activated, must be sent via email to the following recipients:

- [dogane.venezia.aeroporto@agenziadogane.it](mailto:dogane.venezia.aeroporto@agenziadogane.it)
- [centralevenezia.apr@sicuritalia.it](mailto:centralevenezia.apr@sicuritalia.it)
- Security Pagoda Gate: [pagoda.venezia@sicuritalia.it](mailto:pagoda.venezia@sicuritalia.it)
- Security Crew Gate: [crew.venezia@sicuritalia.it](mailto:crew.venezia@sicuritalia.it)
- [VE164.protocollo@gdf.it](mailto:VE164.protocollo@gdf.it)

And in copy to the following addresses:

- [rds@veneziaairport.it](mailto:rds@veneziaairport.it)
- [eubinair.vce@poliziadistato.it](mailto:eubinair.vce@poliziadistato.it)

b. The email shall contain the following details:

- Registration
- Callsign
- Departure/Arrival
- Scheduled time
- Number and names of passengers
- Number and names of crew
- Names of Passengers

## 2.18 EVENTS ORGANIZATION IN THE TERMINAL

When organizing promotional/commercial/entertaining events within the terminal, various figures need to be involved, both internal and external to the Airport Manager.

Therefore, the request from the event promoter must be sent to SAVE Commercial Department in good time, to ensure timely coordination, considerations and recommendations by the various sectors involved, as well as grant of the necessary permits.

The event is governed by a special procedure prepared ad hoc and transmitted to the Entities and Directorates involved, according to competence

## 3 BAGGAGE SERVICES

### 3.1 BHS SORTING SYSTEM (DEPARTURE) AND BAGGAGE RECLAIM (ARRIVAL) - PROCEDURE

#### 3.1.1 SORTING OF DEPARTING BAGGAGE

- a. Originating baggage.
  - After acceptance at the check-in counters, originating baggage is inserted into the BHS circuit, which releases the baggage on to the loading bays located at the apron section.
  - The BHS system is NOT accessible to the Operator for security reasons.
- b. Baggage in transit.
  - All baggage in transit must be taken to the transit docks.
  - The flight Operator for the assignor flight arranges to transport the luggage to the specified dock; from here, they are sent on for a multi-level x-ray check and then sorted according to the bay assigned for the departing flight.
  - Any baggage that is incorrectly offloaded at the arrivals' baggage claim must be recovered by the Handler for the assignor flight and then sent on to the transit counters (see para. 3.1.5 point j).
  - Any other solutions than those detailed above may not comply with the agreed transit times, and therefore not guarantee that this baggage will be forwarded on to their destination.

The procedure is based on the form shown below, making it possible to monitor the service (see para. 3.1.1.1 below: "Monitoring luggage in transit").

**3.1.1.1 Monitoring luggage in transit Form**

FROM HANDLER	ASSIGNOR FLIGHT	NO. BAGGAGE	TO HANDLER	RECIPIENT FLIGHT	TIME DELIVERED	RECIPIENT SIGNATURE	ASSIGNOR SIGNATURE	NOTES

**REFERENCE NUMBERS:**

AVIATION SERVICES:           BHS COORDINATORS MOBILE NO. 34808907255; LOST&FOUND 4493  
GH:                                BAGGAGE CLAIM COORDINATOR 3590, MOBILE NO. 3458698124; LOST&FOUND 3563  
SECURITY:       3720

### 3.1.2 USE OF BHS BAYS

#### 3.1.2.1 PLANNING

A general seasonal bay schedule is established and sent to every Operator, which can be changed daily for operational reasons or according to specific requests from the Operator, provided this is compatible with system availability and constraints.

The number of bays assigned to each Operator relates to:

- Number of flights and quantity of luggage handled;
- Use and type of containers;
- Specific requirements agreed with SAVE;
- Security requirements relating to flights potentially at-risk.

The final daily assignment is made available by 19.00 on the day before.

Notifications referring to the final daily assignment or any change made by SAVE, are sent to the contact person specified by the Operator.

Any requirements or operational reporting by the Operator relating to the daily assignment of bays, and more generally, the BHS system, must be sent to the BHS Control Room.

#### 3.1.2.2 RULES FOR USING BAYS

- a. The flight preparation bays are opened two hours prior to the scheduled time, unless there are exceptions agreed on in advance with SAVE.

Baggage accepted at the check-in prior to the aforementioned time limit is sent to the bay assigned to the flight, without prejudice to SAVE not accepting any responsibility for any loss of the baggage.

- b. The bays are closed at the flight's STD.

If the Handling Company intends further delaying the check-in closure and sending baggage to BHS after the STD time, it must notify the BHS Control Room in this regard by telephone. The latter shall then intervene on the system to ensure that luggage is sent to the assigned bay or to another available bay.

Should the Handling Company not provide notice, baggage accepted at the check-in after the STD time, will be sent to the RUN-OUT dock. Under these circumstances, SAVE shall not accept any responsibility for any error with said baggage.

- c. If Operator personnel is unable to monitor the assigned bay, the Operator must promptly inform SAVE (BHS Control Room) so that the check-in relating to the unmonitored bay can be blocked; failure to do so, could result in the Manager imposing possible penalties.
- d. If the same bay has been assigned to two flights in sequence, assisted by two different Operators/Self-producers and baggage acceptance on the first flight is delayed, this flight will

be serviced in that bay only up until the time scheduled for the start of bay offloading operations for the subsequent flight.

After the aforementioned time limit, and so as not to penalise the flight on time, baggage from the first flight will be sent to the RUN-OUT chute, where the Operator must arrange to recover them, once notified by the BHS Control-Room.

- e. All Operators must promptly and consistently collect baggage from the bays, so as to avoid failed or untimely collections that could have repercussions on the overall acceptance and sorting operations for departing luggage.

In the case of non-compliance, and to safeguard the overall correct functioning of the station, SAVE reserves the right to remove uncollected baggage from the bays and implement additional measures, to the extent of blocking acceptance operations on the relevant flights.

- f. Any baggage which requires manual checking, based on the outcome of the x-ray check conducted at the time of BHS sorting, is not directed to the bays, but to the relevant check points. Here, law enforcement will conduct the inspection, in the presence of the passenger.

In this regard, Security will ask the Operator (via the contact person specified by the latter) to call the passenger through the voice announcement system. Once these operations are completed, SAVE personnel responsible for BHS, will hand back the relevant baggage to the Operator's Baggage Claim Coordinator at the sorting bays. Unless instructed otherwise by law enforcement, the latter shall redirect the baggage to the destination flight.

- g. If luggage should appear suspicious, based on the outcome of the security checks conducted at the same time as BHS sorting, these are not directed to the collection bays, but are handed over to the State Police for the necessary checking procedures, after having notified the Operator (via the contact person specified by the latter) in this regard.

### **3.1.3 TRAFFIC AND STOPPING IN BHS AREA**

Without prejudice to the Operator's obligation to adhere to the general traffic rules within the airport, and SAVE'S right to at any time remove vehicles impeding the traffic, the Operator is specifically reminded to strictly comply with traffic regulations, speed limits and the horizontal and vertical signage.

The following specific directives are applicable to the BHS area:

- a. It is forbidden to abandon vehicles and equipment in the BHS transfer areas. SAVE shall arrange to remove these, charging the non-compliant Handling Company for the removal.
- b. The maximum trailer carriage permitted is 5 (five) carriages or 4 (four) dollies for each train, to ensure a fluid traffic flow in the sorting areas.
- c. To avoid impacting the access points, all ULD (Unit Load Devices) must be closed prior to entering the BHS area, and must similarly be closed before exiting.
- d. It is mandatory to respect the automation on automatic gates whilst manoeuvring on entering and exiting from BHS access points. While the gates are moving, it is forbidden to cross the access points both in a vehicle or on foot. Furthermore, trains transiting the BHS access points must only use the fully opened roller door.

### 3.1.3.1 BHS SOUTH APPENDIX

Use of the structure, as well as traffic and stopping at the bays, is prescribed by the same rules applicable for the main section, with these additional rules and/or restrictions:

- a. To ensure that ventilation is at sufficient levels and that the exit roads are fully usable, the structure is equipped with lateral walls that can be opened electronically. These must be kept closed when there is no activity at the structure and/or in the case of adverse weather conditions. In any case, the entry and exit opening gates must be kept open during flight preparation operations or while personnel is inside.
- b. Traffic is in a one-way direction, entering through the 4 access points from the roundabout on the main road; the exit must be made through the dedicated lane on the opposite side to the entry.
- c. Exit restrictions for convoys:
  - Bay 17: Max 3 ULD
  - Bay 18: Max 2 ULD
  - Bay 19: Max 3 ULD
  - Bay 20: Max 3 ULD
- d. There is no lateral movement possible for ULDs in the lane for bay 20; convoys must exit in order of entry.
- e. Once baggage sorting operations are completed, all Operators must keep the bays and lanes free from ULDs and/or equipment; ULDs may be positioned during the night when there is no activity in the structure, so that they are in position to manage the first flights during the morning.
- f. It is forbidden to park vehicles and/or ULDs in the BHS Manoeuvring Area, located between the rotunda on the main road and entrances to the structure.

### 3.1.4 BHS OPERATIONS

The Control Room at the BHS structure is manned from 04.30 until 24.00, unless extended to accommodate flights scheduled after this time period.

Handling Companies' staff opening flight check-ins at 04:30 or soon after, must always ask for authorisation via telephone from the BHS Control Room before starting operations.

Baggage sent to BHS before 04:30 is automatically deviated to the x-ray machines on level 3, pending the necessary checks by Security

### 3.1.5 BAGGAGE RECLAIM BELTS IN ARRIVALS

- a. Once Information is received on the AIBT (Actual In Block Time), the airport computer system assigns a baggage reclaim belt based on criteria to optimise the use of the structure.

- b. This assignment is displayed on the FIDS monitors inside the passenger baggage reclaim halls and on the FIDS operating monitors.
- c. If there should be specific technical and/or operational problems, and in order to optimise the service provided to passengers, SAVE may at any time assign a different belt to the one originally communicated. Immediate notice in this regard will be given to the Operator contact person or the specified Manager in especially urgent or critical cases.
- d. The road regulations and stopping areas for trolleys are displayed in the vicinity of the baggage reclaim belts (airside); instructions are also provided on the use of the belts (see para. 3.5.5); all Operators must adhere to the road regulations and follow instructions, so as to ensure their own safety and the safety of other Operators in the area and for the correct overall functioning of baggage reclaim operations.
- e. If the Operator finds the stopping area for the reclaim belt assigned to them still occupied by the previous user, they must wait their turn in a position that does not impede the normal flow of tractors and trolleys.
- f. For operational reasons, one belt may be assigned to more than one flight at the same time. In this case, the offloading of luggage on to the belts is done according to the sequence as the trolleys arrive.
- g. Operators must only stop at the stopping area for the reclaim belts for the time strictly necessary to offload the baggage on to the belts, and immediately remove the trolleys and empty luggage containers.
- h. Offloading luggage on to the belts must be done as quickly as possible. If it is not possible to start or complete the reclaim for operational reasons within 35 minutes from the ATA (Actual Time of Arrival), the Operator must promptly inform the BHS Control Room (see para. 12.1-*SAVE References*), which will then reassign the belts.
- i. The Operator is forbidden to activate the button as per para. 3.5.5 before the effective start and the effective end of the reclaim operations.
- j. Operators are nonetheless responsible for baggage taken from the arriving aircraft up until the baggage is placed on the reclaim belts.
- k. Operators must be especially careful not to offload luggage in transit on to the arrivals belt. Any breach, requiring SAVE to intervene and remove luggage, will result in charges for the Operator relating to the aforementioned removal operations.
- l. If luggage in transit should mistakenly arrive at the airside baggage reclaim area, the Operator must arrange to send the baggage through to the transit section, see para. 3.1.1 b.

### 3.1.6 BAGGAGE RECLAIM DOCKS

The purpose of the reclaim docks is to transport luggage from the loading point to the carousel in the arrivals hall. Each dock conveys luggage to a specific carousel in the arrivals hall:

- Dock 1A: conveys luggage to carousel 1 in the arrivals hall.
- Dock 2A: conveys luggage to carousel 2 in the arrivals hall.

- Dock 3A: conveys luggage to carousel 3 in the arrivals hall.
- Docks 4A and 6A: both convey luggage to carousel 4 in the arrivals hall.
- Dock 7A: conveys luggage to carousel 5 in the arrivals hall.

### **3.1.6.1 PROCEDURES FOR USING BAGGAGE RECLAIM DOCKS**

The belt is activated as the first item of luggage arrives, using the starter button on the FIDS keypad, at the same time that the flight is opened. The “first luggage” opening indicating that delivery is underway is displayed on the public monitors in the arrivals hall. The recording of the first and last item of luggage for statistical purposes is done with the ATR station located on the reclaim automatically reading the label, considering the time the luggage transits from the offloading point and the reading station. The timing is set at -90 min., and is valid both for the first and last baggage item.

From the time that the belt is activated, luggage must be loaded on the belt, keeping a distance of around 30 cm between one item and the next, so as to avoid the belt operating intermittently or luggage becoming stuck on the channelling lines.

Docks cannot be filled with baggage before the belt starts up, and baggage cannot be placed one on top of the other.

The flight is closed by pressing “last luggage” at the same time that the last item of luggage is delivered.

If the reclaim dock is occupied with other flights and/or the functioning is particularly slow due to an obstruction or malfunction on the carousel, the BHS Control Room is contacted immediately and will monitor the situation, assigning a value to the reclaim corresponding with the effective performance.

Any reports and/or requests for data changes, due to delays in the reclaiming of luggage caused by external factors to the BHS structure, are directed to the BHS Manager or the Station Manager within 4 hours from the event. Only reports accompanied by documentation proving the event reported will be considered.

Delays or stoppages to the system caused by incorrect loading (e.g.: failure to space the luggage correctly, luggage one on top of another, including oversized luggage, etc.) are not subject to data changes, to safeguard the functioning of the system.

SAVE henceforth reserves the right to stop operations on any belt if the incorrect usage could cause potential damage to the structure.

### **3.1.7 FLIGHTS SUBJECT TO X-RAY CHECKS ON ARRIVAL**

Arriving flights subject to x-ray checks for hold luggage are allocated to dock 2A. With a Security operator in attendance, baggage must be inserted one at a time on to the rollers of the x-ray device corresponding to the dock.

Similarly to other arriving flights, using the FIDS keypad, the flight is opened with the “first luggage” key, and only once the last physical item of baggage is offloaded, can the flight be closed using the “last luggage” key.

Before the call confirming that the reclaim has been completed, the BHS Control Room assigns a value to the reclaim corresponding with the effective performance.

## 3.2 MANAGING ANOMALIES AND EMERGENCIES ON THE BAGGAGE SORTING AND RECLAIM SYSTEMS

### 3.2.1 BHS ANOMALIES

Operators detecting any anomaly or malfunction on the baggage sorting and reclaim systems (belts, buttons to access service doors, etc.) must promptly report these to the BHS SAVE Operating Control Room, and wait for a technician to arrive, without attempting to remedy the situation.

Any communication relating to BHS anomalies or emergencies, including any technical, operational and management directives issued by SAVE to safeguard the overall functioning of baggage sorting, is addressed to the Operator (to the contact person indicated by the latter).

In the event of a collector baggage belt stoppage (downstream from a check-in line) due to a system fault or damage, SAVE implements the most appropriate of the following alternative procedures:

- a. SAVE collection of baggage from the check-in counters involved by the stoppage and transporting these to the operating collector at the closest acceptance island.
- b. Transferring acceptance operations to the counters of another island.

Alternative procedures will however not be implemented if the collector belt is functioning intermittently (due to a general system slowdown), causing delays but not an interruption to check-in operations.

The onus and responsibility for moving luggage from the broken down belt to the next assigned belt rests with each Operator in the airside area.

If the anomaly involves the arrivals reclaim belts, SAVE shall also arrange to provide information via the FIDS system or an appropriate public announcement.

SAVE can in no way be held liable for direct or indirect damages arising from technical malfunctions and the Operator undertakes to hold SAVE harmless from any direct or indirect responsibility in respect of third parties.

The Operator user instructions for the management of BHS emergencies are available in the SAVE Manual “Automatic sorting system and security checks for 100% of hold luggage. Emergency management procedures” currently in use by the BHS Maintenance and Operations Unit.

#### 3.2.1.1 EMERGENCY BUTTON

Operators detecting any situation presenting an imminent danger must stop the baggage belt while in use, using one of the red emergency buttons installed for this purpose. The BHS Control Room must then be contacted immediately (see para. 12.1), and Operators must wait for technicians to arrive without attempting to restore operations.

In this regard, the Operator is reminded of the general condition to only and exclusively utilise the emergency button in the case of danger to people or things.

You are also reminded that activating the emergency button from any of the check-in stations or sorting bays, will block the entire BHS system from functioning with the consequent operational repercussions.

### 3.2.2 BREAKDOWN IN THE BHS X-RAY SYSTEM

In the event of a partial or total breakdown in the BHS x-ray checking system, luggage checks are carried out according to the applicable and future procedures and directives issued by ENAC, the State Police and any other authority.

The detailed procedure can be found in the Airport Security Plan, approved by ENAC and managed by Security.

### 3.2.3 BAGGAGE HANDLING ANOMALIES

- a. Luggage that is accepted at the check-in counters in breach of any of the prescriptions contained in chapter 2.3 (and specifically, under para. 2.3.5 and §2.3.9) of these Regulations, and unsuited for BHS handling, is set aside and not released to the collection bay. The procedure in this case is as follows:
  - SAVE informs the Operator (the contact person indicated by the latter) in this regard.
  - The Operator attends to subsequent collection operations, activating the x-ray check and forwarding to the relevant baggage to the collection bay.

SAVE is not responsible for the additional time needed to handle luggage that has been confirmed as being in breach of prescriptions.

- b. If luggage reaches BHS without a tag, SAVE personnel shall attempt to identify the passenger and destination flight, on the basis of the owner's name tag or other means of investigation. Unless agreed otherwise with the Operator and according to the time taken for the search, one of the following alternative actions is implemented:
  - If the passenger can be identified, the luggage is handed over to the Operator (contact person indicated by the latter) so that a new tag can be printed.
  - If identification is not possible, the baggage with a SAVE tag showing the date and time of receipt, is delivered to one of the Operators/Self-producers designated on the basis of proportionality in relation to the annual supported traffic, and according to the procedures referred to under para. 3.103.10 - *Handling tagless baggage*.
- c. Baggage that may be damaged inside the BHS system is handled according to the procedure under para. 3.6.

## 3.3 CLOSURE OF ACCESS POINTS BETWEEN THE BHS FLIGHT PREPARATION HALL AND THE AIRCRAFT APRON

Security attends to:

- a. Opening the access doors between the BHS Flight Preparation Hall and the aircraft apron at the start of operations, or at the start of baggage acceptance operations on the first departing flight.
- b. Closing the doors at the end of operating times, or after offloading of the luggage from the last arriving flight has been offloaded onto the reclaim dock.

**NOTE:** Outside of operating hours, technical maintenance staff or other Operators authorised to access the BHS Flight Preparation Hall or aircraft apron, can do so through the aforementioned access points, ensuring that these are properly closed after passing through.

### **3.3.1 INSTRUCTIONS FOR OPENING AND CLOSING ACCESS DOORS**

The access point shutters between the Flight Preparation Hall and the apron are controlled with a selector and button panel located at the side of each access point. The operations to be carried out are as follows:

#### **OPENING**

Place the selector on position “1”;

With the selector in position “1”, press the “ARROW UP” button to lift the shutter.

#### **CLOSING**

With the selector in position “1”, press the “ARROW DOWN” button to lower the shutter;

Bring the selector to the “0” position.

## **3.4 DUTIES OF SAVE PERSONNEL RESPONSIBLE FOR THE BHS CONTROL ROOM**

### **3.4.1 STANDARD CHECKS**

The first shift staff:

- a. Checks with Security that all the x-ray machines are ready, and that there are no impediments to starting up operations; if this is not the case, notice is given to the SAVE Station Manager on duty (RDS).
- b. Checks that the planning and flights/bays allocation, which had been communicated the previous evening to Handling Company Operators, is strictly adhered to.
- c. Supervises the arrivals and departures BHS process.
- d. Coordinates OBT (Terminal Bay Operators) activities.

### **3.4.2 DAILY PLANNING**

The daily schedule, based on the seasonal planning (which may change on a daily basis should this be necessary), must be delivered to Handling Companies no later than 19:00 on the day prior to the day it refers to.

Handling Companies may ask for changes to the next day’s schedule no later than 19:30. After this deadline, only change requests for unexpected operating reasons will be accepted (for example: new cabin format due to aircraft being changed).

### 3.4.3 BHS BREAKDOWNS AND STOPPAGES

In the event of malfunctions that require intervention on the BHS and interruptions for an expected short time, this is communicated to the SAVE Station manager on duty; the latter will inform Handling Companies that check-in operations have been suspended.

Should the problem be more serious and the stoppage is expected to be more than 15 minutes long, BHS staff will carry out targeted interventions for the problem, notifying the Station manager on duty of the estimated recovery time based on standard intervention timing.

### 3.4.4 CARRIER DCS BREAKDOWN AND STOPPAGE

In the event of a malfunction or crash in the Carrier's DCS (Departure Control System), BHS Control Room staff notifies the SAVE Station manager on duty, and after consulting with the Handling Company Shift Manager, enables the emergency check-in keypads.

### 3.4.5 REPORTING OF UNAUTHORISED ENTRIES

If those responsible for manual encoding and checking of the bays become aware of unauthorised persons in the Control Room, service staff must report this to the Central Operations Border Police.

### 3.4.6 DEACTIVATING CHECK-IN AREAS AT THE END OF OPERATIONS

For security reasons, the BHS Control Room applies the following procedure:

- a. Deactivates each of the check-in areas (called "A" – "B" – "C") as soon as baggage acceptance operations have been completed for the last flight of the day, and scheduled for the island.
- b. Reactivates the check-in areas at the start of the next day.

**NOTE:** If BHS technicians should need to conduct technical or maintenance work during the night, they may reactivate the check-in areas referred to above, only for the time strictly necessary to carry out their activities; once these are completed, the relevant areas are once again deactivated.

### 3.4.7 SUPERVISION OF AIRSIDE ACTIVITIES

BHS Control Room staff is also responsible for monitoring and reporting on airside handling activities, by:

- a. sample monitoring ramp activities during flight turnarounds.
- b. supervising and monitoring BHS activities relating to arrivals and departures.
- c. Checking on the correct application and implementation of applicable PRM airside procedures.

The BHS Control Room staff draws up a report on checking and monitoring activities.

### 3.5 DUTIES OF SAVE PERSONNEL RESPONSIBLE FOR MANUAL ENCODING AND BAY CONTROLS

The staff responsible for manual encoding on the first morning shift, proceeds as follows as soon as they reach their work station:

- a. Notifies the BHS Control Room that they are present.
- b. Asks the BHS Control Room for authorisation to begin normal activities, according to the work station specified on the daily menu.

#### 3.5.1 BAY CONTROLS

Unless otherwise directed by the BHS Control Room, one staff member attends the bay preparation area to check on operations by the Handling Companies and controls the RUN-OUT dock, notifying the BHS Control Room of any anomalies found.

So as not to compromise the correct functioning of the BHS system, on instructions from the BHS Control Room, the staff member attends to the compaction of luggage in any congested bays, ground offloading luggage, where necessary.

#### 3.5.2 ARRIVALS HALL

Unless otherwise directed by the BHS Control Room, one or more staff members attend the arrivals hall to monitor baggage offloading activities, recovering any RUSH luggage and/or luggage not collected by passengers, moving these to the Handlers' Luggage Processing Rooms, once the tag has been scanned through a reader.

With regard to luggage not collected by passengers, if necessary and/or required by the BHS Control Room, the staff member attends to the compaction and any ground offloading of luggage, so as not to compromise the correct functioning of the BHS system, assisting with introducing the luggage that has stopped on the input belt onto the carousel.

Any luggage left on the ground must be marked with an appropriate sign specifying the Carrier, flight and origin.

#### 3.5.3 RUN-OUT DOCK (DOCK 31)

Luggage inserted in the BHS system, with a check-in tag that is absent or illegible, is deviated to the RUN-OUT dock. Staff applies the relevant procedures to identify and match up the luggage/passenger, asking the Handling Company to reprint the tag.

Should there be no elements to identify the passenger, the luggage must be handed over to the Handler assigned to receive TAGLESS baggage, in accordance with the procedures under para. 3.2.3 and para. 3.10 of these Airport Regulations.

If a BUM request is received to stop luggage that has come in from the check-in, the luggage must be sorted in the RUN-OUT dock, and then delivered to the Handler responsible.

The Bay Controls staff also attends to the receipt and forwarding of departing over/undersized luggage for the flights allocated in the Flight Preparation Hall and external structures.

In the event of especially long and significant system anomalies, when a large number of luggage needs to be handled, and always in accordance with BHS Control Room directives, one or more Operators support the BHS maintenance technicians (TMT - Maintenance Technician on duty), freeing up the sections affected by the stoppage.

**3.5.4 REPORTING OF UNAUTHORISED ENTRIES**

Without prejudice to the responsibilities and competencies of Security and the Border Police regarding access control and prosecuting breaches in this regard, the Airport Manager is responsible for ensuring that only duly authorised persons holding an access permit is able to access the bay preparation areas. Therefore, those responsible for manual encoding and bay controls must report any unauthorised accesses they observe or become aware of to the BHS Control Room, while carrying out the normal technical and operational activities they have been assigned.

**3.5.5 INSTRUCTIONS FOR ARRIVALS BAGGAGE RECLAIM KEYPADS**

The monitor alongside the keypad shows the flight (or flights) to be offloaded with a yellow background.

**3.5.5.1 SEQUENCE OF OPERATIONS PRIOR TO STARTING OFFLOADING**

1. Select the flight with the arrow keys.	↓	↑
2. The relevant flight takes on a black background.		
3. Press the key .....	OK	..... and then the key <span style="border: 1px solid black; padding: 2px;">START</span> .....

This will activate the display of the information on the public monitors and the voice announcement for baggage reclaim.

The background for the flight, on the monitor alongside the keypad, takes on a **GREEN BACKGROUND**.

**WARNING:** THESE ACTIONS DO NOT REPLACE THE START-UP OPERATIONS FOR THE BELT

**3.5.5.2 SEQUENCE OF OPERATIONS AFTER OFFLOADING IS COMPLETED**

1. Select the flight with the arrow keys.	↓	↑
2. The relevant flight has a black background.		
3. Press the key .....	OK	..... and then the key <span style="border: 1px solid black; padding: 2px;">END</span> .....

→ This activates the display of the information on the public monitors. → The background for the flight, on the monitor alongside the keypad, takes on a **RED BACKGROUND**. → The flight disappears from the monitors after about three minutes.

**WARNING:** IF THIS STEP IS NOT CARRIED OUT, THE FLIGHT REMAINS ON THE MONITORS FOR ABOUT 60 MINUTES.

### **3.6 BAGGAGE AND ITEMS/PERSONAL EFFECTS DAMAGED ON THE BHS SYSTEMS AND X-RAY MACHINES AT THE SECURITY ACCESS POINTS - PROCEDURE**

The procedure regulates the case of damages to the baggage, personal items and/or effects of passengers, resulting from evident anomalies and/or malfunctions to one of the following SAVE equipment:

- Baggage reclaim system in arrivals;
- Baggage sorting system for departures on check-in
- BHS system
- X-ray machines at security access points.

#### **3.6.1 BAGGAGE RECLAIM SYSTEM IN ARRIVALS**

Damage to baggage must be reported by the passenger prior to leaving the baggage reclaim area, at the airside Lost&Found office, which will inform the passenger of the procedure to follow to obtain compensation.

If the passenger reports that the damage was caused by the baggage reclaim system, the Lost&Found staff member for the Handling Company immediately notifies the RDA, or in his absence the RDS, which in agreement with the BHS Control Room, checks on what has happened and who is effectively responsible. Only if it is ascertained that the damage was caused by an anomaly or malfunction in the SAVE structure, the SAVE Manager completes the internal form without further involving the Lost&Found Office.

Specifically, the SAVE Manager (RDA or RDS):

- a. Completes the attached form “Damage Report to luggage” (see para. 3.6.5.1) in the presence of the passenger;
- b. Keeps the original of the form and provides the luggage owner with a photocopy thereof;
- c. Checks that this does not refer to a Limited Release Tag (in this case, no claim is accepted);
- d. Documents the damage with photographs;
- e. Sends an email with all the documentation to SAVE Customer Experience (CE), providing all the details, assessments and comments on the legitimacy and basis for the claim.

#### **3.6.2 BAGGAGE SORTING SYSTEM FOR DEPARTURES ON CHECK-IN**

The check-in staff member that participates in the damage event at the BHS system contacts the RDA, or in his absence the RDS, which together with the BHS Control Room, and having confirmed that the damage was caused by a SAVE structure anomaly or malfunction, proceeds as follows:

- a. Completes the attached form “Damage Report to luggage” (see para. 3.6.5.1 in the presence of the passenger);
- b. Keeps the original of the form and provides the luggage owner with a photocopy thereof;
- c. Documents the damage with photographs;
- d. Sends an email with all the documentation to SAVE Customer Experience (CE), providing all the details, assessments and comments on the legitimacy and basis for the claim.

### 3.6.3 BHS SYSTEM

If baggage is found opened/damaged along the internal sorting process on the BHS system, the SAVE BHS Control Room, after having ascertained the relevant status:

- a. reorganises the baggage, if necessary, placing it inside a plastic bag, together with any of the content that may have fallen out.
- b. Completes and files the form "Reporting of Open/Damaged Luggage inside the BHS system" (see para. 3.6.3.1) issuing a copy to the reference Handler for the relevant Carrier.

**3.6.3.1 FORM FOR REPORTING OF OPEN/DAMAGED LUGGAGE INSIDE THE BHS SYSTEM**

REPORTING OF OPEN/DAMAGED LUGGAGE INSIDE THE BHS SYSTEM

Date and time of check

Luggage tag, Flight/date

Description of Event and Damage

Marginal notes

After having ascertained the status of the luggage in question, the BHS Supervisor or the BHS Bay staff member declares that the damage:

- Is attributable to transiting through the BHS system
- Is not attributable to transiting through the BHS system

Legible signature  
Handler Representative

Legible signature  
Save BHS Operator

### 3.6.4 X-RAY MACHINES AT SECURITY CONTROL ACCESS POINTS

If damage is caused to passenger's luggage or personal effects, Security staff in attendance at access points asks their Area Head to intervene.

The Passenger complaining of the damage must personally complete the form "*Damage Report to luggage*" (see para. 3.6.5.1) that will be provided by the Security Area Head, while still at the counter.

The Area Head must:

- a. Keep the original of the aforementioned form, which has been fully completed by the passenger, and immediately send a copy via email to:
  - CE SAVE (quality@veneziaairport.it);
  - Security Secretariat;
  - Security General Manager;
  - Quality Security.
- b. Ask that the images are saved, and proceeds according to the operating procedures in the specific internal SAVE procedure (CO DGA /09 DA AD 002-19).

The originals are sent to the SAVE CE Team. CE will then manage the claim (see paragraph below).

### 3.6.5 PROCEDURES FOR ANY CLAIMS FOR COMPENSATION


To obtain compensation, the passenger must submit to the SAVE CE Team:

- a. An application for a refund;
- b. A copy of the form "*Damage Report to Luggage*" (see para. 3.6.5.1);
- c. Copy of documentary evidence;
- d. Copy of travel documents (air ticket and boarding pass).

Following the submission of an application to refund damages by the passenger, SAVE CE checks on the legitimacy and basis for the claim, also based on the documentation and images collected by Security, and sends its conclusions and assessment regarding the application for compensation to the passenger.

**NOTE:** A copy of all the documentation relating to the aforementioned claims must be retained and filed by Security.

## 3.6.5.1 LUGGAGE DAMAGE REPORT FORM

 <h2 style="text-align: center;">Luggage Damage Report</h2>	
<b>Observed:</b>	
<input type="checkbox"/> <b>AL CONTROLLO RADIOGENO VARCHI SECURITY</b> , <i>Damage Report on Screening System at Security Gates</i> , address to Security ,	
<input type="checkbox"/> <b>ALL'IMPIANTO DI SMISTAMENTO BAGAGLI IN PARTENZA AL CHECK-IN</b> , <i>Damage Report on Baggage Handling System at Check-in</i> , address to SAVE S.p.A.	
<input type="checkbox"/> <b>ALL'IMPIANTO DI RICONSEGNA BAGAGLI IN ARRIVO</b> , <i>Damage Report on Baggage Delivery System</i> , address to SAVE S.p.A.	
<p>→ <b>Compilazione a cura del Responsabile SAVE, in presenza del passeggero. Selezionare la casella appropriata.</b>  <i>to be filled in by RDA/RDS SAVE, while the passenger is still at the counter. Tick on right box</i></p>	
<b>SEGNALAZIONE DANNO / DAMAGE REPORTING</b>	
<b>Data e ora / Date and time:</b>	<b>N° Volo / Flight n°</b> <b>N° Etichetta bagaglio / Luggage tag number</b>
<b>Dati del passeggero / Passenger's personal data</b>	
<b>Cognome e Nome / Surname and Name:</b>	
<b>Indirizzo / Address:</b>	
<b>Email / Email:</b>	
<b>Telefono / Telephone:</b>	
<b>Descrizione del bagaglio o dell'oggetto danneggiato / Description of baggage or damaged item</b>	
<b>Marca/Tipo/Colore / Brand/Model/Colour:</b>	
<b>Dimensioni / Size:</b>	
<b>Vetustà / Age:</b>	
<b>Valore dell'acquisto / Price:</b>	

**Descrizione dell'evento / Description of event:**

**Varco n. / Passage n.:**

**Descrizione del danno / Description of damage:**

**INFORMAZIONI PER IL PASSEGGERO**

Eventuali richieste di risarcimento potranno essere inviate all'indirizzo [quality@veneziaairport.it](mailto:quality@veneziaairport.it) entro 30 giorni dalla data in cui si è verificato il danno, corredate dalla seguente documentazione (che potrà essere richiesta in originale):

Copia del presente modello debitamente completato in ogni sua parte al momento del danneggiamento;

Istanza di rimborso;

Copia dei giustificativi;

Copia dei documenti di viaggio (biglietto, carte d'imbarco ed etichetta bagaglio).

SAVE S.p.A, o altre società del gruppo SAVE, valutata la fondatezza o meno della richiesta, si riservano la facoltà di non concedere alcun risarcimento o indennizzo.

**PASSENGER INFORMATION**

We would like to inform you that all claims have to be sent within 30 days from the day of damage to [quality@veneziaairport.it](mailto:quality@veneziaairport.it) and supported by the following documentation to allow to proceed with the case (please, be ready to provide the original copy):

Reimbursement request;

Copy of any document useful to prove your expenses (such as receipts etc);

Copy of this form duly and fully filled out at the moment of the damage occurrence;

Copies of travel documents (as tickets, boarding passes and luggage tag).

SAVE S.p.A. or other companies of SAVE Group reserve the right not to refund the passenger, once determined the validity or not of the passenger's request.

**Privacy:** Ho letto l'informativa privacy presente sul sito e in estratto allegata a questo modulo.

Privacy: I have read the privacy notice on the website and in extract attached to this form

**Firma leggibile del passeggero**

*Passenger's legible signature*

**Firma leggibile di soggetto terzo (es. handler)**

*Third part's legible signature (ex. handler)*

**Firma leggibile di un addetto del Gruppo SAVE**

*SAVE Group staff's legible signature*

**INFORMATIVA PRIVACY**

Ai sensi dell'art. 13 del Regolamento UE 2016/679 (GDPR), la società SAVE S.p.A. con sede legale in viale G. Galilei 30/1, Tessera Venezia, in qualità di Titolare del trattamento, (di seguito "SAVE" o "Titolare") fornisce la seguente informativa per i dati dalla medesima trattati relativi ai seguenti Interessati: passeggeri e utenti dell'Aeroporto Marco Polo di Venezia. I dati di cui alla presente informativa, vengono trattati con modalità cartacee e informatiche, dagli incaricati interni di SAVE, a cui è demandata la gestione delle singole attività, e dagli incaricati appartenenti alle società del Gruppo SAVE che forniscono servizi infragruppo, nonché dai soggetti esterni come riportati nella tabella che segue con riguardo a ciascuna categoria di trattamento.

Salvo quanto espressamente riportato nei singoli trattamenti di cui alla tabella che segue, con i dati acquisiti in base alla presente informativa SAVE non svolge processi decisionali automatizzati né profilazione.

L'eventuale trasferimento di dati verso Paesi Terzi viene effettuato in conformità all'art. 44 e ss GDPR.

Salvo quanto espressamente riportato nella tabella che segue con riguardo ai singoli trattamenti, il conferimento dei dati è obbligatorio per l'esecuzione del rapporto contrattuale e/o per obbligo di legge. Il mancato conferimento dei dati comporta l'impossibilità di proseguire le finalità indicate.

Ove venga rilasciato specifico consenso al trattamento dei dati personali, l'interessato potrà procedere alla revoca del consenso medesimo, ferma restando la legittima utilizzabilità dei dati per gli adempimenti conseguenti al servizio reso in vigenza del consenso.

L'interessato ha il diritto di richiedere l'accesso ai propri dati personali, la rettifica, la cancellazione, la limitazione degli stessi, di opporsi al trattamento, nonché la portabilità dei dati, ove tutto ciò sia possibile.

L'interessato ha diritto di proporre reclamo a una Autorità di Controllo sul trattamento dei dati, scegliendo tra quella dello Stato UE dove egli risiede abitualmente, o nello Stato UE in cui lavora, o dove è avvenuta la presunta violazione. Per richiedere l'elenco degli uffici incaricati del trattamento e dei Responsabili, dei Paesi esteri presso cui vengono trasferiti i Vostri dati, i meccanismi e tutele di trasferimento dei dati ex art. 44 ss GDPR, per esercitare la revoca del consenso di cui all'art. 7 GDPR nonché gli altri Vostri diritti previsti dal Reg. UE 2016/679 potete scrivere a:

SAVE S.p.A. Comitato Privacy—viale Galileo Galilei 30/1, 30173 Venezia Tessera (Italia)

Contatto del Responsabile per la Protezione dei dati (DPO) del Gruppo SAVE  
E-mail: [privacy@gruppoSAVE.com](mailto:privacy@gruppoSAVE.com)

**Carta dei servizi e gestione reclami, sinistri e infortuni:**

**DESCRIZIONE DEI DATI TRATTATI:** Dati identificativi e di contatto, dati particolari (sanitari), o altri dati forniti dagli interessati al momento dell'evento, tramite i modelli di segnalazione reclami o suggerimenti.

**FINALITA' DEL TRATTAMENTO, BASE GIURIDICA E CONSENSO:** Esigenza di rispondere alle richieste di reclamo/segnalazione e tu-tela dei diritti dell'interessato e del Titolare, anche ai sensi della normativa aeroportuale vigente. Base giuridica: adempimento contrattuale e obblighi di legge.

**PERIODO DI CONSERVAZIONE DEI DATI:** I dati sono conservati per il tempo necessario all'esecuzione della finalità e, al termine di essa, per l'ulteriore periodo prescrizione di legge relativo alla conservazione di contratti e dati amministrativi e/o per la difesa in giudizio (10 anni dall'ultimo utilizzo e/o evento interruttivo della prescrizione). Trascorso tale periodo i dati in forma anonima vengono conservati per finalità statistica senza limitazioni temporali.

**SOGGETTI A CUI POSSONO ESSERE COMUNICATI I DATI:** Società di handling; Vettori aerei; subconcessionari aeroportuali; Enti pubblici e Forze dell'Ordine; consulenti; legali esterni; broker e assicurazioni; società di manutenzione dei sistemi.

**PRIVACY NOTICE**

As per Art. 13 of EU Regulation 2016/679 (GDPR), the company SAVE S.p.A. with registered office in Viale G. Galilei 30/1, Tessera Venice, as Data Controller, (hereinafter "SAVE" or "Controller") provides the following information for the data processed by the same: passengers and customers of the Venice Marco Polo Airport. The data referred to in this Privacy Notice are processed on paper and electronically by SAVE's internal staff, who are responsible for managing the individual tasks, and by staff of the SAVE Group's companies who provide intra-group services, as well as by external parties as shown in the table below with regard to each category of processing. With the exception of what is expressly stated in the individual processing operations referred to in the table below, SAVE does not carry out automated decision-making processes or profiling with the data acquired on the basis of this information notice. Any data transfer to Third Countries is performed as per Art. 44 and ff. of GDPR.

Except as expressly stated in the table below with regard to individual processing, the provision of data is required for the execution of the contractual relationship and/or legal obligation. Failure to provide the data will make it impossible to continue with the purposes indicated.

If specific consent is given to the processing of personal data, the person concerned may withdraw the consent itself without prejudice to the legitimate use of the data for the purposes of fulfilling the obligations resulting from the service provided during the period of consent.

The Data Subject has the right to request access their personal data, the rectification, erasure, limitation of such data, to object to the processing of their personal data, as well as the portability of their data, where this is possible.

The Data Subject may lodge a complaint with a Data Protection Supervisor Authority, choosing between that of the EU State where they have their habitual residence, or in the EU State where they work or where the alleged violation has occurred. To request the list of the offices and officers in charge of the processing, of the foreign Countries to which your data is transferred, the mechanisms and safeguards for the transfer of data pursuant to Art. 44 ff GDPR, to exercise the revocation of consent pursuant to Art. 7 GDPR as well as your other rights under EU Reg. 2016/679, you can write to:

SAVE S.p.A. Privacy Committee — Viale Galileo Galilei 30/1, 30173 Venezia Tessera (Italy)

And contact the SAVE Group's DPO  
E-mail: [privacy@gruppoSAVE.com](mailto:privacy@gruppoSAVE.com)

**Service charter and management of complaints, claims and accidents:**

**DESCRIPTION OF THE DATA PROCESSED:** Identifying and contact data, special (health) data, or other data provided by the interested parties at the time of the event, by means of complaint reporting forms or suggestions.

**PURPOSE OF THE PROCESSING, LEGAL BASIS AND CONSENT:** Need to respond to complaint/notifications and protection of the rights of the person concerned and the Data Controller, also in accordance with current airport regulations. Legal basis: contractual legal obligations.

**PERIOD OF DATA RETENTION:** The data are kept for the time necessary for the purpose at the end of which for the further statutory prescription period for the retention of contracts and administrative data and/or for legal defence (10 years from the last use and/or event interrupting the prescription). After this period, the data will be kept in anonymous form for statistical purposes without time limitations.

**SUBJECTS TO WHOM THE DATA MAY BE COMMUNICATED:** Handling companies; public bodies and Police; external companies for the management of the sale or destruction of un-claimed items; systems maintenance companies.

### 3.7 SAVE PROCEDURE FOR DEPARTING LUGGAGE ON LEVEL 5

#### 3.7.1 FUNCTIONS INVOLVED AND TELEPHONE/RADIO CONTACT NUMBERS

<b>SAVE</b>	<b>RDS</b> (Airport Managers)	6420	<b>OTHER ENTITIES</b>	<b>ENAV</b>	Freq. RADIO
	<b>CDS</b> (Airport Coordination)	6888		<b>Border Police</b> (Operation Centre)	5922 5920
	<b>BHS</b> (Control Room)	3361		<b>Security</b>	3711
	<b>SAVE--Airside Operations e SAVE- Apron Unit &amp; Maintenance</b>	Tel. 6481 Freq. RADIO		<b>SSA</b> (Aerodrome medical services)	6333
	<b>RDA</b> (Area Managers)	6440		<b>VVF</b> (Fire-fighting services)	6222
	<b>PRM COORDINATION DEPARTMENT</b>	6567 / 6565			

#### 3.7.2 SCOPE OF APPLICATION

This procedure refers to the handling of luggage on security level 5, which is suspicious due to the reporting of explosive materials. The procedure is approved by the State Police Authority (PS) and corresponds with the general criteria for activation and management falling under the PS, as detailed below.

#### 3.7.3 PURPOSE AND LIMITS OF PROCEDURE

This procedure defines the tasks assigned to SAVE departments in case of luggage arriving at “security level 5” when, based on Police’s assessments, there are premises for refusing its boarding and confine it in the bunker.

Since this procedure is integrated with other Authorities’ parallel procedures, each of the involved SAVE departments will resume their normal operations once they complete the tasks assigned, regardless of receiving a general airport procedure completion notice; this notice, however, is released by CDS to SAVE departments and Fire-fighting services for information purpose only.

Additional or exceptional security measures put in place by the relevant Authorities do not fall under this procedure. In any case, it is without prejudice that these directives are given only by the PS authorities to SAVE and other relevant entities involved. Further to this, it is noted that the procedure does not envisage restrictions to using the manoeuvring area, unless ordered otherwise by the PS authorities.

#### 3.7.4 PROCEDURE ACTIVATION AND MANAGEMENT

Procedure activation and management falls under the exclusive responsibility of the PS (State Police) Authority.

### 3.7.5 PROCEDURE

The SAVE procedure begins with the information forwarded by PS to CDS. The PS notifies whether to activate the procedure at BHS NORD or BHS SOUTH. The CDS, in turn, disseminate the information, in this way activating the different departments to carry out their assigned tasks, as specified below.

The general airport procedure ends once the information is sent by PS to CDS.

#### a. CDS (AIRPORT COORDINATION)

- notifies BHS Control Room, SAVE--Airside Operations e SAVE-Apron Unit & Maintenance, RDA, RDS, SSA, VVF, specifying the area indicated by PS for activation
- Receives the communication from the PS of the “end of the procedure”.
- disseminate this information to the BHS Control Room, SAVE--Airside Operations e SAVE-Apron Unit & Maintenance, RDA, RDS, SSA, VVF.

#### b. BHS – CONTROL ROOM

- On Security or Police’s request, retrieves data about name and departing flight of the suspicious luggage-owning passenger

#### c. PRM COORDINATION DEPARTMENT

- Sends the ambulance to the First Aid Station, available to the SSA doctor.

#### d. SAVE SAFETY

- Using its own electric tractor, makes proper transportation available at the “Level 5 baggage collection doors” at BHS NORD or BHS SOUTH. (5 “buffer” carts + 1 explosion-proof cart)
- Once at the BHS, SAVE-Airside Operations e SAVE-Apron Unit & Maintenance reports their presence to the Security staff appointed to collect “Level 5 luggage”, by phone call to COT where necessary.
- Escorts the explosion-proof cart up to the bunker, along the predefined route.
- In coordination with TWR and Follow-me service, arranges for the suspension of vehicle traffic in the Apron area involved in the transiting of the explosion-proof cart.
- Maintains radio contact with TWR and Follow-me during the explosion-proof cart journey through the Apron
- Notifies CDS and TWR once it has arrived at the bunker area.

#### e. SECURITY

- Once the procedure has been activated, CAS (Security) sends qualified staff to BHS NORD or BHS SOUTH in charge for the transportation of the suspicious luggage up to the bunker.

- Once the suspicious luggage has been put into the explosion-proof cart, authorises the convoy to depart, escorted by the relevant Entities.
- Once at the bunker, releases the luggage to the Police, remains available until required and finally takes the cart back, together with SAVE--Airside Operations e SAVE-Apron Unit & Maintenance's escort.

**f. SSA (AIRPORT MEDICAL SERVICE)**

- Receives the communication from the CDS that the procedure has begun.
- Asks PRM Coordination Department for an ambulance.
- Remains ready to intervene at the bunker, on Police's specific request.

### 3.7.6 PLANS

The plans relating to the procedure are available at the CAD Technical Office (Technical Area - SAVE):

- Explosion-proof cart route from BHSs to the Bunker.

## 3.8 CABIN LUGGAGE COLLECTION AT BOARDING GATE - PROCEDURE

If the Carrier decides that hand luggage, which may comply with regulatory sizes, is surplus to the capacity available on board, boarding staff may collect this and store it in the hold of the aircraft.

It is mandatory for the staff to provide passengers with specific information (either via announcements or other means), regarding the need to recover any items of value from the luggage collected. A standard announcement that can be made at the boarding gate is provided below as an example.

### 3.8.1 ANNEX: ANNOUNCEMENT

Standard announcement:

*Signore e signori, abbiamo raggiunto il numero massimo di trolley trasportabili in cabina. Tutti i bagagli restanti saranno collocati nella stiva dell'aeromobile.*

*Si prega di rimuovere eventuali oggetti personali come documentazione di viaggio, farmaci, articoli elettronici e di valore. Grazie per la collaborazione.*

*Ladies and Gentleman, we have now reached the maximum number of trolley bags we can take on board. All remaining bags will be collected by our staff and loaded in the aircraft hold.*

*You are kindly requested to remove from you bag any valuable item such as travel documentation, medication, electronic devices etc... Thank you for your cooperation.*

## 3.9 CHANGING TAG ON DEPARTING BAGGAGE - PROCEDURE

The following procedure applies in the case of having to change a tag on luggage that has already been sent to BHS:

- a. The Handling Company check-in staff member contacts the SAVE reference person and delivers the new tag.
- b. The SAVE staff member delivers the new tag to the Handling Company bay staff member, via the over/undersized access point.
- c. The Handling Company bay staff member replaces the tag on the luggage.

### 3.10 HANDLING TAGLESS DEPARTING LUGGAGE

For the purposes of this procedure, “tagless” baggage refers to luggage that on reaching the BHS without a tag, does not identify the Operator that handled the luggage at the check-in counter.

Should this occur, and if other investigations undertaken to identify the passenger or flight are unsuccessful (see para. 3.2.3 of the Airport Regulations), the SAVE personnel responsible for manual encoding and bay controls delivers the tagless luggage to one of the Handling Companies, based on the allocation criteria detailed below in this procedure.

#### 3.10.1 CRITERIA FOR ALLOCATING TAGLESS LUGGAGE TO HANDLERS

Tagless luggage is entrusted to Handling Companies for a period of time that is proportionate to their envisaged traffic volumes at Venice Airport for the year, unless decided otherwise between the parties.

#### 3.10.2 TAGLESS HANDLING

The Handling Company to whom the tagless luggage is delivered, opens an OHD file, and subsequently manages this until it is closed.

### 3.11 RUSH LUGGAGE

If for various reasons, luggage does not accompany the same flight as the passenger, it is directed to the destination Airport using a “rush” tag. This must entirely cover the original tag, so as to avoid any mistakes when scanned.

- a. Rush luggage is managed directly by the Handler/Self-producer during every stage, from the creation of the file/rush tag, up until it is loaded into the aircraft.
- b. Once the luggage has a Rush tag, it is introduced by the Handler/Self-producer into the BHS system via the “ Transit baggage” dock. The operating times for the system are available at the BHS Control Room.
- c. Security checks are performed through the BHS system. In case of BHS system breakdown or in case of "oversize" luggage, security controls are performed through a backup radiogenic apparatus.
- d. With the BSM notification (generated automatically during the rush tag creation stage), the system automatically sorts the luggage into the flight allocation bay.
- e. Luggage entered the day before (e.g.: the evening prior to the first morning flights), is sorted in the destination bay scheduled at that time; any requests to reallocate the flight to another bay, requires the handler, to recover and reposition the luggage in the new destination bay.

- f. If luggage is introduced at a time when there is no monitoring at the bays (e.g.: evening for the morning), the Handler personnel recovers the luggage from the bay and positions it in the dedicated ULD, so that the carousel may be closed.
- g. The rush luggage tag code is in the BRS flight luggage list and must be reconciled in the same way as other luggage. The transfer to the system, with the relative scanning by the ATR stations, confirms admission to loading. Rush luggage has a dedicated entry (RUSH) in the detailed and summary BRS flight documentation.
- h. To avoid luggage that has not undergone x-ray checking to be loaded, in the event that scanning is not done at the ATR stations located on the system and/or manual encoding, the scanning at the reconciliation station will display the following wording on the monitor “Luggage not admitted for loading”. At the same time, the detailed and summary BRS documentation will show “RUSH luggage et. xxxxxxxxxxx not admitted for loading”.  
In the case of discrepancies, the baggage must once again be routed through the transit dock or a manual security check should be undertaken (see paragraph 3.11.1).

### **3.11.1 RUSH OVER/UNDERSIZED LUGGAGE**

Luggage that due to its size, weight or type, cannot be included in the automatic system, must follow the manual process with security checks conducted by Security personnel.

- a. The Handler contacts Security to conduct x-ray checks on the baggage.
- b. Security shall agree with the staff of the handler on the radiogenic equipment to be used for the control. The outcome of the check will be visible from the green sticker affixed by Security personnel.
- c. During the process, the rush baggage must be kept in the care of the staff of the handler authorized to handle it
- d. The Handler contacts the SAVE BHS Control Room for the scan of the tag barcode, using a mobile device. This is necessary for the item to be admitted and reconcile baggage with the system.

### **3.12 BAGGAGE RECLAIM FOR CANCELLED DEPARTING FLIGHT - PROCEDURE**

The following procedure applies to cancelled departing flights after passenger acceptance/baggage recording/sending of baggage to the bay operations have already been completed.

Passengers must take back their luggage from the baggage reclaim belts in the Baggage Reclaim Hall.

In this regard, SAVE and the Handling Companies activate the following procedures:

- a. The Handling Company asks the BHS Control Room for the number of the reclaim carousel.
- b. After creating the flight on the system, the BHS Control Room assigns a carousel and informs CDS.
- c. Baggage reclaim can only begin once the flight passengers are in the Baggage Reclaim Hall.

If passengers are in the airside departure hall at the time of cancellation (and have therefore already gone through security), Handling Company staff will accompany them to the Baggage Reclaim Hall via the transit access points (Schengen and Non-Schengen), after having telephoned Security Central Operations (COT).

If passengers are still in the landside departure hall, they are accompanied by the Handling Company staff to the Baggage Reclaim Hall via the crew/staff access point.

### **3.13 HANDLING OVER/UNDERSIZED BAGGAGE AND ANIMALS - PROCEDURE**

#### **3.13.1 DEPARTURE**

Luggage exceeding the measurements pursuant to para. 2.3.4 are not permitted to enter the BHS system and must be sent to the over/undersized access point.

Luggage can exceed 55 kg only if on wheels (e.g. electric wheelchairs).

After labelling the luggage, the check-in agent does NOT send it through the BHS system but returns it to the passenger in order to drop it off at the “OVER/UNDERSIZED BAGGAGE” shutter at the ground floor.

After the relevant security checks, SAVE staff delivers the luggage to the proper Handler. The attendant is also required to supervise the baggage stored at the gate and waiting for delivery to the bays, in order to prevent it from being stolen by the owner or by outsiders.

#### **3.13.2 ARRIVALS**

The reclaiming of over/undersized luggage, namely luggage that due to its size, weight or type cannot be reclaimed via the automatic system; this is then done through dedicated access points, at the same time that the flight is offloaded. Baggage of any type, shape, size or weight must be set down carefully so as to avoid accidents involving any passengers waiting on the other side of the shutter.

SAVE personnel recovers the package and positions it in the vicinity of the belt where the offloading of the flight is scheduled.

##### **3.13.2.1 USE OF OVERSIZE LUGGAGE DELIVERY SHUTTER**

The shutter control panel must be activated through the relevant TIA badge reader.

After delivery, the shutter must be closed completely, caring not to interfere with the photocell system. The control panel must be then disabled again through the TIA badge reader.

The shutter connects the luggage preparation area BHS with the baggage reclaim room.. It follows that misuse and/or failure to close properly may have serious consequences for airport security.

Any malfunctions must be promptly reported to Control Room Bhs SAVE (tel. 3361)

### **3.13.3 HANDLING LUGGAGE EXCEEDING THE CAPACITY OF THE OVER/UNDERSIZED ACCESS POINT**

Passengers with luggage exceeding the aforementioned maximum sizes, can look at alternative solutions together with the Carrier/Handler, which will be at the passenger's expense, such as transporting the item as cargo through the relevant cargo office.

### 3.14 PASSENGERS CARRYING FIREARMS - PROCEDURE

Italian Law no. 694 of 23/12/74, which governs carrying firearms on board aircraft, as well as Procedure 4-A of Part A of the National Security Programme, stipulate that the Carrier attends to transferring the firearms to and from the Border Police office.

The Carrier designates a certified security company to escort the firearm.

#### 3.14.1 DEPARTING PASSENGERS CARRYING FIREARMS

On notification from the check-in agent, the security company will assign a Sworn Private Security Guard (G.P.G.) who:

- a. Works in conjunction with the Handler and State Police to complete the required documentation.
- b. Transports the firearm from the Police Office, where the passenger carried out the required formalities, to on board the aircraft, taking the shortest possible route.
- c. Hands the firearm over to the Handler staff responsible for loading luggage in the hold.
- d. Once the hold loading is completed, the G.P.G. remains on board until the hold doors are closed, and the blocks have been removed from the aircraft.

#### 3.14.2 ARRIVING PASSENGERS CARRYING FIREARMS

The reclaiming procedures for arriving firearms are regulated by the operating procedures issued by the State Police.

- a. The Handler, on behalf of the Carrier, informs the security company that a firearm is on board the flight.
- b. Having received news of the firearm's arrival, the company sends a G.P.G. to the aircraft apron before the hold is opened.
- c. Once the G.P.G. has received the firearm, he transports it to the Police office.
- d. The Police officer on duty (or person designated) takes receipt of the firearm for the relevant formalities required to return it to its owner.

#### 3.14.3 CERTIFIED SECURITY COMPANIES

As an addition to Section 3.14, the following security companies are qualified to handle firearms, as they have been authorised by ENAC to carry out the services pursuant to Art. 3 of Italian Ministerial Decree 85/99:

- C.I.V.I.S. S.p.A.
- ICTS Italia S.r.l.

- Rangers –Battistolli Group S.r.l.
- Security
- Vigilanza Castellano S.r.l.

### **3.15 OFFLOADING AND LOADING BAGGAGE FROM THE TRUCKS TO THE AIRCRAFT – PROCEDURE**

The procedure is applicable to both arriving and departing luggage that is transported by land separately to the passengers, as is the case for cruise flights, or for example, in the case of pre-acceptances. It aims to provide quicker and more efficient transferring of luggage from trucks to the aircraft and vice versa, ensuring maximum security levels in terms of the vehicles accessing the apron.

#### **3.15.1 REQUESTING AUTHORISATION FOR AIRSIDE ENTRY**

The application is submitted well in advance by the Handling Company, possibly accompanying a submission made by a shipping agency (or other company requiring the service), based on the procedures for the issue of a day pass for persons and vehicles, as per the “Procedure for the Issuing of Access Permits” referred to under para. 8.2 of these Airport Regulations and available on the Venice Airport website, [My.Veneziaairport.it](http://My.Veneziaairport.it), under the heading “Issuing Passes”.

#### **3.15.2 MOVEMENT AND OPERATIONAL POSITIONING OF VEHICLES**

SAVE--Airside Operations e SAVE-Apron Unit & Maintenance is the reference for the movement of these vehicles and as such, escorts them to the position allocated for offloading and loading operations, or directly planeside, after having checked whether the vehicle is compliant.

Under no circumstances may vehicles move around on the apron and airside road system without a SAVE--Airside Operations e SAVE-Apron Unit & Maintenance unit escort; failure to comply will result in the access permit being immediately revoked.

### **3.16 HOLDING LUGGAGE AND CARGO IN SPECIFIC TEMPORARY STORAGE AREAS**

The procedure describes certain operational circumstances when the storage and custody of cargo pending boarding on departing flights or which will be moved to the Cargo Warehouse, is permitted for a limited time period and within specifically protected areas for cargo and luggage.

The procedure also sets out the way in which the areas intended for the temporary storage of cargo and luggage is to be used.

#### **3.16.1 TEMPORARY LUGGAGE STORAGE AREA**

For the purposes of the procedure in question and the operating circumstances indicated in the procedure, the area used to temporarily store luggage is identified as the area adjacent to the vehicle access point (“Pagoda”).

Surveillance of the area is provided on the request of the BHS control Room by Security using closed-circuit TV.

### **3.16.1.1 HOLDING LUGGAGE**

The holding of luggage in the temporary baggage storage area is applicable on a preferential basis to luggage registered at the airport well in advance of the STD or ETD: it also applies to luggage registered with different flights to those previously, with the aim of relieving temporary congestion in the BHS Flight Preparation Hall.

The effective application of the storage procedure is managed by SAVE, and takes place when the aircraft is not on the apron, and if one of the following additional conditions exist:

- a. It is impossible for all dollies loaded with luggage to fit into the BHS area.
- b. The bays need to be freed up to prepare for the next flights. it should be noted further that in the case of the procedure for sensitive flights applying, the Carrier implements the measures pursuant to paragraph 5.2.5 Schedule 4 P.N.S (physical supervision of baggage by G.P.G. or sealing of containers before they exit the BHS Flight preparation hall and subsequent check that seals are intact before being placed in the hold).

### **3.16.1.2 APPLICATION PROCEDURES FOR THE STORAGE/COLLECTION OF LUGGAGE**

The storage and collection of luggage from the temporary storage follow the procedure set out below:

- a. Once acceptance is completed, the Handling Company notifies the BHS Control Room that it is ready to position luggage in the temporary storage area.
- b. The BHS Control Room in turn, notifies Security that the relevant area will shortly be occupied, and that video surveillance in that area needs to be activated. Security notifies the Police (Central Operations) and then activates the system as requested, confirming this with the BHS Control Room.
- c. Once the BHS Control Room has received confirmation from Security, it authorises the Handling Company to transfer the trolleys/ULDs.
- d. To collect luggage from the temporary storage area, the Handling Company contacts the BHS Control Room; the latter in turn, notifies Security that the relevant luggage will shortly be transferred.
- e. Finally, the BHS Control Room authorises the Handling Company to collect the luggage.
- f. If any visuals are impeded by parked vehicles, Security will report the problem to the BHS Control Room, which will then resolve this.

## **3.16.2 CARGO TEMPORARY STORAGE AREA**

For the purposes of the procedure and operating circumstances defined in the procedure, the area for the temporary storage of cargo is as follows:

- in the fenced-off area outside the valuables vault.
- at the mantrap access control located outside the relevant Cargo Warehouse, on the aircraft apron side.

### 3.16.2.1 CARGO STORAGE AT NIGHT

Storage in the temporary storage is applicable in the following cases:

- Cargo arriving after the time when the warehouses have closed for the night.
- Cargo departing on the morning flights (scheduled for a time prior to the warehouses opening), and which cannot be loaded into the hold of the aircraft the evening before.

### 3.16.2.2 APPLICATION PROCEDURES FOR THE STORAGE/COLLECTION OF CARGO

#### a. Arrivals:

- After offloading the arriving cargo, the Cargo Handler asks RDS to take the cargo into the cargo temporary storage area.
- The Cargo Handler takes the offloaded cargo into the cargo temporary storage area only when a Security agent becomes available.

#### b. Departure:

- After placing the departing cargo onto trolleys, the Cargo Handler contacts Security (Central Operations) so that they can send down a G.P.G. (Sworn Private Security Guard) to open up the cargo temporary storage area, or activate the mantrap door to open.
- The Cargo Handler moves the trolleys into the cargo temporary storage area, while supervised by the G.P.G. Security
- The Handling Company contacts RDS for the collection of the departing cargo, for example at around 6 the following morning.
- RDS calls Security , and in order to make the timing more efficient, tries to group together the requests received from different Handlers and coordinate the transportation times.
- Security arranges the opening/closing for the SAVE Cargo Handler and activates the mantrap door for Xpress, supervising the handling to/from the temporary cargo storage area.
- When the Cargo warehouse reopens at around 8, the Cargo Handler asks Security to intervene so that it can extract the arriving cargo from the temporary storage area, and thus proceed with normal operations.

### 3.17 WAREHOUSE SERVICE FOR LOST&FOUND OFFICES

The Management Company is responsible for recovering baggage that was not collected by passengers from the reclaim carousels or over/undersized luggage delivery areas, and releasing these to the Operators.

The service includes handling the baggage from the time it is collected from the carousel until it is delivered to the Operator, with placement in the Bag Rooms. SAVE is not responsible for the safekeeping of the luggage once it is released into the latter.

SAVE personnel monitoring arrivals must proceed as follows:

- a. Remove baggage not collected by passengers from the carousels, so that normal system operations are not compromised.
- b. Record the luggage tag and originating flight using the relevant handheld device. This automatically records the number of luggage items processed per Company, and is sent to the relevant accounts office for billing. The Alfa programme provides an overview of the luggage previously recorded.
- c. If it is not possible to use the handheld device, this information is reported to BHS Control Room staff so that it can be manually entered into the recording system.
- d. Opens the Bag Rooms dedicated to Operator using their key and places the luggage in the relevant spaces for subsequent handling by the Lost&Found offices.
- e. The Operator manages its own Lost&Found service for the handled Carriers. The Operator is responsible for all baggage operations related to Lost&Found (e.g. sealing and x-ray checking).
- f. The Operator can check on the status of entry or storage of the relevant baggage using the Alfa system.

### 3.18 BAGGAGE AND/OR MATERIALS SUBJECT TO HEALTH RESTRICTIONS – PROCEDURE

This procedure applies to items or luggage whether accompanying passengers or not, in precarious health conditions or without the relevant health documentation, subject to the health constraints issued by the Customs Authorities.

The procedure deals with how these items are handled, and the procedures for their possible disposal/destruction.

#### 3.18.1 ITEMS CONFISCATED BY CUSTOMS FROM ARRIVING PASSENGERS

The following procedure applies when Customs officials confiscate items from arriving luggage, in precarious health conditions or without the relevant health documentation:

- a. **The Customs Official:**

1. completes the “Health constraint verification” report in three copies, one for Customs, one for RDA and one for the passenger, asking the RDA or other SAVE representative to countersign.
  2. Directs the RDA where to place the confiscated goods. In particular:
    - **Cosmetics and non-perishable medicines:** must be placed by PRM personnel in the security cupboard located inside the Bag Room, next to the SAVE Information Office. Items are kept for the time specified in the report, by which time Customs is entitled to ask for them to be fully or partially returned to the passenger. Once this time period has lapsed, the confiscated items are transported by a Company appointed by SAVE to a SAVE refrigeration facility pending subsequent disposal by incineration.
    - **Perishable animal/plant origin products:** are transported by a Company appointed by SAVE to a SAVE refrigeration facility pending subsequent disposal by incineration.
  3. Put the items in appropriate bags (weighing a maximum of 15 kg each) and containers provided by SAVE as follows:
    - Transparent bags for non-perishable cosmetics/medicine pending their return
    - **Gray transparent bags** for perishable food items with a potential infection risk. These bags are then inserted in plastic containers that are suited to hold these materials and for incineration. Note: the containers shall not be sealed until x-ray controls on contents are completed, so as to allow the passenger, or the person in charge, to arrange for the removal from the bag of any articles incompatible with the incineration.
  4. provided radiogenic controls confirm contents are fitting for incineration, seals the container (if used) with the appropriate cover and affixes a sticker reporting the protocol number of the file
  5. formalizes the request for incineration, if service is requested
- b. **SAVE RDA:**
1. files a copy of the report.
  2. if disposal by incineration is required, contacts the Security Supervisor to x-ray the items in the BHS bay to check that the confiscated item has nothing inside it that is incompatible with incineration, as detailed in Annex 3. If there is incompatible material, this must be separated from the package and disposed of correctly in relation to the type of waste involved. The report is issued in two copies, one for RDA and one for Security (see Annex 3).
  3. Contacts the Company assigned by SAVE to ask for the baggage to be taken for an x-ray check and subsequently placed in the refrigeration facility.

After the check as per point 2, sends an email to the Sustainability Department and Company assigned by SAVE asking for the item to be collected and taken to the refrigeration facility. The request must include the date of collection, registration number and weight of each package with the attached copy of the x-ray check conducted (see Annex 3).

### 3.18.2 BAGGAGE IN PRECARIOUS HEALTH CONDITIONS MANAGED BY LOST&FOUND OFFICES

Baggage in precarious health conditions managed by Lost&Found offices are subject to checking by Handling Companies, which undertake the necessary activities to identify the baggage owner, asking for it to be collected as soon as possible.

During this stage, and in order to avoid contamination in the Bag Rooms' areas, the luggage must be temporarily stored inside the SAVE covered cart for a maximum of seven days, after having received written authorisation from the SAVE Area Supervisor.

If attempts to have the owner collect the luggage, or if they waive ownership:

a. **The Handler personnel:**

1. Contacts the RDA to notify them of this.
2. Prepares the baggage, placing it in a waterproof bag provided by SAVE.
3. Contacts the Security Supervisor to undertake the x-ray checks in the BHS bay and verify that the luggage contains no materials inside that would be incompatible with incineration, as detailed in Annex 3. If there is incompatible material, the Handler must separate this from the package and disposed of it correctly in relation to the type of waste involved. The x-ray check report is issued in two copies, one for RDA and one for Security (see Annex 3).
4. Contacts the Customs official to complete the relevant "Health constraint verification" report, and fixes a sticker on the bag with the report number. The latter is issued in three copies, one for Customs, one for RDA (that countersigns it) and one for the Handler.

b. **The Customs official** formalises the request for incineration.

c. **Handler personnel**, after receiving authorisation from Customs, submits a destruction request to SAVE specifying the baggage details (tag number, file number, name, weight of baggage), holding the Airport Management harmless of any liability (see Annex 4). SAVE arranges the incineration only if the luggage size is compatible with the standard containers authorised for incineration; otherwise, the Handler independently arranges with an authorised company for the disposal.

d. **SAVE Area Supervisor:**

1. After the check under point c), sends an email to DQSA Management and the company assigned by SAVE stating that a package needs to be incinerated, asking for its collection and transport to the refrigeration facility. The request must include the date of collection, registration number and weight of each package with the attached copy of the x-ray check conducted (see Annex 3).
2. Keeps the copies of requests in its files, relating to items where the Handling Company has asked for its destruction. Incineration costs are charged by SAVE to the applicant Handler.

### 3.18.3 HEALTH OFFICIALS INSPECTION OF CONFISCATED ITEMS

The following procedure is followed if Customs decides that certain confiscated items need to undergo a health inspection:

- a. **The Health Official** that has been contacted undertakes the formalities for the passenger to access the Arrivals Hall, through the Crew/Staff access point.
- b. In the meantime, RDA asks SAVE personnel to recover the relevant luggage and transport it to wherever the inspection will be conducted.
- c. After the inspection, whatever is not handed back to the passenger and directed for destruction, is handled according to the procedures set out in the paragraph below.

#### 3.18.4 DESTRUCTION OF CONFISCATED MATERIAL SUBJECT TO “HEALTH CONSTRAINT VERIFICATION”

The destruction of baggage and items where a request for “Health Constraint Verification” has been formalised, follows the procedure set out below:

- a. **The SAVE RDA**, with every request to transfer an item to the refrigeration facility, and as stated above, reports on the registration numbers of reports referring to items to be destroyed, a description thereof and relative weights.
- b. Disposal is scheduled on a periodic basis; the list for disposal times is communicated by SAVE Sustainability Department to RDA.
- c. **SAVE Sustainability Department** arranges for the disposal of waste in compliance with applicable legislation, providing the SAVE RDA with confirmation of the disposal.
- d. **The SAVE RDA**, on receiving confirmation from SAVE Sustainability Department that the packages have been disposed of, sends an email to: Port Veterinary Office/Maritime and Air Health Office/Venice Customs Office (see Annex 4).
- e. The SAVE RDA sends the SAVE accounts office the details of items disposed of on the Handler’s request, so that the relevant costs can be charged to the latter.

#### 3.18.5 REFRIGERATION FACILITY

A refrigeration facility is available in airside area at Venice Airport, in the vicinity of the vehicle hangar, which is used to store baggage and items subject to health restrictions as per Customs orders.

The storage of items at this refrigeration facility is temporary, until they are disposed of, in accordance with Airport Director Order 20/1999.

The refrigeration facility is cleaned and sanitised after each disposal. Sanitising is recorded in the relevant register.

#### 3.18.6 ANNEXES

- Annex 1) Addresses and telephone number of Entities involved.
- Annex 2) Facsimile of email notifying Entities of completed disposal.
- Annex 3) X-ray checking of baggage intended for incineration.

- Annex 4) Non-acceptance of liability and acceptance of incineration costs by Handler.

## ANNEX 1) ADDRESSES AND TELEPHONE NUMBER OF ENTITIES INVOLVED.

Entity	Address	Telephone	Email
Venice Customs Office - S.O.T.	Marco Polo Airport - Tessera/ Venice	041 2605811 Fax 041 8773585	<a href="mailto:dogane.venezia.aeroporto@adm.gov.it">dogane.venezia.aeroporto@adm.gov.it</a>
UT UVAC PIF Ven-FVG-TAA, VENICE BORDER INSPECTION POST, formerly Port Veterinary Office	Zattere 1416 - Venice	041 5221049 FAX: 041 5210213	<a href="mailto:Pif.venezia@sanita.it">Pif.venezia@sanita.it</a>
Maritime-Air-Border Health Office.	Zattere 1416 - Venice	041 5102377 Fax 041 5102866	<a href="mailto:usma.venezia@sanita.it">usma.venezia@sanita.it</a>

**ANNEX 2) FACSIMILE OF EMAIL NOTIFYING ENTITIES OF COMPLETED DISPOSAL**

For the kind attention of:

**UFFICIO DELLE DOGANE DI VENEZIA S.O.T.**

**Aeroporto Marco Polo  
VENEZIA - TESSERA**

**UFFICIO VETERINARIO DI PORTO  
Zattere 1416  
VENEZIA**

**UFFICIO DI SANITA' MARITTIMA ED AEREA  
Zattere, 1416  
VENEZIA**

Tessera, \_\_/\_\_/\_\_

Reference: **DESTRUCTION OF MATERIAL SUBJECT TO "HEALTH CONSTRAINTS"**.

Following the directives from ENAC- Venice ref. no. 2903/1.31 of 19/10/2000 and directives from Venice Customs II ref. 18472 of 26/10/2000, notification is hereby given that:

On (date) \_\_/\_\_/\_\_, the disposal of the items or baggage subject to "Health Constraints" was duly completed, in which regard confiscation and destruction had been ordered by the Venice Customs Office S.O.T. The destroyed items refer to baggage, perishable animal/plant products, cosmetics or medicines, confiscated and identified under the following references:

REF. NO. \_\_\_\_\_

REF. NO. \_\_\_\_\_

REF. NO. \_\_\_\_\_

REF. NO. \_\_\_\_\_

A copy of the document proving the destruction is attached herewith.

Best regards.

SAVE

Aeroporto Marco Polo S.p.A.

Area Manager

Signed \_\_\_\_\_

**ANNEX 3) X-RAY CHECKING OF BAGGAGE INTENDED FOR INCINERATION**

CHECK ON MATERIAL INTENDED FOR INCINERATION

It is certified that the following baggage/material:

Identified with number:

customs reference \_\_\_\_\_

Lost&Found reference (if applicable) \_\_\_\_\_,

Security sticker number \_\_\_\_\_,

Was subject to x-ray checking and:

- Confirmed as free of material that is incompatible with incineration such as explosives, gas cylinders or pressured spray cans, electronic materials (laptops, pcs, tablets, smartphones etc.)
- The aforementioned materials have been removed, taken charge by: \_\_\_\_\_

Date \_\_\_\_\_

Security agent TIA number \_\_\_\_\_

Legible signature of Security Agent \_\_\_\_\_

SAVE staff TIA number \_\_\_\_\_

Legible signature SAVE staff \_\_\_\_\_

**ANNEX 4) NON-ACCEPTANCE OF LIABILITY AND ACCEPTANCE OF INCINERATION COSTS BY HANDLER**

**DELIVERY OF BAGGAGE AND/OR MATERIAL**

The Company/Carrier \_\_\_\_\_

Having reviewed the authorisation from the Venice Customs Office, requests SAVE S.p.a., Airport Management, to proceed with the incineration of the baggage/material identified below. Further holding SAVE harmless from any liability and accepting the costs for the operation:

- Baggage tag \_\_\_\_\_
- Weight of baggage/material \_\_\_\_\_
- Lost&Found reference \_\_\_\_\_
- Owner's name \_\_\_\_\_
- Arrived at Venice Airport on (date) \_\_\_\_\_
- Customs reference number \_\_\_\_\_

Destruction was requested for:

- Health reasons because (tick the boxes):
  - Bad odour
  - Infested with insects
  - Presence of decomposing foodstuffs or other
  - Other (specify \_\_\_\_\_)
- Waiver by passenger to take ownership of baggage in precarious health conditions
- Other (specify) \_\_\_\_\_

It is confirmed that the baggage underwent x-ray checking and there is no material present that would be incompatible with incineration (explosives and/or gas cylinders or similar and/or electronic materials such as pcs, laptops, tablets, smartphones etc.).

Checks conducted on \_\_\_\_\_ with security sticker no. \_\_\_\_\_

It is confirmed further that, following the check carried out in conjunction with SAVE personnel, the size of the package is compatible with the standard containers used for incineration.

Venice, \_\_\_\_\_

Legible signature of applicant (Handler/Carrier) \_\_\_\_\_

Legible signature of SAVE personnel \_\_\_\_\_

## 4 CARGO SERVICES

For information on the goods/cargo activities and services, please refer to the Cargo Airport Regulations, available on the company portal [My.Veneziaairport.it/regolamento-di-scalo/](https://www.my.veneziaairport.it/regolamento-di-scalo/).

### 4.1 ACCESS TO THE CARGO WAREHOUSE STERILE AREA

Access to the sterile area in the Cargo Warehouse is subject to holding a TIA (Airport Identification Card) and after a security check has been conducted pursuant to Schedule 1 of the PNS (National Security Plan). Access to this area is via a single check point, controlled by Security, located in the vicinity of the SAVE departing Cargo Warehouse entrance.

### 4.2 TEMPORARY CARGO STORAGE AREAS

For information on this subject, please refer to para. 3.16.2.1 in these Regulations.

## 5 AIRCRAFT SERVICES

### 5.1 REPLENISHING DRINKING WATER TANKERS AND TREATMENT OF ON-BOARD WASTE WATER

The following is available at Venice Airport:

- A station for replenishing drinking water tankers for aircraft, adjacent to the old aerodrome terminal building.
- A station for replenishing drinking water tankers for aircraft, at the North apron in the vicinity of the new Handlers area.
- A station for the offloading waste water from the on-board toilets (located at the South apron, after the vehicle hangars) and for replenishing water in the latter.

Drinking water provided at the aforementioned station is subject to a bacteriological analysis at a certified laboratory to detect potability limits, conducted on a quarterly basis by SAVE Sustainability Department. A copy of the analysis reports may be sent to the Operator, at their request.

#### 5.1.1 PROCEDURE

- a. The stations for the aforementioned provisioning/offloading are freely accessible. Operators access using their own support vehicles, whilst adhering to the rules of use in loco or those set by SAVE, stopping only for the time strictly necessary to complete the replenishing/offloading operations.
- b. The SAVE operating notices relative to providing the services pursuant to this paragraph and any temporary changes to the provision procedures, are sent by SAVE to the specified contact person for the Operator, or in the event of an emergency or criticality, to the specified Manager.

#### 5.1.2 MANAGING PROBLEMS AND EMERGENCIES

- a. Any Operator detecting an anomaly or malfunction in the vicinity of the liquid replenishing/offloading systems, must immediately notify the SAVE 24h Technical Control Area (see para. 12.1- *SAVE References*), and wait for a technician to arrive, without attempting to remedy the situation.
- b. In the specific case of a liquid spillage, the Operator must promptly notify the SAVE Airport Coordination office, which will activate cleaning and recovery interventions.

## 5.2 AIRCRAFT REFUELLING OPERATIONS

Aircraft refuelling operations are regulated by Italian Ministerial Decree dated 30/06/2011 - *Regulations to comply with when refuelling aircraft*.

Article 2 of the Decree provides “*the technical prescriptions and the precautions to comply with during refuelling operations on fixed-wing aircraft, with or without passengers on board or during the boarding and disembarking stages, at airports where commercial air traffic is conducted with aircraft with a maximum mass on take-off higher than 5,700 kg or with 10 or more passenger seats and certified in accordance with ENAC Regulations*”.

Article 3 reiterates what had already been specified in previous Ministerial Decree 7791/30, namely that “*refuelling operations are carried out under the direct responsibility of the Aircraft Operator, with the designation of a qualified person known as the “Refuelling Manager”*”.

The Decree further allows for refuelling with or without passengers on board, or during passenger boarding and disembarking, with the presence of qualified airport personnel, and the establishment of a safety net.

For a definition of the Management Company’s framework of responsibilities relating to its operating activities so as to guarantee safety standards at the Airport, in accordance with the responsibilities attributed to each Operator, please refer to POSV 007 – “Aircraft Refuelling”, attached to the Airport Manual and available on the airport portal [My.Veneziaairport.it](http://My.Veneziaairport.it), which sets out the application procedures for Venice Airport pursuant to the Italian Ministerial Decree of 30 June 2011.

### 5.2.1 DEFINITIONS AND TERMS RELATING TO REFUELLING

For ease of reference, the following definitions are provided below, as applicable to aircraft refuelling operations.

DEFINITION	DESCRIPTION
AIP	<i>Aeronautical Information Package. Aeronautical information service for flight personnel, provided by ENAV for the whole of Italy, based on EU regulations, the national regulations issued by ENAC and international ICAO regulations.</i>
CDS	<i>SAVE Airport Coordination</i>
Refuelling Company	<i>Company commissioned by the Air Operator to handle aircraft refuelling operations, and certified by ENAC as an Operator for fuel-related assistance services.</i> <i>Art 1 M.D. 30/06/2011</i>
Refuelling Operator	<i>Person working for the Refuelling Company and trained to perform aircraft refuelling operations, certified by the National Fire Corps.</i> <i>Art 1 M.D. 30/06/2011</i>
Supervisor in charge of refuelling	<i>Person identified by the Air Operator to coordinate and supervise operations in order to guarantee compliance with refuelling procedures.</i> <i>Art 1 M.D. 30/06/2011</i>
CNVVF	<i>National Fire Corps</i>
Airport Fire Fighting Service	<i>National Fire Corps operating at the airport.</i>
ASA	<i>Aircraft Safety Area. Demarcated area where it is forbidden to park ramp or service vehicles.</i> <i>ENAC APT-24 Circular</i> <i>Art 1 M.D. 30/06/2011</i>

DEFINITION	DESCRIPTION
AIP	<i>Aeronautical Information Package. Aeronautical information service for flight personnel, provided by ENAV for the whole of Italy, based on EU regulations, the national regulations issued by ENAC and international ICAO regulations.</i>
ERA	<i>Equipment Restriction Area. ENAC APT-24 Circular Art 1 M.D. 30/06/2011</i>
Customer	<i>Any Carrier requesting assistance on the basis of a contract or fuel-carnet or that simply asks for assistance, against payment for the service with payment in cash or by credit card is considered a Customer of the Refuelling Company. In the event of concomitant flights, the Refuelling Company may give priority to contract-based customers.</i>
Scheduled flights	<i>These refer to flights authorised by Assoclearance and notified to the Airport Operations Manager in the weekly programme and relative amendments.</i>
AIP Refuellers Timetable	<i>The service timetable for each Refuelling Company, as published in AIP AD 2 LIPZ 1-1 box 3 point 8.</i>
Guaranteed flights	<i>Solely for the purposes of this procedure, this includes flights, which outside of the AIP Refuellers Timetable, operate a stopover in Venice for emergency or urgent reasons (medical – humanitarian – operational) and which will subsequently resume their flight.</i>

## 5.2.2 CONTINUITY AND GUARANTEE OF REFUELLING SERVICE

Airport Regulations specify that Operators for handling services ensure continuity and regular assistance to all their customer Carrier flights, including unscheduled flights, over the entire period the Airport is open, as reported in the AIP.

During the Refuellers AIP Timetable, Refuelling Companies guarantee their service to all Users.

Outside of the AIP Refuellers Timetable, the service is guaranteed under the following conditions:

- a. Scheduled flights: guaranteed even in the event of delays, after the times in the AIP Refuellers Timetable.
- b. Unscheduled flights: The service is guaranteed if at least one of the following conditions apply:
  - The User (or their Representative, e.g. the Handling Company assisting them) request is sent to the Refuelling Company at least two hours prior to the end of the AIP Refuellers Timetable period.
  - The flight falls under the category of guaranteed flights (as per the definition under para. 5.2.1).

## 5.2.3 PROCEDURE RELATING TO “GUARANTEED FLIGHTS”

The following applies only for the refuelling of guaranteed flights (as per the definition under para. 5.2.1 above):

- a. All Refuelling Companies provide SAVE with a complete and updated listing of their contract-based and fuel-carnet customers.
- b. Refuelling Companies must have a telephone contact number, which it is mandatory to activate outside of the AIP Refuellers Timetable; they can be called on this number by the SAVE Airport Manager (RDS) solely for assistance on guaranteed flights, operated by contract-based and fuel-carnet Carriers, specified in the list referred to under point a. of this paragraph.

The following is applicable in order for the Refuelling Company to assist guaranteed flights, but where the Carrier is not included in any list (see point a. above):

- c. The refuelling is provided by one of the three Companies, on a rotational basis, whereby each one undertakes to guarantee their availability for one month.
- d. The telephone call is made solely by the SAVE Airport Manager (RDS) to the Refuelling Company that is on call for that month.
- e. With this procedure becoming effective, and thereafter at the start of each calendar year, SAVE shall notify the Refuelling Companies of the timetable for their time on call.

### 5.3 AIRCRAFT DE-ICING SYSTEM

The operating procedure relating to carrying out de/anti-icing treatments are set out in POSV009 – “Aircraft De/Anti-Icing”, attached to the Venice Airport Manual and available on the airport community website [My.Veneziaairport.it](http://My.Veneziaairport.it).

The systems, dedicated areas, operations related to replenishing and refilling the tanks with the liquid needed to provide the activity, pursuant to Italian Legislative Decree no. 18/99, are considered as centralised infrastructure, and consequently fall under the responsibility of the Managing Authority. The activities associated with providing de/anti-icing services fall under liberalised services.

Pursuant to Art. 9 of the aforementioned Decree, since 2002, ENAC had authorised the management of the infrastructure and their use exclusively by the SAVE Management Authority, which ensures the activity and services on a monopoly basis, within the restrictions set by the continuity of the service. In point of fact, the complexity of managing the infrastructure and consequent activities, the related costs, and also for security and environmental protection considerations, do not allow for the service to be subdivided or duplicated, making it mandatory furthermore for Carriers and airport Operators to utilise the service.

#### 5.3.1 DESCRIPTION OF AVAILABLE SYSTEMS

The following infrastructure is available at the airside area at Venice Airport:

- a. An anti-icing treatment and storage system, located in the vehicle hangar near to the old aerodrome terminal.
- b. A hot-water system located in the vehicle hangar.
- c. Aprons dedicated to carrying out de/anti-icing treatments (D-BAY1, D-BAY2 and parking stands on the aircraft apron).

### 5.3.2 REPLENISHING DE/ANTI-ICING VEHICLES AND MANAGING DE/ANTI-ICING FLUID

- a. The regulations for the preliminary steps to de/anti-icing and anti-icing treatment, relevant to the storage and checking of anti-icing fluids and maintaining equipment and vehicles in working order are detailed in operating procedure POSV028 – “Storage, management and control of De/Anti-Icing fluid”, attached to the Venice Airport Manual, available on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it).
- b. SAVE selects the type of fluid on the basis of a tender.

### 5.4 REQUEST FOR ENGINE RUN CHECK

All engine run checks requests must be authorised in advance by SAVE--Airside Operations e SAVE-Apron Unit & Maintenance, in accordance with the reference regulations, i.e.:

- AIP or NOTAM applicable.
- For whatever is pertinent to SAVE-Airside Operations e SAVE-Apron Unit & Maintenance, please refer to procedure POSV012 – “Engine start-up at aircraft stands and engine run-ups”, attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it).

### 5.5 TELESCOPIC BRIDGES, 400HZ SYSTEM, PRE-AIR CONDITIONING SYSTEM FOR AIRCRAFT

The procedures for utilising the infrastructure comprising the aircraft loading bridges with the relative optical guidelines are outlined in POSV024 – “PBB, FEGPU and PCA operations” attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it).

The procedures for assigning and utilising aprons (with or without a loading bridge) are outlined in para. 6.2.1 in these Regulations, and in **POSV010**, attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it).

### 5.6 BATTERY RECHARGING SYSTEM FOR ELECTRIC VEHICLES

- a. Venice Airport has recharging stations and columns for electric vehicles, located at various points in the handling area.
- b. The use of the recharging stations is subject to a contract signed with SAVE, which will then assign dedicated recharging sites accordingly.
- c. The Operator may access the recharging stations with its vehicles, and adhere to the rules of use specified there or as directed by SAVE.
- d. SAVE reserves the right to check that service users only connect to the authorised recharging points.

## 5.7 RAMP VEHICLE GARAGES - CAR AND APRON EQUIPMENT PARKING AREAS

This section deals with the airside areas used for parking and storing the cars, vehicles and airport equipment (airport equipment includes for example, the baggage transport trolleys and cargo and baggage containers). These areas can be:

- Dedicated to a single Operator, demarcated with appropriate customised signage.
- For common use.

### 5.7.1 RULES FOR USING GARAGES

- a. Operators must position their vehicles and equipment in the assigned areas, whether these are customised or common use areas. The aforementioned vehicles and equipment must not in any case cause obstructions to aircraft and vehicle handling at the airport.
- b. In order to optimise the occupation of space, all vehicles and equipment must only be positioned in the specific stalls they have been assigned or in the stalls that are suitable in terms of size for the type of vehicle/equipment (for example, a car must not occupy the space designated for buses).
- c. Common-use stalls (in the vicinity of aprons) intended for cars, must not be used for parking vehicles dedicated to assistance operations.
- d. In general, cars and all vehicles with a cabin and windows, must be locked for security reasons in the parking areas when left overnight or when not used for extended periods.
- e. For security reasons and the corporate image of the airport, vehicles must be parked in an orderly manner, with the covers of the vehicle appropriately fixed if equipped with these.
- f. Operational areas in the vicinity of the aircraft stopping aprons, unless indicated otherwise in loco, are available to assistance vehicles for arriving flights on the reference apron. Operators may not occupy these areas 15 minutes prior to the blocks being applied to the aircraft and must leave the areas completely free not more than 5 minutes after the blocks have been removed, in order to protect the safety of personnel, the integrity of the aircraft and correct operations at the Airport.
- g. The common use areas in front of the disembarking exits, used by the buses, are available to the relevant Operators for the time strictly necessary to embark passengers. Stopping at the disembarkation points at the airport is done on a sequential basis according to the arrival of the bus, which may only stop for the time strictly necessary to disembark passengers.
- h. When stored in the assigned areas, trolleys (for luggage, pallets, containers) and containers (ULD), must be locked and in a retracted position so as not to cause prejudice safety in the case of strong winds. Operators must position themselves in these areas in an orderly manner so that they may be moved (or transferred) easily, quickly and safely.

### 5.7.2 PARKING AND STORAGE AREA CHECKS

- a. SAVE reserves the right to conduct periodic checks on the correct usage of the parking and storage areas, and for safety reasons and to safeguard airport operations, may remove any vehicles/equipment causing an obstruction to the movement of aircraft and vehicles at the airport. SAVE will charge the Company owning the vehicle with any costs or for any damages incurred.
- b. Any communication relating to the use of the parking and storage areas must be addressed by SAVE to the Operator (to the contact person indicated by the latter).

### 5.7.3 VEHICLE AND EQUIPMENT CHECKS

SAVE reserves the right to conduct periodic checks on operators' service vehicles to see whether these are used correctly and that they are in a good working order, see para. 8.1. For more information, please refer to POSV005 attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it).

### 5.7.4 MANAGING PROBLEMS AND EMERGENCIES

Operators must immediately notify SAVE - SAVE-Airside Operations e SAVE-Apron Unit & Maintenance of any anomaly found relating to the use of parking and storage areas, and operating stalls in the vicinity of aprons.

### 5.7.5 ULD STORAGE

- a. The following airside areas at Venice Airport are designated for the storage of empty ULDs:
  - Racks along the North Apron road.
  - Dolly Park, at the North Apron
- b. SAVE will allocate specific areas to each Handling Company, for their use.
- c. Operators are obliged to position ULDs on the available racks, or alternatively on the dollies.
- d. Operators must lock the ULDs on the racks or on the dollies, using the relevant locking system.
- e. In the event of using the dolly as a storage platform, Operators must ensure that the dolly is closed and locked using the relevant braking system.

## 6 HANDLING OF AIRCRAFT AND VEHICLES IN HANDLING AREA

### 6.1 AIRCRAFTS, VEHICLES AND PEOPLE HANDLING ON APRONS

Venice Airport has implemented the A-CDM (Airport Collaborative Decision Making) platform, having signed agreements with EUROCONTROL and ENAV. The management of aircraft, vehicles and persons handling is therefore governed by the Operations Letter (OL) *“Orderly Handling of Aircraft, Vehicles and Persons of the Aprons”*.

### 6.2 COORDINATION OF APRON ACTIVITIES

#### 6.2.1 APRON ALLOCATIONS AND HANDLING AIRCRAFT TO AND FROM TAXIWAYS - PROCEDURE

This paragraph deals with the information flows and procedures relating to the allocation and usage of aprons for aircraft arriving and departing from Venice Airport and the use of the apron infrastructure and systems.

The technical aspects relating to using the dedicated IT system (A.R.M.S.) and the rules for the relevant allocation are outlined in **POSV010**, attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it).

With regard to General Aviation aircraft, please refer to the next paragraph General Aviation - ground circuiting of aircraft.

- a. At the time when seasonal flight planning is undertaken on a seasonal basis and/or in the case of new flights and charter chains, the area where each flight will be parked is set (apron or group of aprons), which is intended as an indicative and non-binding allocation.
- b. Planning is done using a computer programme, with the rules of use entered relating to the use of the airport infrastructure (parking size, aircraft, etc.): any overlapping or interference is highlighted on the system, and possible solutions are suggested. This is used on a daily basis by the SAVE Airport Coordination (CDS) for the daily planning and management of aircraft and aprons.
- c. For arriving flights, the final apron allocation (confirmation or possible change to what was planned) is done at -30min from ETA, and is displayed on the relevant FIDS system display.
- d. Any changes to what was planned is communicated by SAVE Airport Coordination to the Operator using the appropriate IT tools.
- e. An apron allocation is given to departing flights, coming from the hangar or from different aprons to the one for arrivals.

- f. The apron ceases to be available 10 minutes after the blocks are removed from the aircraft as communicated by the Operator. Any additional commitment required by the Operator must be communicated to the SAVE Airport Coordination as soon as possible. SAVE assesses whether to extend the use of the apron, or ask for the aircraft to be moved, with the relevant decision then communicated back to the Operator. If SAVE deems it necessary for the aircraft to be towed to another apron, this must be undertaken by the Operator, who is responsible for this in respect of SAVE, and must start operations within 15 minutes from the communication.
- g. Once usage is completed, and in any case, no later than 10 minutes from the time the blocks are removed from the aircraft, the Operator must leave the apron completely free of any materials, trolleys and vehicles of any kind, and in a state that can immediately be used by the next flight. This is to protect the safety of people, integrity of the aircraft and vehicles and to ensure the Airport operates correctly.
- h. Any requests, referring to daily operations, for changes to the apron from what was planned, must be sent only by the Operator to SAVE Airport Coordination.
- i. Any operational notification on the use of aprons is done by SAVE to the specified Operator contact person, or in particularly urgent or critical circumstances, to the specified Manager.
- j. SAVE reserves the right to conduct periodic inspections to check on compliance with the rules on clearing aprons after use, for safety reasons and to ensure that airport activities are conducted correctly.
- k. SAVE provides a Follow-Me service to guide the aircraft in/out of the parking apron, if requested by TWR and in the case of reduced visibility, in accordance with the procedures in these Airport Regulations and in POSV021 – “AWO – All Weather Operations” and POSV011 – “Follow Me service”, attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it).
- l. Monitoring and checking of compliance with safety distances while aircraft are entering the apron, is entrusted to:
- SAVE--Airside Operations e SAVE-Apron Unit & Maintenance for stands with a telescopic jetty;
  - Handlers for remote stands.
- m. All aircraft parking stands are equipped with cameras.

## 6.2.2 GENERAL AVIATION - GROUND CIRCUITING OF AIRCRAFT

The rules relating to the ground circuiting of General Aviation aircraft are outlined in POSV031 - “Rules of Safety and Use of Infrastructure” (attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it)), to which reference is made.

### 6.2.3 MANAGING ANOMALIES AND EMERGENCIES

Any anomaly encountered by the Operator relating to the use of aprons must immediately be communicated to the SAVE Airport Coordination.

If the SAVE Airport Coordination should receive a report relating to an arriving aircraft that cannot reach its stand position or where assistance cannot be provided because there are materials or vehicles left by the previous Operator, the SAVE Coordination Office requests that the latter immediately frees up the apron. SAVE reserves the right to attend to this directly in the event of non-compliance, for safety reasons and to allow airport activities to be conducted properly, and will charge the non-compliant party for the costs incurred and damage suffered.

## 6.3 USABILITY OF RUNWAYS AND APRONS

The procedures for assessing whether runways and aprons are usable, as per the attachment to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it) to which reference is made, are as follows:

- POSV001 – “Inspection and assessment of movement area conditions”;
- POSV004 – “Closure of airside infrastructures, or parts thereof”.

## 6.4 PRESENCE OF FOD IN HANDLING AREA

In order to guarantee adequate operational safety for aircraft, vehicles and persons working in the handling area, the Manager ensures that adequate measures are adopted, based on POSV013 – “FOD control plan”, attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it), to which reference is made.

## 6.5 SURVEYING RUNWAY SURFACE CONDITIONS

The procedures for surveying the runway surface conditions are outlined in POSV014 – “Pavement surface friction characteristics assessment”, attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it), to which reference is made.

## 6.6 CHANGE IN LANDING DIRECTION – PROCEDURE

This paragraph describes the procedure to implement if the landing direction needs to be changed on an active runway.

- a. If TWR deems it necessary to change the landing direction (from 04 to 22 or vice versa), before ordering the relevant change, TWR asks SAVE--Airside Operations e SAVE-Apron Unit & Maintenance to conduct an inspection with the aim of changing the runway in use.

**NOTE:** The above is not applicable if the time needed for the inspection could interfere with the landing of a flight that has declared an emergency or priority.

- b. SAVE--Airside Operations e SAVE-Apron Unit & Maintenance conducts the required inspection, and reports on the outcome to TWR and:

- If the runway is usable, gives the all-clear to change the runway;
  - If the runway is not usable, provides TWR with an estimate of the time needed to restore usability.
- c. Once SAVE--Airside Operations e SAVE-Apron Unit & Maintenance confirms the runway is usable, TWR notifies CDS of the change in the landing direction and any reduction to airport hourly capacity.
- d. CDS then acts as follows:
- Confirms with SAVE--Airside Operations e SAVE-Apron Unit & Maintenance on the change in landing direction (for Follow-Me instructions);
  - Circulates the information to the Handling Companies (for the push-back direction) and to RDS (for the hourly traffic restrictions).
- e. SAVE--Airside Operations e SAVE-Apron Unit & Maintenance, the Handling Companies and Airport Managers (RDS) implement the consequent measures set out in the point above, and dictated by the new circumstances in place.

## 6.7 CHANGE TO ACTIVE RUNWAY

The procedures regulating the use, alternatively of RWY 04R/22L or RWY 04L/22R as the active runway, are indicated in POSV002 – “Active runway alternation”, attached to the Airport Manual and available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it), to which reference is made.

## 7 OPERATIONAL COORDINATION SERVICES

### 7.1 INFORMATION FLOWS

This section of these Regulations deals with the series of data relating to the operational management of flights at Venice Airport (aircraft arrival and departure times, boarding gates, delays, cancellations, various information to the public and operating personnel, etc.). This information is generally managed in an electronic format, and according to the type and purpose, is provided by different entities (Self-producer, Operator, Management Entity).

The use of the A-CDM platform (see section 6.1) means that all communications relating to changes to scheduled times must be consistent with the data exchanged with the European NMOC network, including the information circulated to the public.

The Information Systems Service Desk ensures the operational continuity of the A-CDM platform. The control desk can be reached on 041 2606320 (see para. 12.1).

Procedures referring specifically to managing information flows relating to general aviation flights are dealt with separately, under para. 7.1.8

#### 7.1.1 GENERAL INFORMATION

- a. All data dealt with in this section must be communicated by Operators and Self-producers (also on behalf of Users) based on IATA standards.
- b. Any anomaly encountered by Operators and Self-producers relating to airport data flows must be immediately reported to CDS - SAVE Airport Coordination (see para. 12.1 of these Regulations).
- c. Any communication or request for operational information is done by SAVE to the Operator's specified contact person, or in cases that are especially urgent or critical, to the specified Manager.
- d. SAVE utilises data in accordance with applicable legislation.

#### 7.1.2 SCR ROTATION CLEARANCE/MESSAGE

- a. Given that under the current system, every flight must be authorised by ASSOCLEARANCE (as per Regulation (EC) no. 793/2004), SAVE is responsible for relations with Carriers, regarding information on flight scheduling.
- b. Carriers notify the SAVE Infrastructure and Airport-Planning Office (see para. 12.1) of the information relating to the operations of all airline, seasonal charter chain and ad hoc charter flights, in a standard IATA format, so that this may be disseminated via the FIDS system and for the official airline flight times to be subsequently published by SAVE to Users.

- c. In the case of flights that have not received prior authorisation from Assoclearance, before leaving the original Airport, the Carrier must ask for clearance from ENAC Territorial Directorate Nord Est (see para. 12.2 -*Other references in the text*) and the SAVE Airport Managers (RDS), using a SCR message.
- d. Flight rotations, when this is not in the SCR message or when different to the same, must be sent by the Carrier to CDS via standard telex, at least 45 minutes before the ETA, in order to optimise the apron allocation and boarding gates.
- e. These messages must be addressed to VCEKMXH.
- f. Any flights without clearance are assisted, but regularly scheduled flights are given priority. SAVE reserves the right to report flights operating without clearance to the relevant Entities.
- g. Carriers must inform the SAVE Infrastructure and Airport-Planning office in advance regarding all flights managed in cooperation with other Carriers, providing a list thereof, for each of the other Carriers, and including the flights with clearance and the corresponding commercial flights, and where necessary, specifying the relevant routes. Similar information must be provided in the case of changes and/or the termination of the aforementioned cooperation agreements.

### 7.1.3 SENDING IDENTIFICATION DETAILS OF AIRCRAFT

- a. Operators must send SAVE, on behalf of the Carriers represented, a table detailing every aircraft in the fleet that could transit through Venice Airport, also including leased aircraft with other Carriers due to force majeure, for example due to strikes, aircraft maintenance, lack of crew, etc. The table must include the following information:
  - Aircraft registration (ICAO/IATA code)
  - Aircraft type
  - Maximum number of seats available for passengers on board
  - MTOW (Maximum Take-Off Weight)
  - Noise category.
- b. The Operator sends the aforementioned table to the SAVE Handling Area Operations Management.
- c. The Operator must keep the table updated and notify SAVE in the case of additions or cancellations of aircraft or changes to their relevant information.

### 7.1.4 MVT MESSAGE

- a. For every departing flight from Venice Airport, the Operator sends a telex message in the standard IATA format to VCEKMXH or by means of another communication method agreed on and authorised in advance by SAVE, with:
  - The release information not more than 5 minutes from the release itself;
  - The take-off information, recorded by ENAV, not more than 15 minutes from the take-off.

- b. For every arriving flight into Venice Airport, the Operator sends a telex message in the standard IATA format to VCEKMXH or by means of another communication method agreed on and authorised in advance by SAVE, with:
- The landing information, recorded by ENAV, not more than 15 minutes from the landing.
  - The blocking information not more than 5 minutes from the block.
- c. The Operator will forward any change via MVT telex, relating to the estimated time and/or estimated date of arrival/departure as soon as they become aware of this, including flights that are not yet active on the A-CDM platform, for example, those that have not yet taken off from the airport of origin. This is to ensure that passengers are provided with the correct information and that the personnel involved is correctly managed for airport operations.
- d. CDS is only responsible for sending the SLOT information it receives to the FIDS.

### 7.1.5 DUV MESSAGE

- a. The Operator is responsible for sending the departure and arrival DUV (Dichiarazione Unica del Vettore) message on behalf of the Carrier.
- b. The DUV message must be sent via the SAVE WEB Browser (see para. 12.3.4 - *Issuing of Dichiarazione Unica del Vettore via Web Application*).
- c. The DUV message must be sent to the Manager, at the latest within the calendar day of each flight's operation. The Operator may incur penalties in the case of delays, incomplete data or errors in the completion of the DUV.
- d. During the flight certification process, RDS verifies the consistency of the data required in the DUV, ascertains the correct use of the delay code and, if necessary, amends it, informing the stakeholders .
- e. If one or more items of information are found missing, RDS contacts the Handling Company to rectify this.

### 7.1.6 OTHER OPERATING MESSAGES

- a. Operating messages LDM, CPM, PTM, PSM, SLOT (SAM, SRM, SLC, etc.) must be sent by the Operator to SAVE via standard IATA telexes addressed to VCEKMXH. In the event of an omission or problem with sending the message, the Operator is obliged to rectify this within 8 hours from the aircraft's take-off. The Operator undertakes to ensure that the Carriers it serves send SAVE the encoded BSM – Baggage Source Message.
- b. Other messages, relating to operating information not contained in standard messages as per the paragraph above (for example, cancellation of flight and/or airport, aircraft leaving apron to go to hangar, return of aircraft to apron) must be sent by the Operator, as soon as they become aware of the information, to the SAVE Coordination Office, preferably via telex addressed to VCEKMXH.

- c. To ensure the correct and prompt scheduling of infrastructure and services, the Operator sends the PNL to the SAVE VCEKMXH address, on behalf of the User.

### **7.1.7 INFORMATION RELATING TO BOARDING TIME, DISEMBARKING TIME, FLIGHT CLOSURE, OTHERS**

- a. As soon as it becomes available, the Operator sends the EBT (Estimated Boarding Time) information and any other information needed for Airport Management to efficiently manage the FIDS (Flight Information Display System). This information must be forwarded by the Operator to CDS via telex addressed to VCEKMXH or via the h-OCS web portal. Only if the telex system is unavailable, can communications be made via telephone.
- b. The “Boarding” and “Flight closed” information is automatically available in relation to the various stage of gate usage. Handling Company personnel in charge of boarding operations, promptly notifies CDS of any anomalies encountered during boarding or in the stage immediately before, to the extent that this would delay the start or delay the process beyond the normal times.
- c. Instructions for the use of the FIDS system by operators are available at ICT Management. Also refer to para. 12.3.3.
- d. The operator feeds 1<sup>st</sup> and last pax time of disembarking data in A-CDM system (see section §6.1). These quality indicators are monitored by ENAC according to the Charter of Services.
- e. With regard to managing passengers on re-routed arriving flights on land and the re-routing of passengers to an alternate airport, please refer to para. 2.7 and 2.8 of these Regulations. These describe:
  - The methods for conveying information on passengers and flights to SAVE.
  - The methods for dealing with passengers re-routed via land to their final destination (arriving flights) or to an alternate airport for boarding (departing flights).

### **7.1.8 GENERAL AVIATION: FLIGHT INFORMATION FLOWS**

- a. An Apron Management service operates at Venice Airport.
- b. Given that under current procedures, every flight must be authorised by Assoclearance (based on Regulation (EC) no. 793/2001), the communication of information between the Operator and Manager is based on an exchange of messages in XML format, which are then conveyed via an FTP server, according to the technical specifications provided by the Manager.
- c. If there is a malfunction on the FTP server, the Operator immediately informs CDS, which will then report this to SAVE ICT-Information Systems for the relevant technical assistance. Until the communication channel is fully restored, information is exchanged between the Operator and Manager via telephone.

- d. The handling of General Aviation flights and changes to expected departure times are done via the A-CDM platform, in the same way as Commercial Aviation flights. See also para. 6.1.

#### **7.1.8.1 GENERAL AVIATION: SENDING IDENTIFICATION DETAILS OF AIRCRAFT**

The provisions under para. 7.1.3 apply: the Operator on behalf of the Carriers represented, provides SAVE with a table identifying every aircraft that could transit through Venice Airport.

#### **7.1.8.2 GENERAL AVIATION: REQUEST FOR PARKING BAY ALLOCATION**

- a. The Operator sends the Manager a request to have a parking bay allocated, with the following minimum details:
- Type of aircraft (ICAO/IATA code)
  - Estimated time of landing
  - Estimated time of departure
  - Origin
  - Destination
- b. Once the Manager receives the request, the apron availability is assessed according to the type of aircraft and stopover time. The Manager then sends the request to NMP (Network Manager Position) for assessment. The outcome is then forwarded to the Operator:
- The priority for allocating the parking bay is based on the date/time that the request is received.
  - The response sent provides a PPR (Parking Positioning Request) code, which becomes the single reference for subsequent communications.
  - The request is assessed as quickly as possible, taking the NMP response time into account.
  - Requests received less than two hours before the ETA, may not be guaranteed a stand allocation, unless on a quick turnaround basis.
- c. Changes to the request:
- Any change to the scheduled time or type of aircraft must immediately be sent by the Operator to the Manager, who will make a new assessment regarding the allocation of a parking bay.
  - If a flight is cancelled, the Operator must immediately inform the Manager, and using the relevant messaging also cancel the relevant request. The Manager will send confirmation of receipt.

#### **7.1.8.3 GENERAL AVIATION - DAILY OPERATIONS MANAGEMENT**

- a. The Operator sends the Manager the operational handling in an electronic format, thirty-six hours before the STA. All handling communicated must be accepted in advance by the Manager, with the allocation of a PPR.
- b. Any differing operational requirements are agreed on a case-by-case basis with the Manager.

- c. The minimum operational details that the Operator must send to the Manager are as follows:
- Aircraft registration
  - Call-sign (if assigned)
  - Type of aircraft (ICAO/IATA code)
  - Estimated time of landing
  - Estimated time of departure
  - Origin
  - Destination
- d. Once the operational handling details have been received, the Manager assigns the parking bay and informs the Operator of the number. The notification is made via telephone or electronically based on what has been agreed and authorised beforehand by SAVE.
- e. The Operator must notify CDS of any changes to operational data (scheduled, type of aircraft, aircraft registration, etc.) via the IT system.

#### **7.1.8.3.1 ARRIVAL OF THE FLIGHT**

- a. The Operator informs the Manager of the effective landing time (LAND), and then the block time (BLOCK-ON). This communication will activate the display of the assigned apron at the TWR. TWR then instructs the pilot in this regard.
- b. General Aviation authorised for long stopovers are obliged to sign a release form for aircraft to be moved based on a simple request from the Manager. Aircraft must therefore be positioned in “brake released” mode.
- c. The DUV (Dichiarazione Unica del Vettore) with the summarised information must be sent to the Manager at the latest within the calendar operating day for each flight DUV.

#### **7.1.8.3.2 DEPARTURE OF THE FLIGHT**

- a. Ten minutes prior to the expected boarding, the Operator notifies CDS of “PREREADY” status.
- b. In the case of changes to the ETD, the Operator must update the A-CDM platform, by entering the new TOBT.
- c. Once the flight captain has completed the ground assistance operations, he asks CDS for “READY” status on the frequency 131,475; once the relevant checks are completed (as per applicable AMS procedure) CDS gives confirmation to the TWR for the engines to subsequently start-up.
- d. On departure of the flight, the Operator must notify the Manager of the effective release time (BLOCK-OFF).
- e. Within twenty minutes from the flight’s departure, the Operator must send the DUV (Dichiarazione Unica del Vettore) to the Manager with the summarised information.

## 7.2 FLIGHTS RETURNING TO THE APRON FROM THE RUNWAY OR FLIGHT RETURNING AFTER TAKE-OFF - PROCEDURE

- a. TWR communicates the event to CDS providing the aircraft's name (callsign), and the reason for the return, if known.
- b. CDS allocates parking to the aircraft and notifies this to the TWR, SAVE--Airside Operations e SAVE-Apron Unit & Maintenance and RDS.
- c. CDS informs the Handling Company responsible for the flight of the situation.
- d. The Handling Company promptly communicates the reason for the return to CDS, which then informs SAVE--Airside Operations e SAVE-Apron Unit & Maintenance.

## 7.3 HANDLING ASSISTANCE FOR UNSCHEDULED FLIGHTS

This procedure applies to commercial, private, and medical/air ambulance flights

Pursuant to art. 705 of the Navigation Code, during the opening time of the airport, the Airport Manager guarantees the landing and the essential services for the continuation of the flights in question, ensuring the necessary interventions of the ground handling service providers.

To this end, as soon as it is informed of the diversion, the Airport Manager shall inform the Carrier of the minimum level service available, in coordination with the handler.

In addition, the Airport Manager in cooperation with ENAV, guarantees a communication process between the nearby airports, to ensure they can take action and accept any possible traffic redistribution, in case of airport closure due to operational limits.

The Operator, within the framework of existing agreements with the provider of air navigation services, shall inform ENAV of any sudden capacity reductions, and notify them through official channels (NOTAM, AIP)".

### 7.3.1 CARRIER WITH A HANDLING CONTRACT

- a. The carrier must contact its designated handler
- b. The Airport Operator, through the CDS, upon receiving the request, ensures that the handler is present and informs the RDS.
- c. If the handler is not present, the RDS contacts them to request timing and confirmation of assistance.
- d. If the conditions described in the previous points are not met, the RDS assigns the service to another handler.

### 7.3.2 CARRIER WITHOUT A HANDLING CONTRACT

RDS assigns the service to one of the handlers after verifying with them the timing and availability for assistance.

**7.3.3 NIGHT FLIGHT IN THE ABSENCE OF HANDLERS**

- a. SAVE ensures the disembarkation of passengers and baggage using personnel from one of the handlers contractually bound on an annual basis (AIP AD2 LIPZ 1-3).
- b. For flight departure operations, RDS contacts the carrier's designated handler, if under contract, and requests timing and confirmation of assistance.
- c. In the case of a non-contracted carrier, RDS contacts one of the handlers upon their start of duty and assigns the flight according to availability within that traffic period.

**7.3.4 FLIGHTS FROM COUNTRIES WITH HEALTH RESTRICTIONS OR WITH DIPLOMATIC CLEARANCE**

The most relevant cases refer to:

- Flights arriving from countries subject to health authorities' orders.
- Flights with recourse to diplomatic clearance.

Reference documentation available to CDS comprises:

- Copy of the list of countries subject to health restrictions, provided by the Maritime and Air Health Office.
- Copy of the list of flights with diplomatic clearance, provided by ENAC Territorial Directorate Nord Est.

The procedure to implement is detailed below.

**TWR:**

- a. Asks CDS whether the aircraft is authorised to land, in turn providing the information that it has.

**CDS:**

Conducts checks and implements the following measures:

- b. If the aircraft comes from (or is suspected to come from) a country subject to health restrictions and only if the flight has landed (invoking for example, a case of emergency or specific urgency), informs RDS, which contacts Airport Management and the Maritime and Air Health Office for the relevant assessments. See also para. 9.7.1- *Management of health emergencies for infectious illnesses*;
- c. If the aircraft does NOT have diplomatic clearance (regardless of whether the aircraft lands or continues), informs RDS and contacts Airport Management for the relevant assessments.
- d. Once these activities have been completed, conveys the information to the TWR, SAVE--Airside Operations e SAVE-Apron Unit & Maintenance and RDS. Assigns the parking and enters the flight into the Airport information system.
- e. Asks the General Aviation Handlers for confirmation as to whether this refers to a General Aviation flight. In this case, checks whether the Handler is available for assistance.

- f. If at a time when not controlled by AG Handlers, asks SAVE-Airside Operations e SAVE-Apron Unit & Maintenance to assist the flight and acquires the relevant flight documentation.

## 7.4 APPLICATION OF ORDINANCE NO. 14/2002 - PROCEDURE

This procedure sets out the methods for implementing the provisions of Ordinance no. 14/2002 specified below in full, which was issued by the Airport Director on 13/06/2002:

### ARTICLE 3

*If the ramp agent or other personnel formally designated by the Carrier for ground self-assistance or self-production or the handler, for any reason, does not check the load sheet, and therefore has not been able to acquire a signed copy thereof, as required by article 2, from the Flight Captain, for approval, or finds any discrepancies or anomalies, they must immediately notify the Airport Company via radio or telephone, they in turn will immediately alert Nord-Est Airport Management via radio or telephone, which at the same time via the control Tower will deny authorisation for landing, check on the effective situation and if necessary, challenge those responsible for non-compliance with this mandatory security obligation. The frequency and/or telephone lines uses for the purposes of this article must be recorded.*

The following provisions are issued to implement the above:

- a. The Handling Company or Carrier that through their designated staff, ascertains the circumstances represented under Article 3 above, advises the SAVE Station Manager (RDS), only by telephone on the number 6420.
- b. SAVE Station manager (RDS) in turn, and only via the telephone number 6420 immediately notifies Airport District Management (or Nord-Est Airport Management) for the interventions detailed in Article 3 of the Ordinance.

### ARTICLE 5

*The Airport Authority, where not operating directly in relation to the handler, must in any case, ascertain that the Carrier on a ground self-assistance basis or self-production and the handler retain the approved and signed load-sheet in acceptance, based on article 2, for at least three months, together with the remaining load documentation for every flight operated at the public transport service airport. The Airport Authority must formally advise the relevant Airport District Management (or Nord-Est Airport Management) of the place where the documentation will be kept, so as to allow the latter to check at a later stage, and on a sampling basis, that the load sheet and remaining documentation was effectively completed. The outcome of these checks must be reported in a register, which may also be in an electronic format.*

The following provisions are issued to implement the above:

- c. As Airport Manager, SAVE conducts periodic checks at the premises where the Handling Company retains the documentation pursuant to Article 5 for the purposes of ascertaining that:
  - Said documentation is retained for at least three months.
  - The documentation contains the signatures required in Article 5 of the Ordinance.
  - The load sheet documentation pursuant to Article 5 of Ordinance no. 14/2002 is retained by Handling Companies at their respective Traffic Offices.

## 7.5 AUTHORISATION FOR AIRCRAFT WORK - PROCEDURE

Aircraft work is defined by the Navigation Code as a service provided on behalf of third parties, based on Article 2 of the “Regulation for the issuing of an aircraft work operations licence”, which refers to the commercial use of aircraft for purposes other than transporting passengers, cargo and post.

Based on the above, Circular ENAC OPV 23A, outlines the following activities as an example of those falling within the scope of aircraft work:

- Publicity flights
- Flights undertaken for photographic, photogrammetric, cinematographic and television recordings
- Flights undertaken to conduct surveys and observations
- Flights for transporting external loads
- Flights to spray substances, including fire-fighting operations
- Flights to launch parachutists
- Flights for radio-measurements

This refers to flights carried out by an operator for payment or other consideration.

Generally, aircraft work authorisations are issued by ENAC Territorial Directorate Nord Est on the basis of a written request forwarded in good time, to allow for the necessary coordination between ENAC and ENAV.

The following procedures apply when ENAV does not have the required authorisation from ENAC.

- a. TWR asks CDS to check on the authorisation.
- b. CDS checks with RDS for any authorisation granted by ENAC.
- c. CDS provides the information to the TWR.

## 7.6 FLIGHT CREW REPORTING - PROCEDURE

This procedure defines the information chain originating from the report to the TWR, from an aircraft in flight, regarding specific events observed by the latter.

The three events listed below are considered the most probable and are subject to procedures:

- Fire on the ground or at sea
- Pollution of sea or lagoon waters
- Vessels in difficulty.

The procedure to implement is as follows:

- a. The TWR, receiving the report, provides the name of the reporting aircraft, the location of the event, and if specified, the extent of the relevant area; providing any other useful information.
- b. Thereafter CDS and RDS reconvey the report received.
- c. The sequence for information originating from flight crew reports, is as follows:

	<i>FIRE ON THE GROUND OR AT SEA</i>	<i>POLLUTION OF SEA OR LAGOON WATERS</i>	<i>VESSELS IN DIFFICULTY</i>
<i>TWR notifies</i>	<i>Air Civil Protection Operations Centre</i>	<i>Port Authority</i>	<i>Port Authority</i>
		<i>Finance Police Helicopter Unit</i>	<i>Finance Police Helicopter Unit</i>
			<i>VVF Helicopter Unit</i>
	<i>CSO ACC Padua</i>	<i>CSO ACC Padua</i>	<i>CSO ACC Padua</i>
	<i>CDS</i>	<i>CDS</i>	<i>CDS</i>
<i>CDS notifies</i>	<i>RDS</i>	<i>RDS</i>	<i>RDS</i>
<i>RDS notifies</i>	<i>Prefect's Office</i>	<i>Prefect's Office</i>	<i>Prefect's Office</i>
	<i>Police Headquarters</i>	<i>Police Headquarters</i>	<i>Police Headquarters</i>
	<i>VVF Provincial Command</i>	<i>VVF Provincial Command</i>	<i>VVF Provincial Command</i>
	<i>Station Manager or delegated person on duty</i>	<i>Station Manager or delegated person on duty</i>	<i>Station Manager or delegated person on duty</i>

## **7.7 ADDITIONAL SECURITY MEASURES FOR FLIGHTS ARRIVING FROM THIRD COUNTRIES - PROCEDURE**

On monthly bases, State Police identifies a list of flights from Third Countries for which additional security measures are requested. In particular, additional security checks are carried out on passengers, cabin and hold baggage and crew members on their arrival.

This list is notified by PS to Security and RDS and shared by the latter with RDA, CDS and BHS Control Room for subsequent actions.

### **7.7.1 PROCEDURE**

CDS:

- a. Possibly assigns stand 326 to the flight.
- b. Alternatively, it assigns a remote stand, making sure that there are no disembarking from the aircraft parked at stand 326. In this case passengers are disembarked at the turret n.5 on the remote side (corresponding to gate **C28**), go up with stairs/ lift to the jetty and access the mezzanine arrivals through the half jetty door.
- c. Notifies the Handler approx. 2 hours before ETA, so that passengers can be disembarked according to the procedure.

Handler:

- a. Disembarks passengers as agreed with CDS.

- b. In the case of disembarking via trret n.5 remote side, it opens the doors at the base of the turret and arranges the half jetty door dealing to mezzanine arrivals, according to the necessary layout.
- c. delivers the luggage at the BHS drop-off belt n.2, favouring Security in radiogenic checking operations.

BHS Control Room:

- a. Assigns baggage reclaim No. 2.

SECURITY:

- a. Guards the Security checkpoint on the Extra-Schengen mezzanine level, operating checks on pax, crew and hand luggage.
- b. Guards the Security checkpoint in the BHS area, carrying out radiogenic checks on luggage before delivery to baggage carousels in the arrival hall.

Police:

- a. Forwards the list of flights subject to checks monthly.
- b. Guards the security check-point on the Extra-Schengen mezzanine level.

## 7.8 ACCESS TO TELEPHONE AND RADIO RECORDING DATA

This procedure is prepared in accordance with ENAC Ordinance no. 14/2002 and No. 1/2006 (pursuant to Decree-Law no. 9/1992, converted into Law no. 217/92), for purposes of accessing recordings of conversations held via radio and telephone.

### 7.8.1 RECORDING PROCEDURE

- a. The recording equipment for telephone communications are located in the technical rooms housing the telephone exchange, in the office building and at the aerodrome.

The following users are recorded:

- Telephone numbers for CDS (included 6888 - Emergency nmbr)
- Telephone numbers for RDS (smartphones included)
- 041 2606000 (Fire emergency service).
- Telephones numbers connected to IVR (info offices call centres)
- 041 2603710 – 041 2603711 – 041 2603712 COT – Security Operations Centre
- 041 2606333 – SSA – Medical First Aid Centre (see §7.8.5)

- b. The radio recording equipment is in the technical rooms housing the radio multi-trunking unit. The following channels are recorded:

- 5 radio trunking channels
- TWR radio channel
- TBT CDS channel
- TBT de-icing channel
- TBT Venice Aviation channel

## 7.8.2 SYSTEM ACCESS

- a. SAVE ICT personnel is allowed access to the telephone calls recording system for maintenance purposes, and depending on the access level relating to the user name and password.
- b. For maintenance purposes, SAVE Technical Area personnel in the person of the Radio Devices Planner, is permitted access to the radio calls recording system.
- c. Ordinary maintenance is done on a monthly basis. Extraordinary maintenance is done by SAVE ICT, if necessary, with the support of duly mandated external companies, which work with SAVE on a contract basis.

## 7.8.3 ACCESS TO RECORDINGS

With regard to access to recordings, a distinction needs to be made between access for non-maintenance and maintenance purposes, as specified in the paragraphs below.

### 7.8.3.1 ACCESS TO RECORDINGS FOR NON-MAINTENANCE PURPOSES

In this case, access to recordings is permitted in compliance with applicable data protection legislation, only in the following cases:

- a. breach in the management of emergencies and Apron Management Service;
- b. Irregularities in the issue of loading plan;
- c. Investigations initiated by the relevant authorities.

To access the recordings, a motivated and detailed written request must be sent, to Movement Area Operations Management for instances referred to point a. , or to Terminal Operations Management for instances referred to point b. and c. , specifying the date, time of conversation and device used.

Movement Area Operations Management and Terminal Operations Management, according to competence, forward the request to COT -Security and to SAVE Privacy Committee for authorisation to save and provide the recording. Provided there is a written request forwarded to Movement Area Operations Management and Terminal Operations Management as above, no authorisation is required from SAVE Privacy Committee if the application comes from the following:

- SMS SAVE and SAVE-Airside Operations e SAVE-Apron Unit & Maintenance SAVE regarding events referred to in point a) above;
- RDS and SAVE Airport Coordination regarding events referred to in point b) above
- Police
- ANSV
- ENAV
- ENAC

### 7.8.3.2 ACCESS TO RECORDINGS FOR MAINTENANCE PURPOSES

Personnel may access data recordings to check on the functioning of devices, based on the procedures stipulated for system access under para. 7.8.2

### 7.8.3.3 DATA STORAGE

Data from recordings is retained for 45 days for telephone recordings and 35 days for radio recordings, to allow for any checks that may need to be conducted. Data subjects' data is processed in compliance with privacy legislation, as specified in para. 7.8.4.

### 7.8.4 DATA PROTECTION DISCLOSURE

Personal data is processed in accordance with para. 1.1.5, by SAVE as the Controller and the relevant disclosure for the processing of personal data is available on the website <https://my.veneziaairport.it/privacy/> (Airport Operators Disclosure).

### 7.8.5 SSA - FIRST AID MEDICAL CENTRE CONVERSATIONS RECORDING

Telephone conversations relating to incoming calls to the First Aid Medical Centre of Marco Polo Airport in Venice (041 2606333) are subject to recording for the following purposes:

- a. Monitoring of quality and effectiveness of the assistance services provided by the airport Medical Centre;
- b. Conducting audits and verifications of airport services and activities;
- c. Allowing the Medical Centre to provide any feedback to public authorities in case of investigation.

The conversations are recorded with computerized tools and with the use of security measures to ensure the confidentiality of the user, as well as to prevent undue access by third parties and unauthorized personnel. When contacting the airport emergency service, the user is notified in advance of the recording process.

#### 7.8.5.1 DATA STORAGE AND ACCESS

Recorded telephone conversations will be stored for 3 years, unless they are to be set aside in connection with specific requests or events, in which case they will be kept for the time necessary to carry out the purpose for which they were saved and, at the end of the trial, for the further legal period prescribed for defence in court. The parties authorised to access conversations - with no possibility to copy/download - are:

- Medical Service Manager
- Medical Service Coordinator

both for operational needs and organizational and production purposes. Any activity of recording storage must be authorized by the Privacy Committee. Therefore, the Medical service Manager and/or the Medical Service Coordinator who wish to acquire recorded telephone conversations must request in writing to the Privacy Committee indicating the conversation they intend to acquire and the reasons for which it should be kept. The authorization to store images is assigned exclusively to the IT System Administrator (ICT SAVE) and may only be carried out with the prior authorisation of the Privacy Committee.

## 7.9 ACCESS TO TVCC SYSTEM IMAGE RECORDINGS

The handling and terminal areas at Venice Airport are equipped with an extensive closed circuit television camera system TVCC.

### 7.9.1 RECORDING PROCEDURE

Image recording devices are found at the SAVE Data centre, in the office building and in the terminal.

### 7.9.2 ACCESS TO SYSTEM FOR MAINTENANCE PURPOSES

For maintenance purposes, and according to the respective access level via login, SAVE ICT personnel is permitted entry into the image recording system.

### 7.9.3 ACCESS TO IMAGE RECORDINGS

Access to image recordings for non-maintenance purposes is permitted in accordance with applicable data protection legislation.

To access the recordings, a motivated and detailed written request must be sent to Security [centralevenezia.apt@sicuritalia.it](mailto:centralevenezia.apt@sicuritalia.it).

If the applicant is a not pre-authorized third party, or if the request also concerns the delivery of images, the request must also be sent to the Privacy Committee [privacy@grupposave.com](mailto:privacy@grupposave.com) for the relevant clearance.

### 7.9.4 DATA STORAGE

Recorded data is retained for seven days.

### 7.9.5 DATA PROTECTION DISCLOSURE

Personal data is processed in accordance with para. 1.1.5, by SAVE as the Controller and the relevant disclosure for the processing of personal data is available on the website <https://my.veneziaairport.it/privacy/> (Airport Operators Disclosure).

## 8 SECURITY MANAGEMENT SYSTEM

For the purposes of these Airport Regulations, and inter alia, and the discharging of obligations and responsibilities by various airport entities, a summarised description of the Safety Management System (SMS), adopted at Venice Airport is provided below, with the relevant organisational breakdown.

The complete description of the SMS is published in Part B of the Airport Manual, available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it) and circulated to the relevant Operators by SAVE in accordance with the procedures set out in the Manual itself.

### 8.1 MANAGEMENT OF UNSUITABLE VEHICLES AND EQUIPMENT

As part of their monitoring activities, the personnel of SAVE-Airside Operations, SAVE-Apron Unit & Maintenance, and SAVE-Airside Operations e SAVE-Apron Unit & Maintenance & Compliance Monitoring have the authority to check the operational efficiency status of vehicles and equipment located in the movement area or in the adjacent operational areas.

For further details, please refer to POSV005, available on the Venice Airport website, [My.VeneziaAirport.it](http://My.VeneziaAirport.it).

### 8.2 ACCESS PERMITS AND AIRPORT DRIVING PERMIT

#### 8.2.1 ACCESS PERMITS

The rules for the issue and management of:

- An Airport Identification Card (TIA)
- Permit with Daily Escort
- Vehicle Pass

Are governed by the “Procedure for the issue of access permits”, available on the Venice Airport website [My.Veneziaairport.it](http://My.Veneziaairport.it) in compliance with the provisions of the PNS Part A chapter 2.1.

Among the obligations for TIA holders is to wear it in a visible way while staying in the sterile areas of the airport. It's good practice to keep TIA exposed even in areas other than sterile ones.

### 8.2.2 AIRSIDE DRIVING PERMIT (ADP)

The regulation governing the issuance and management of the Airside Driving Permit (ADP) is defined by procedure PSM001, which is attached to the Airport Manual and available on the My.VeneziaAirport.it portal.

### 8.2.3 VEHICLE PASS

The regulation governing the issuance of vehicle and equipment passes, as well as the specification of mandatory vehicle equipment, is defined in procedure POSV005, which is attached to the Airport Manual and available on the My.VeneziaAirport.it portal.

## 8.3 SMOKING BAN

- a. In accordance with current legislation on the subject, it is forbidden to smoke, including electronic cigarettes, within all areas of the airport, except in rooms/areas reserved for smokers arranged and identified with suitable signs. With regard to the respective areas of application, any violation of the smoking ban will be punished pursuant L. 3/2003, L. 584/1975, L. 448/2001, L. 331/2004, or according to the present Airport Regulations.
- b. The aerodrome operator shall ensure compliance with the prohibition by displaying, where required by law, in a visible position, signs showing the prohibition, the rule and the indication of the penalty imposed on offenders.
- c. All Operators are required to inform and train their staff about the provisions of current legislation on the protection of the right to health of "non-smokers" and about the penalties applicable to offenders.

## 8.4 ALCOHOL AND DRUGS BAN

The current regulations stipulate that staff are not allowed to consume alcoholic substances during the service: in addition, a ban is imposed on them to carry out their duties under the influence of alcohol, drugs or medicines that may affect skills and compromise safety.

# 9 SERVICES UNDER IRREGULAR OPERATIONAL CONDITIONS: REDUCTION IN CAPACITY AND CONTINGENCIES

## 9.1 MANAGEMENT OF CRITICAL AIRPORT EVENTS - PROCEDURE

The COE (Emergency Operations Centre, located at the premises of Security – Operations Room) is the place where the Committee for managing any critical events holds its meetings. These events imply a significant reduction or nil capacity at the airport (snow, volcanic cloud, flooding of the runway, air navigation systems out of order, AVL breakdown, main runway or taxiway unavailable, etc.).

### 9.1.1 INTRODUCTION

Commission Regulation (EU) no. 255/2010 containing the common rules to manage air traffic flows defines a critical event as *“an unusual situation or crisis involving a major loss of EATMN capacity, or a major imbalance between EATMN capacity and demand, or a major failure in the information flow in one or several parts of the EATMN”*.

Airport capacity may be temporarily limited, with no notice or short notice following:

- a. Critical events, including aircraft accidents, serious emergencies, compromised infrastructure, installations and/or operations, extreme weather conditions, serious natural disasters,
- b. ATS entity operational restrictions, which could impact on the provision of services supporting air navigation and/or airport capacity;
- c. Operational restrictions of other airport stakeholders, which could impact on the normal procedures for providing assistance to aircraft.

For the purposes of this procedure, reduced airport capacity shall mean a reduction in relation to the expected traffic demand over a considered time frame, and not in relation to the maximum expected capacity for the flight infrastructure.

### 9.1.2 PURPOSE

The purpose of this procedure is to define the procedures based on equal criteria, for balancing traffic demand at Venice Airport and available capacity, when capacity is temporarily restricted, acting in the interests of passengers, and with the aim of restoring normal operations as soon as conditions allow this. The objective is to put in place the actions needed to reduce airport capacity and balance arriving and departing flights, based on criteria that guarantee flights' operational safety, whilst containing non-service and inconvenience for passengers as far as possible.

The procedure is agreed with ENAV CA Venezia Tesserà and incorporated by ENAC Territorial Directorate Nord Est, with publication in these Airport Regulations.

### 9.1.3 CONDITIONS FOR CORRECT APPLICATION

The correct application of this procedure requires that:

- a. Every entity can provide the most accurate estimated time for the recovery of normal operations, with regard to their areas of responsibility.
- b. Carriers respond to requests to cancel and/or change slots according to the decisions taken by the Airport Capacity Control Committee (see para. 9.1.5 below) to reduce ratio of the build-up on established traffic.

### 9.1.4 CAPACITY OF VENICE AIRPORT

Under normal operating conditions, total airport capacity is 32 movements/h on runway 04R.

Capacity, expressed in terms of total movements per hour, for other runways/landing directions, is shown in the table below.

04R	22L	04L	22R
32	22	22	21

The capacity shown above, could be reduced in the cases referred to in para. 6.54.1 above.

### 9.1.5 AIRPORT CAPACITY CONTROL COMMITTEE (CCA)

An Airport Capacity Control Committee has been set up to manage critical airport events.

If there are capacity restrictions due to the Airport Emergency Plan being activated, the COE, if convened, will carry out the functions of the CCA.

#### 9.1.5.1 PURPOSE OF THE CCA

The Committee is in charge of:

- a. Sharing information on the current situation and managing airport operations in relation to the reduced capacity.
- b. Identifying the actions needed to balance air traffic flows in relation to the contingent situation.
- c. Informing airline company representatives and the relevant Handlers.
- d. Minimising inconvenience for passengers and coordinating extraordinary support measures.
- e. As far as possible, accelerating the resumption of normal airport operations.

#### 9.1.5.2 COMPOSITION OF THE CCA

The Committee is made up as follows:

- a. SAVE, represented by the Accountable Manager (acting as Chairperson), relevant Post Holders, Safety Manager (if necessary), Security Manager and Airport Manager.
- b. ENAV – Manager for Venice Airport Centre or his/her deputy.
- c. Carriers operating at Venice: one representative per Carrier or his/her deputy.
- d. AOC: a representative or his/her deputy.

ENAC Territorial Directorate Nord Est may decide to participate in the CCA and in this case, acts as chairperson.

In the scope of the CCA, Carriers and the AOC do not have decision-making powers regarding residual capacity and the consequent percentage of cancellations that need to be implemented.

According to the type of event and its duration, the Committee may be extended to include additional representatives from airport State, local and/or territorial entities, should the situation make this necessary. For example, the CNVVF may be called to participate in the CCA for specific types of emergencies, with the Station Commander or their delegated party.

#### 9.1.5.3 CONVENING THE CCA

The CCA is convened by the Chairperson or when a member of the CCA makes an explicit request in this regard.

The CCA meets at the COE, situated on the second floor of the passenger terminal, in the Security area, as quickly as possible and in any case, within two hours of being convened.

#### 9.1.5.4 AIRLINE COMPANY AND HANDLER CONTACT PERSONS

Every Airline Company and Handler must appoint one or more contact persons, who can be contacted in the event of the CCA being activated.

Contact persons must be able to promptly send through and coordinate their resources, so as to apply the measures decided by the CCA.

The names of these contact persons must be notified within 30 days from the issue of this procedure to ENAC Territorial Directorate Nord Est, and any changes in the contacts must be promptly reported.

#### 9.1.5.5 GENERAL DUTIES OF COMMITTEE MEMBERS

**SAVE:**

- a. In agreement with ENAV and duly informing ENAC Territorial Directorate Nord Est, immediately manages the tactical restriction on airport capacity in terms of managing airport operations and information to airport users.
- b. Shares with CCA:

- Information relating to the status of airport infrastructure and services provided directly or by private companies operating at the airport.
  - The time frame for recovery interventions, relating to the installations or infrastructure it is responsible for.
  - The information available from other airports in the case of expected re-routing.
- c. Notifies the airline companies and handlers of the decisions taken at the CCA, meeting requests for the relevant NOTAMs.

**ENAV:**

- a. In agreement with SAVE, immediately manages the tactical restriction on airport capacity in terms of managing air traffic control and ground handling of aircraft.
- b. Shares information on the CCA relating to possible air space restrictions, in respect of air traffic demand status for the duration of the event.
- c. Notifies the Eurocontrol Network Manager Operations Centre (NMOC) of any extended restrictions on capacity and manages changes to arriving and departure flows based on this procedure.

**All CCA parties:**

- a. In order to facilitate the decisions that need to be taken by the Committee, all parties must provide the time frames they need to manage the activities they are responsible for, which will help the Committee meet its objectives and restore normal operations at the airport, including information from the Prefecture and ENAC Central Crisis Unit, as well as airport State Entities, calling them in if necessary.

**ENAC Territorial Directorate Nord Est:**

Consequent to the CCA decisions, if deemed necessary:

- a. Coordinates communications with the Prefecture and ENAC Central Crisis Unit, as well as airport State Entities, calling them in if necessary.
- b. Via the Prefecture, coordinates communications with local Administrations.

**9.1.5.6 COMMITTEE ACTIONS**

The Committee:

- a. Keeps a constant check on the temporary reduction in capacity at the airport, and should this differ from what was initially determined, reassesses the situation.
- b. Checks that the distribution of residual capacity at the airport with Carriers regarding scheduled operations during the relevant time frame is consistent with the pre-established criteria in the paragraph below of this procedure.

The indices in the next paragraph summarise the main actions, based on the existing restriction request and its duration, which is subdivided into the main stages of the event's duration.

### **9.1.6 UNPLANNED RESTRICTIONS ON AIRPORT CAPACITY**

The actions to put in place in respect of a restriction in capacity relate mainly to two aspects: the extent of the restriction and the duration of the restriction.

The impact of reduced capacity must also be considered by taking as a reference the traffic volumes over the relevant time frame, and not in relation to the maximum absolute capacity set out in the table under para. 9.1.4

The indices below summarise the actions that are put in place in relation to the two aspects referred to above:

	<b>SHORT &lt;2H</b>	<b>MEDIUM 2H&lt;DURATION&lt;24H</b>	<b>LONG &gt; 24 H</b>
<b>REDUCTION HIGH</b> Reduction > 60% in traffic demand	<ul style="list-style-type: none"> <li>Tactical management of arrivals and/or departures by ENAV (see para. 9.1.6.5).</li> <li>The Manager informs ENAC, Aircraft Operators and Handling (see para. 9.1.6.2).</li> <li>Activation of procedure for possible re-routings (see para. 9.1.6.4)</li> <li>Coordination of departures sequence between CDS and TWR (see para. 9.1.6.6).</li> </ul>	<p>Convening CCA.</p> <p>CCA requests via ENAV, that measures are introduced to limit traffic flows.</p> <p>Airline companies revise and optimise their flight scheduling, and according to the duration, revise the schedule, arranging for cancellations or re-routings.</p> <p>Reduction in flight scheduling in coordination with Assoclearance. CCA requests the issuing of NOTAMs.</p>	<p>Convening CCA.</p> <p>CCA decides on the capacity reduction percentage to apply.</p> <p>Airline companies revise and optimise their flight scheduling, and according to the duration, revise the schedule, arranging for cancellations or re-routings.</p> <p>Reduction in flight scheduling in coordination with Assoclearance</p> <p>CCA requests the issuing of NOTAMs and AIM Notice.</p>
<b>REDUCTION MEDIUM</b> Reduction > 30% in traffic demand but < 60%	<ul style="list-style-type: none"> <li>Tactical management of arrivals and/or departures by ENAV (see para. 9.1.6.5).</li> <li>The Manager informs ENAC, Aircraft Operators and Handling (see para. 9.1.6.2).</li> <li>Activation of procedure for possible re-routings (see para. 9.1.6.4)</li> </ul>	<p>Convening CCA.</p> <p>CCA requests via ENAV, that measures are introduced to limit traffic flows.</p> <p>CCA requests the issuing of NOTAMs.</p>	<p>Convening CCA.</p> <p>CCA decides on the capacity reduction percentage to apply.</p> <p>Airline companies revise and optimise their flight scheduling, and according to the duration, revise the schedule, arranging for cancellations or re-routings. Any demand exceeding the capacity to apply, will be managed with the introduction of flow measures issued by ENAV.</p> <p>Reduction in flight scheduling in coordination with Assoclearance</p> <p>CCA requests the issuing of NOTAMs and AIM Notice.</p>
<b>REDUCTION LOW</b> Reduction < 30% in traffic demand	<ul style="list-style-type: none"> <li>Tactical management of arrivals and/or departures by ENAV (see para. 9.1.6.5).</li> </ul>	<ul style="list-style-type: none"> <li>Possible flow measures introduced to limit arrivals.</li> <li>The Manager informs ENAC, Aircraft Operators and Handling (see para. 9.1.6.2).</li> </ul>	<ul style="list-style-type: none"> <li>Possible flow measures introduced to limit arrivals.</li> <li>The Manager informs ENAC, Aircraft Operators and Handling (see para. 9.1.6.2).</li> </ul>

**9.1.6.1 COMMUNICATIONS BETWEEN TWR/ ENAV OPERATIONS MANAGER AND CDS/RDS**

- a. If the CCA does not need to be convened, or pending its session, SAVE and ENAV, each with regard to the infrastructure/services falling under their area of responsibility, are obliged to keep each other updated regarding the airport’s reduced capacity.
- b. Low-capacity reductions or medium to short duration reductions (<2h) normally only require an exchange of information between the TWR and CDS on the direct line.
- c. In any case, TWR and CDS shall respectively inform the ENAV Operations Manager and SAVE Station Manager, who will assess what measures need to be taken.

- d. The SAVE Station Manager, in conjunction with the Post Holders in the SAVE Handling and Terminal Area, may request arrival flows with zero landings from the TWR when at least one of the following situations arise:
- Unexpected saturation of aircraft aprons, referring particularly to the residual aprons for code E and F aircraft (to always be assessed nonetheless in relation to scheduled traffic for the time frames thereafter).
  - Terminal or one or sections thereof are unavailable, with serious operational repercussions on the airport system.
- e. When the restriction is not caused by Security problems or the unavailability of the Terminal, the SAVE Station Manager and ENAV Operations Manager assess whether to use TWY contingency waiting positions or areas on the non-standard apron for waiting aircraft.
- f. Where necessary, based on expected landing or approaching flights, the SAVE Station Manager and ENAV Operations Manager jointly assess in relation to available infrastructure whether to land aircraft or ask for them to be rerouted to an alternative airport.

**NOTE:** Communications between the SAVE Station Manager and ENAV Operations Manager on landline or mobile numbers are not recorded.

#### 9.1.6.2 INTERNAL ENAV COMMUNICATIONS

If there is limited airport capacity due to infrastructure being unavailable or the SAVE related services are not available (for example and not limited to: de-ice/anti-icing service):

- a. The Station Manager informs the Post Holders in the Handling and Terminal Area, who in turn report to the Accountable Manager, for the relevant internal action.
- b. The SAVE Station Manager and ENAV Operations Manager jointly identify the applicable capacity restriction.
- c. The SAVE Station Manager promptly informs ENAC Territorial Directorate Nord Est. regarding the identified capacity restriction.
- d. Except for situations where the restriction is a direct consequence of the fire-fighting services cover, which the Fire-fighting Airport Station Command is obliged to report to the TWR and to Airport Management, for a technical assessment regarding the restriction on airport capacity, the SAVE Station Manager or Post Holders in the Handling and Terminal Area consult the Airport Station Commander of the fire-fighting services. The residual airport capacity, identified following the technical assessment, is applied and communicated to ENAC Territorial Directorate Nord Est. The issuing of a specific NOTAM is then assessed.

#### 9.1.6.3 ENAV TACTICAL MANAGEMENT OF ARRIVALS AND DEPARTURES

Under the circumstances referred to in the table under para. 9.1.6, ATC Entities at Venezia Tessera manage arriving and departing flights with the means they have available.

If necessary, the TWR/ENAV Operations Manager notifies Padua ACC of the need to activate the “Adverse Operating Conditions at Aerodromes” procedure (see “ATFCM-Air Traffic Flow and Capacity Management OPERATING PROCEDURES FOR FMP” issued by Eurocontrol), extending the STW-Slot Tolerance Window and/or the DTW-Departure Tolerance Window to an extent that is appropriate to the capacity restriction, to free up operations relating to CTOT and/or the FAM-Flight Activation Monitoring procedure.

**NOTE:** applying an extension to airport taxi time is only considered when A-CDM operations cannot be guaranteed.

#### 9.1.6.4 ACTIVATING RE-ROUTING PROCEDURES

The Movement Area Post Holder ensures that the existing capacity reduction is communicated to the following airports, so that they may prepare to receive re-re-routed traffic according to local procedures:

- Treviso
- Verona
- Bologna
- Milan Malpensa
- Milan Linate
- Trieste.

#### 9.1.6.5 ISSUING OF FLOW RESTRICTIONS (ATFCM)

- a. If necessary, the ENAV Operations Manager, acting on his initiative, on the request of the SAVE Station Manager or CCA, asks the Padua ACC Flow Management Position to issue a flow restriction.
- b. These restrictions initially last for two hours, and may be extended.
- c. To be effective, a restriction of arriving flights must be issued prior to the aircraft taking off from the airport of provenance, and does not refer to arriving flights not originating from the ECAC or adjacent area.
- d. Departing traffic can be effectively restricted with the A-CDM, nonetheless flights limited by other restrictions, still receive a CTOT, independently of the TSAT. In these circumstances, it may be necessary to issue a restriction for departing flights.
- e. The flow restriction may be accompanied by an AIM (Aeronautical Information Message) which is circulated to operators by NMOC.

#### 9.1.6.6 COORDINATION DEPARTURES SEQUENCE BETWEEN CDS AND TWR

- a. If the restriction for departures is expected to be less than two hours, TWR activates a new sequencing for departures according to the capacity, with priority given to the TSAT in the A-CDM system, if this procedure is in place, or, if the A-CDM is suspended (decision agreed on by

the SAVE Station Manager and ENAV Operations Manager), based on the flight ARDT released by the SAVE Coordination Office up until the time of reduced capacity.

In this case, the TWR provides notification to released aircraft of the authorisation to start engines, or the expected time for the engine start-up.

**NOTE:** the sequencing for starting up engines is set by the TWR on the basis of the guaranteed hourly capacity at the time (e.g. 60:20 = one movement every three minutes).

- b. In order to avoid congestion in operating frequencies, in the event of the A-CDM being suspended, the TWR may ask SAVE Coordination not to transfer departing aircraft to its frequencies, regardless of “READY” status, when these exceed the hourly capacity defined by the TWR in terms of numbers.
- c. If the restriction for departures is expected to be more than two hours, and pending the CCA meeting, TWR activates a new sequencing for departures according to the reduced departures capacity, with priority given to the TSAT in the A-CDM system, if this procedure is in place, or, if the A-CDM is suspended (decision agreed on by the SAVE Station Manager and ENAV Operations Manager), based on the “READY” schedule for flights released by the SAVE Coordination Office up until the time of reduced capacity.  
In this case, the TWR provides notification to released aircraft of the authorisation to start engines, or the expected time for the engine start-up.  
The sequencing for starting up engines is set by the TWR on the basis of the guaranteed hourly capacity at the time.
- d. In circumstances where the departure rate is at zero, with an expected duration of more than two hours, and pending the CCA meeting, the SAVE Station Manager may block the start of operations for boarding passengers.

**NOTE:** once operations resume, the SAVE Station Manager must coordinate appropriately with the Handling companies, notifying them of the sequencing and concentrating handling resources in accordance with the sequence itself, especially with regard to flights at the beginning of the sequence. The presence of passengers on board does not represent a reason for giving priority to take-off.

## 9.1.7 MEDIUM OR HIGH RESTRICTION TO AIRPORT CAPACITY, LASTING FOR MORE THAN 2H AND LESS THAN 24H

### 9.1.7.1 CRITERIA FOR DEFINING SEQUENCE ACCESSING RESIDUAL CAPACITY

- a. In the event of a medium reduction in capacity, an assessment must be made as to whether to convene the CCA, based on the procedures in para. 9.1.5.
- b. Once convened and based on the additional information collected from participating entities, the CCA checks whether the temporary reduction in airport capacity initially identified, needs to be revised, confirming or amending the airport’s effective residual capacity. If necessary, requests the issuing of NOTAMs.

- c. Once the maximum limits for flows have been identified, the CCA applies the criteria set out below to define the departures sequencing. Sequences are identified on the basis of impartiality and non-discrimination.

In order to define the sequencing for providing assistance to departures, flights operating at Venice Airport have been classified into 4 groups, as shown in the table below.

GROUP 1	STATE, MILITARY, HUMANITARIAN FLIGHTS, ORGAN TRANSPORTS, EMERGENCY AMBULANCE
GROUP 2	LONG-HAUL INTERCONTINENTAL COMMERCIAL AVIATION FLIGHTS
GROUP 3	OTHER COMMERCIAL AVIATION FLIGHTS
GROUP 4	RELOCATION FLIGHTS, GENERAL AVIATION FLIGHTS, TAXIS, CARGO FLIGHTS, PERSONAL USE FLIGHTS

**NOTE:** flights in Group 1 always have priority over flights in other groups, when providing services.

- d. Without prejudice to the criteria set out in the point above, the basic principle applied to define the sequencing for providing assistance services, requires that flights are entered in sequence by the TWR based on the EOBT/CTOT, when the A-CDM is suspended, otherwise based on the scheduled TOBT departures.
- e. When operating at reduced capacity, the airport does NOT accept:
- Flights re-routed from other airports, unless for emergency reasons.
  - General aviation flights.
  - Taxi flights.
  - Personal use flights.
  - Training flights.
  - Non-emergency ambulance flights.

Cargo flights may also be subject to the same non-acceptance if the CCA deems this necessary.

- f. Exceptions to the aforementioned criteria, are flights returning after taxing/take-off due to different types of problems and flights with medical emergencies on board.
- g. In the event of the reduced capacity being high, CCA via ENAV, asks for a flow regulation to be issued to limit traffic. Furthermore, the scheduling of flights is reduced in conjunction with Assoclearance. CCA requests the issuing of the relevant NOTAMs.
- h. If Carriers have more than one flight involved in the departures sequence, after the first hour that the new sequence is applied, and around two hours after the event, based on a specific communication to SAVE Coordination via the CCA, Carriers may request that their flight/s are swapped around in the same sequence position with another flight/s, on the basis of providing easier re-routing for passengers and/or relation to the destination, whilst guaranteeing the status of flight “READY” at the scheduled time for the flight’s release on the flight that was asked to be swapped.

- i. In the case of flights belonging to Group 1, priority is given to ambulance and organ transport flights.

#### 9.1.7.2 CRITERIA FOR DEFINING THE SEQUENCING IN THE CASE OF FLIGHTS IN THE SAME GROUP

When there are flights belonging to same priority grouping, the following criteria are applied to define the departure sequence:

- a. In the case of concurrent TOBT flights, where one is subject to CTOT, priority is given to the flight subject to CTOT.
- b. In the case of flights with an identical TOBT, priority is given to the larger-sized aircraft based on the ICAO class of aircraft and/or load factor.

#### 9.1.8 MEDIUM OR HIGH RESTRICTION TO AIRPORT CAPACITY, LASTING FOR MORE THAN 24H

- a. In the case of events requiring a medium or high restriction to airport capacity lasting more than 24 hours, the CCA applies the flow reduction percentage and coordinates with Assoclearance on the reduced airport capacity, resulting in the cancellation of slots or re-routing by Carriers that normally operate at the airport. Airline companies revise and optimise scheduling, making the necessary cancellations.
- b. CCA requests the issuing of NOTAMs and AIM Notice. Any demand exceeding the capacity applied is managed by ENAV issuing flow measures.
- c. In order to ensure impartiality in setting up a new balance between arrivals and departures at Venice Airport, the CCA uses the tables in Annex A – “Guide to cancellations” (see para. 9.1.12 below).
- d. These tables show the number of flights to be cancelled, calculated in relation to the percentage of reduced capacity applicable at the airport, based on the number of average daily flights scheduled for the season.
- e. During the period of temporary reduced capacity, all Carriers determine which flights to eliminate from their daily schedule, based on the slots effectively used.

#### 9.1.9 RETURN TO NORMAL OPERATIONS

- a. Once the cause for reduced capacity has been eliminated, the end of the restriction must be communicated before returning to normality, with sufficient notice for activities to resume.
- b. During this time frame, all Handlers are required to enter the new TOBT in the A-CDM if active, and all “READY” assigned after the time expected to return to normality will be cancelled, so

that the existing sequence can be completed and preparations made for normal usage on the standard systems.

See also para. 9.1.11.

### 9.1.10 ACTIONS TO IMPLEMENT AT THE PASSENGER AERODROME

#### SAVE:

On a proportionate basis to the extent of delays/cancellations:

- a. Provides prompt information to passengers on the current situation, via all means of communication available, so as to reduce the arrival of passengers and/or their accompanying persons at the airport.
- b. Ensures that at least 50% of catering facilities at the aerodrome remain open during the night shift.
- c. In conjunction with Civil Protection, distributes bottles of water for the time strictly necessary to decongest the passenger aerodrome (in more extreme circumstances, also camp beds and blankets for sleeping overnight).
- d. Keeps the airport website updated, with information for passengers on the current situation, recommending that they contact the airline company from whom they purchased their tickets, for updates on their flight status.
- e. Circulates adequate information to the public using announcements and variable message signage.
- f. Makes available the Charter of Passenger Rights for passengers at the information counter.

#### The Carrier:

- a. In accordance with applicable legislation, must provide ongoing assistance to its passengers, with specific reference to Reg. (EC) no. 261/04 and in accordance with available information, continually keep passengers updated.

### 9.1.11 RESTORING ORDINARY AIRPORT CAPACITY

- a. Once ex ante conditions are restored for the airport's ordinary capacity, the CCA declares the resumption of normal airport operations.
- b. SAVE requests the cancellation of any NOTAM referring to capacity restrictions or flow regulations issued by NMOC or unavailability of systems and infrastructure.
- c. ENAV and SAVE restore the usage of the ordinary A-CDM procedure.

The CCA is reconvened by ENAC Territorial Directorate Nord Est, on the day after the events, to reformulate the data and information managed during the crisis, and with the specific objective of improving on the management of situations when operating with reduced airport capacity.

### 9.1.12 LIST OF ANNEXES

In the event of medium or high changes to airport capacity (lasting for more than 24H), in order to ensure impartiality in rebalancing arrivals and departures, the following annex is used, which is also available on the website [My.Veneziaairport.it](http://My.Veneziaairport.it):

- Annex A – Guide to cancellations

This annex comprises a table, which is updated and issued twice a year, at the start of the Winter and Summer traffic seasons respectively.

## 9.2 CONTINGENCY SITUATIONS

This procedure applies to situations when there are especially long delays to flights, such as for example, adverse weather conditions or other exceptional circumstances, which together with a significant reduction in operational capacity at the airport, with consequent cancellations or delays to scheduled flights could mean that passengers remain in the terminal for extended periods, and even in large numbers.

- a. In agreement with Carriers and the Handling companies that are already involved in assisting passengers with the re-routing of delayed/cancelled flights, SAVE RDS coordinates to extend the opening times for catering facilities in the terminal to provide basic essentials. If these have already closed, SAVE RDS organises for water and drinks to be taken from storage points. In this regard, there are automatic vending machines for drinks and snacks for the use of passengers available in the remote Schengen and non-Schengen boarding areas.
- b. If grounded passengers need to be hosted overnight because hotel facilities are unavailable, prior to arranging with the local Authorities, SAVE organises for blankets to be distributed to passengers and families with children and the elderly, and hosting them in the SAVE VIP rooms and adjacent areas.
- c. In the event of extreme and clear need, the involvement of the Prefecture and Civil Protection are also requested.

## 9.3 AIRPORT CONTINUITY PLAN

This procedure defines the procedures for managing critical activities and processes for airport operations in the event of pandemics causing a serious lack of operational staff. The tables below take into consideration the services provided by SAVE, Handling Companies and ENAV, respectively.

### 9.3.1 TABLE 1: SERVICES PROVIDED BY AIRPORT MANAGER

In accordance with SAVE Organisational Directive DO DGA 005/09 dated 13/10/2009.

<b>SERVICES</b>		<b>Absences Level 1 – 20%</b>	<b>Absences Level 2 – 40%</b>	<b>Absences Level 3 – 60%</b>	<b>NOTES</b>
<b>Information</b>		Closure of Departures Information, with only Arrivals manned	Reduced cover to a single staff member for 24h shift Distribution of passes on days Pass office is closed	Reduced cover to a single staff member for 16h shift Distribution of passes	Service integration with RDS and RDA Return of all staff from leave
<b>VIP Lounge</b>		Reduced opening times from 10:00-18:00	Closure VIP Lounge	Closure VIP Lounge	Service integration with RDS and RDA Return of all staff from leave
<b>Ticketing</b>		Minimum 2 counters manned for the entire operational period	Minimum 1 counter manned for the entire operational period	Minimum 1 counter manned with reduced operating hours (tbd)	Service integration with Manager Return of all staff from leave
<b>PASS Distribution Office - 2nd floor</b>		Reduced opening time from 07:00-15:00/17:00	Reduced opening time from 07:00-15:00/17:00 and closed on certain days of the week	Reduced opening time from 08:00-16:00 and closed on public holidays	Service taken over by the Information Office on the Ground Floor and/or RDS out of operating times to manage emergencies
<b>BHS</b>	Control Room	Minimum 1/2 staff members for the entire operational period	Minimum 1 staff member for the entire operational period	Integration with maintenance staff and 1 person per PRM Coordination Department during the time 09:00-17:00	Service integration with Manager Return of all staff from leave
	Operations	Minimum 2 staff members (encoding and over/undersized) during the time 06:00-22:00/arrivals luggage reclaim from aerodrome PRMs	Minimum 1/2 staff members (encoding and over/undersized) during the time 06:00-22:00/arrivals luggage reclaim from aerodrome PRMs	Minimum 1 staff member (encoding and over/undersized) during the time 09:00-17:00/19:00 and integration during remaining operating hours with BHS maintenance personnel	Service integration with Control-Room and BHS maintenance personnel Return of all staff from leave
	Maintenance	Minimum 2 staff members 24h Night-time maintenance limited only to breakdown interventions	Minimum 2 staff members 16h Suspension of night-time maintenance	Minimum 1 staff member 16h with derogation regarding minimum team Suspension of scheduled day-time and night-time maintenance - only breakdown interventions	Return of all staff from leave
<b>PRM</b>	PRM COORDINATION-Landside Department	Minimum 1 staff member 16h	Minimum 1 staff member 8/10h	Office closure - service covered by CDS	
	Landside staff	Minimum 4/5 staff members 20h - arrivals baggage reclaim	Minimum 3/4 staff members 20h - arrivals baggage reclaim	Minimum 2 staff members 20h - arrivals baggage reclaim	
	PRM COORDINATION Airside Department	See "BHS Control Room"	See "BHS Control Room"	See "BHS Control Room"	See "BHS Control Room"
	Airside staff	Minimum 4 staff members 24h - maximisation aa/mm finger position	Minimum 4 staff members 24h - maximisation aa/mm finger position	Minimum 2/3 staff members 24h - maximisation aa/mm finger position	Collaboration and interchanging activities with aerodrome PRM

<b>SERVICES</b>	<b>Absences Level 1 – 20%</b>	<b>Absences Level 2 – 40%</b>	<b>Absences Level 3 – 60%</b>	<b>NOTES</b>
<b>General Aviation</b>	Minimum 1 staff member 8/10h	Closure of terminal and minimum services guarantee by SAVE-Airside Operations e SAVE-Apron Unit & Maintenance and Handling Company - use of main terminal	Closure of terminal and minimum services guarantee by SAVE-Airside Operations e SAVE-Apron Unit & Maintenance and Handling Company - use of main terminal	Service integration with Manager Return of all staff from leave Issuing NOTAMs
<b>Cargo</b>	Minimum 4 clerical and 6 workers (including team leader) 16h	Minimum 2 clerical and 4 workers (including team leader) 16h	Minimum 1 clerical and 2 workers (including team leader) 16h - embargo on cargo with guarantee only for perishables, etc.	Service integration with Manager Return of all staff from leave Issuing NOTAMs
<b>CDS Coordination Airport</b>	Minimum 2 staff members 24h	Minimum 2 staff members 24h Suspension of Apron Service (AMS)	Minimum 1 staff members 24h Suspension of Apron Service (AMS)	Service integration with Manager Return of all staff from leave Issuing NOTAMs
<b>SAVE–Safety</b>	Minimum 3 staff members 24h	Minimum 2 staff members 24h Possible slight delays in arrivals and departures at peak time – maximise use of south apron to reduce follow-me usage	Minimum 1/2 staff members 24h high number of delays in arrivals and departures - maximise use of south apron to reduce follow-me usage - assessment on reducing handling/hour	Return of all staff from leave Issuing NOTAMs
<b>Security</b>	Reduced number of checking counters at security access points	Utilising staff from non-essential services	Partial or total closure of non-vital controls (outsourcing of Pagoda access point – reduced control at vault – General Aviation – Cargo)	Return of all staff from leave
<b>ICT (Information Systems)</b>	No significant reduction in service	Reduction in non-priority management and assistance services	Reduction in new project development	Interventions remotely from home Recourse to overtime, return of staff from leave Maintenance of service levels for critical activities managing central systems
<b>Technical Area</b>	Support from Global Service Provider for assignment of minimum team of 2 staff members to support Manager personnel	Support from Global Service Provider for assignment of at least of 2 staff members to support Manager personnel	Support from Global Service Provider for assignment of team with at least 2 staff members to support Manager personnel and support Save planners	Return of all staff from leave

### 9.3.2 TABLE 2: SERVICES PROVIDED BY HANDLING COMPANIES

<b>Check-in</b>	Reduced flight acceptance counters with a ratio of 1 counter x 100 booked pax maintaining company DCS	Non-customised DCS with generalised usage for all flights, optimising shift personnel	Task-force training, combining all staff from the different Handling companies in a single group carrying out common check-ins for all companies	Return of all staff from leave Activation of supplementary non customised DCS areas to cover increase need – channelling all PNL/ADL to non customized DCS
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<b>Lost Found &amp;</b>	Minimum 1 counter for individual Handling Company 20h	Minimum 1 counter for individual Handling Company 16h	Task-force training combining staff from two Handling Companies in a single office, ensuring at least 1 common use counter	Return of all staff from leave
<b>Ramp</b>	Centralised basic services such as push-back – inter-runway bus – finger handling Maximising positioning of flights at fingers	Task-force training, combining staff into a single coordinated unit (to be decided on the basis of availability) to optimise staff, focusing on the qualifications for various types of vehicles and Carriers Maximising positioning of flights at fingers	Task-force training, combining staff into a single coordinated unit (to be decided on the basis of availability) to optimise staff, focusing on the qualifications for various types of vehicles and Carriers Maximising positioning of flights at fingers	Integrating staff with shift leaders and sector leaders Return of all staff from leave

### 9.3.3 TABLE 3: SERVICES PROVIDED BY ENAV

<b>ENAV</b>	N/A	Tower and APP (in Tower) services guaranteed Reduced hourly capacity from 30 to 15 movements	Tower- APP service guaranteed, provided by Padua Reduced hourly capacity from 15 to 8 movements	Return of all staff from leave Issuing NOTAMs
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## 9.5 OPERATIONS UNDER ADVERSE WEATHER CONDITIONS

With regard to managing weather information communication flows and the consequent activation in the airside area at Venice Airport, please refer to:

- POSV036 – “Adverse weather conditions: communication procedures”.
- POSV034 – “Adverse weather conditions”.
- POSV016 – “Snow removal plan”.
- POSV021 – “AWO - All Weather Operations”, with regard to reduced visibility conditions.

The procedures listed above are attached to the Airport Manual. and are available on the airport portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

### 9.5.1 MANAGEMENT OF CRITICAL CIRCUMSTANCES AT THE AIRPORT

When dealing with critical circumstances relating to the partial or total non-usability of aerodrome areas or supplementary areas, such as BHS, fingers, etc., RDS contacts first response structures to apply measures to secure the area (e.g. drying, cordoning off etc.).

RDS informs CDS, so that resources can be managed correctly, and ICT to assess the operational status of equipment subject to disruption.

At the same time, RDS informs PHTer, PHM and SAVE Technical Control (and other possible entities responsible for other organisational structures (e.g. VVF and State Entities), to resolve the critical circumstances in the shortest time possible.

The usability status of areas is checked before reopening them.

In relation to the critical circumstances encountered, and based on the resulting impact of Airport operations, RDS will assess what procedures to use to issue alert notices to passengers, using channels such as the FIDS monitors, voice announcements or social channels, as regulated by the internal SAVE procedures referring to the dissemination of information, relating to events that create disruptions.

### 9.5.2 MANAGING LANDSIDE ROAD SYSTEM AND PARKING

After receiving a weather alert notice, the SAVE Technical Area checks on landside road systems and secures the relevant areas, also involving Marco Polo Park, if necessary.

Outside of normal SAVE Technical Area working hours, SAVE Technical Control activates the building team (e.g.: Global Service Lot 1 – Civil Works) in relation to availability based on the time frames specified in the existing contract.

The team checks on the road system and street-level parking, based on the activities specified in the attached check list.

SAVE Technical Control informs the contact planner that the team has been activated, and RDS for constant updates on the critical circumstances.

For the activation required in the case of snowfalls, please refer to POM006 “Plan for snow landside road system”, attached to the Airport Manual. and available on the airport portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

Once alerted by the SAVE Technical Area if during working hours, or SAVE Technical Control, Marco Polo Park operational staff undertakes checks and activates measures to secure the areas it is responsible for. If the Marco Polo Park staff is not present at the airport, the activations required in relation to weather alerts are undertaken by the SAVE Technical Area.

**NOTE:** Any disruption to the road system (airside or landside) must be reported by PHMan, in the event of scheduled works, or by PHMov/PHTer in the case of reports received about unforeseen events, to the VVF Provincial Command and VVF airport station, so that appropriate planning may be done for any first response actions.

**9.5.3 ACTIVITIES IN THE TECHNICAL AREA IN THE EVENT OF STRONG WINDS/DOWNPOURS/ADVERSE SEA CONDITIONS**

Actions	WIND	RAIN	ADVERSE SEA CONDITIONS
Check on vertical signage and totems, securing or removing these if unstable or dangerous	X		
Check/restoring fencing of work sites at the airport premises	X		
Visual check on flagpoles, and if severely unstable, demarcate the area below with red-white tape	X		
Check PVC new jerseys at airport premises , removing these or adding ballasts if unstable or filled with water	X		
Visual check on trees and branches, removing these if they have fallen down (only if modest size) or cordoning off area below if danger is above	X	X	
Check on discharge traps, removing any leaves or detritus obstructing the flow of rainwater		X	X
Check on areas susceptible to flooding, checking on level of open-air ditches/canals and cordoning off/demarcating potentially dangerous areas		X	X
Drying off any accumulation of water in specific areas or reported zones, using a diaphragm pump or other suitable means		X	X
Protection with sand, nylon bags, bulkheads, etc. in critical areas (e.g. ceremonial entrance, AVZ entrance, elevators area and dockyard escalators, other critical areas)			X
Assistance to cleaning teams to remove water from inside buildings, using appropriate means			X

**9.6 RESTRICTIONS ON AIR SPACE DUE TO SIGNIFICANT EVENTS AWAY FROM THE PREMISES**

The management of restrictions on air space, and more generally, the effective transmission and sharing of changes to aviation data, in AIP and/or via NOTAMs, are dealt with in POSV003 – “Aeronautical information and NOTAM issuing” (available on the airport portal [My.Veneziaairport.it](http://My.Veneziaairport.it)).

## 9.7 EMERGENCY PLANS

### 9.7.1 MANAGEMENT OF HEALTH EMERGENCY FOR INFECTIOUS DISEASES

#### 9.7.1.1 REGULATORY REFERENCES

- ENAC Circular EAL 10A dated 21/09/2012.
- Protocol for the Management of health emergencies for infectious diseases at Venice Airport, signed by the Prefecture on 22/12/2014.
- International Health Regulation, approved on 23/05/2005 by the World Health Assembly
- Trieste IOL – USMAF, issued as P.O.S. 11 on 01/10/2011.

#### 9.7.1.2 INTRODUCTION

This procedure refers to:

- a. **Suspected Case:** actions to undertake if there is a case on board a flight arriving at Venice Airport, even if only suspected of presenting the symptoms of an infectious disease (see ENAC EAL Circular – 10A page 7).

In the case of a significant international health emergency (USPPI) being declared by the WHO (World Health Organisation), this procedure will be supplemented by appropriate notifications with the temporary directives issued by the relevant Authorities.

- b. **Triangulated Passenger:** actions to undertake if there is a healthy passenger on board coming from an area subject to health controls, and arriving at Venice Airport after transiting and the relative checks carried out at another EU Airport.

Arriving flights from countries or areas endemic for infectious diseases, with no confirmed illness cases on board, are regulated by the IOL issued by USMAF Trieste, applicable as from 01/10/2011.

Venice is not designated as a “health airport”. Venice Airport does not allow for aircraft with confirmed cases of transmittable infectious diseases on board to land.

Venice is an airport authorised for the landing of aircraft from non-EU countries, based on the predefined procedures (see Note of Ministry of Health, no. 942 of 11/01/2013).

#### 9.7.1.3 SUSPECTED CASE – PROCEDURE

In consideration of what specified in par. 9.7.1.2, the following procedure applies only in the event of an emergency landing or in situations where the aircraft cannot divert to an airport designated as a "sanitary airport".

**Aircraft CAPTAIN:**

- a. If the Captain believes that there is a case on board, which could be a suspected infectious disease, he immediately informs the TWR.

**TWR - ENAV:**

- a. Forwards the information to SAVE CDS.

**CDS - SAVE:**

- a. Reports the information to the Station Manager.
- b. Assigns the aircraft with the suspected case to apron 438 in the vicinity of the Health Channel or alternative nearby aprons.

**RDS:**

- c. Immediately informs the USMAF, SSA, ENAC, Border Police, Carrier, Handler and Security for the actions falling under their responsibility.
- d. Gives instructions for Manager personnel (SAVE-Airside Operations e SAVE-Apron Unit & Maintenance, PRM personnel, RDS, RDA) to wear the PPE as instructed by the doctor in charge.
- e. Obtains the General Aircraft Declaration – health section, and if necessary, also the Passenger Locator Card (see attached forms) to forward to USMAF.
- f. On the request of USMAF, makes the Health Channel available via the Technical Area staff.
- g. Provides instructions to the aircraft Captain via the ENAV Control Tower, if still flying, or via the Handling Company, if already landed, to wait for health personnel to arrive before authorising the entry of airport operators on board the aircraft, passengers' disembarking and loading-offloading operations.
- h. Provides adequate instructions to RDS, Carrier and Handling Companies personnel to prevent their approach or boarding the aircraft before health personnel has conducted the necessary checks and assessment and issued the relevant operating instructions. All other operations (passengers disembarking, offloading luggage and cargo, etc.) must be agreed and coordinated with the USMAF and/or SSA doctor, if mandated.
- i. Agrees with the doctor and Police on the pedestrian route for passengers going to the Health Channel (the suspected passenger and passengers seated in nearby seats, on the side and in the rows immediately in front and behind, unless instructed otherwise by the doctor). These

passengers' luggage is recovered by the Handler and made available to the Carrier. If necessary, agrees on the passengers' transportation via bus with the Handler, providing operators with instructions on the correct conduct.

- j. Agrees with the doctor, on the procedures and time frame for disembarking passengers that do not require health follow-ups and their baggage. Generally, they can freely access the arrivals hall in the aerodrome.
- k. Alerts the Border Police, so that they are in attendance for the actions they are responsible for.

**USMAF/SSA (mandated by USMAF):**

- a. The doctor goes on board and carries out the relevant checks, keeping in constant contact with RDS.
- b. Issues the necessary operating instructions.
- c. Coordinates the procedures for the end of the emergency, with special attention to the disinfection/disinfestation of the means of transport, the return and disposal (by incineration) of the PPEs used, after they have been stored in watertight containers, and notification to airport operators regarding any risk of exposure (onboard cleaning staff, bus drivers, passenger assistance staff, Police and State Entities personnel, etc.).

**ENAC:**

- a. provides the necessary instructions to ENAV – TWR and to SAVE RDS for possible re-routing to health airports.

**9.7.1.4 TRIANGULATED PASSENGER - PROCEDURE**

It is assumed that the Ministry of Health will give advance warning to USMAF regarding the details of the passenger identified, the flight number they are travelling on and its origin, with the following procedure applied:

**USMAF:**

- a. Sends an email to SAVE, specifically to RDS, SSA and the Handling and Terminal Area Post Holders (see contact list under para. 12.1).
- b. To deal with the issue, USMAF must be in attendance at the Airport First Aid Station well in advance of the flight, **to collect the key, reach and open the Airport Health Channel.**
- c. Completes the relevant questionnaire referring to the passenger identified, and measures their temperature. If this refers to PRM, the doctor measures the temperature before disembarking.
- d. If the test does not reveal any symptoms, authorises the normal disembarking of all other passengers and luggage, and obtains the Passenger Locator Card (see Annex 2 to this procedure. The forms are available in the dedicated device) for the identified passenger.

- e. If the test is positive, notifies 118 for the necessary follow-up actions. Accompanies the identified passenger, with transport vehicle from the division, to the Health Channel premises at the “Ambulance 118 Parking” area. The doctor has the passenger taken directly to emergency room 1 or 2, pending the arrival of 118.
- f. All passengers are directed to the Health Channel for the necessary checks according to applicable regulations (an appropriate number of Cards is made available in the Health Channel).

**RDS:**

- a. Gets the aircraft to park on apron 438 overlooking the Health Channel or alternative adjacent aprons.
- b. Coordinates the means of transport (with a division between the driver’s seat and passengers, driven by PRM personnel) with USMAF personnel and for the health check.
- c. Notifies the Handler to tell the aircraft Captain and onboard staff to allow only the identified passenger to disembark and keep all other passengers on board.
- d. Activates the Health Channel which then becomes the operational base.
- e. Notifies Security to facilitate the approach of 118 via the Pagoda access point.
- f. The means of transport remains unused until further instructions are provided by the doctor.

**SSA:**

- a. Obtains a list of airport operators that intervened and their details.
- b. After the remaining passengers have tested negative, hands out the information document issued by the Ministry of Health, containing the details for arriving passengers (an appropriate number is made available in the Health Channel).

**OTHER ACTIONS:**

- a. Waste water must be offloaded as per procedure POA010 – “Measures for the treatment and disposal of solid and liquid waste produced on board aircraft coming from countries subject to health ordinances” (available on the airport portal [My.Veneziaairport.it](http://My.Veneziaairport.it)), whereas on board waste must be handled as per POA001 – “Measures relating to the management and destruction of waste produced on board aircraft that present suspected cases of infection” (available on request from SAVE Sustainability Department).
- b. The aircraft must be sanitised using disinfectant spray.
- c. The crew must complete a form (like the one for passengers), with their details, which can also be obtained from the Carrier.

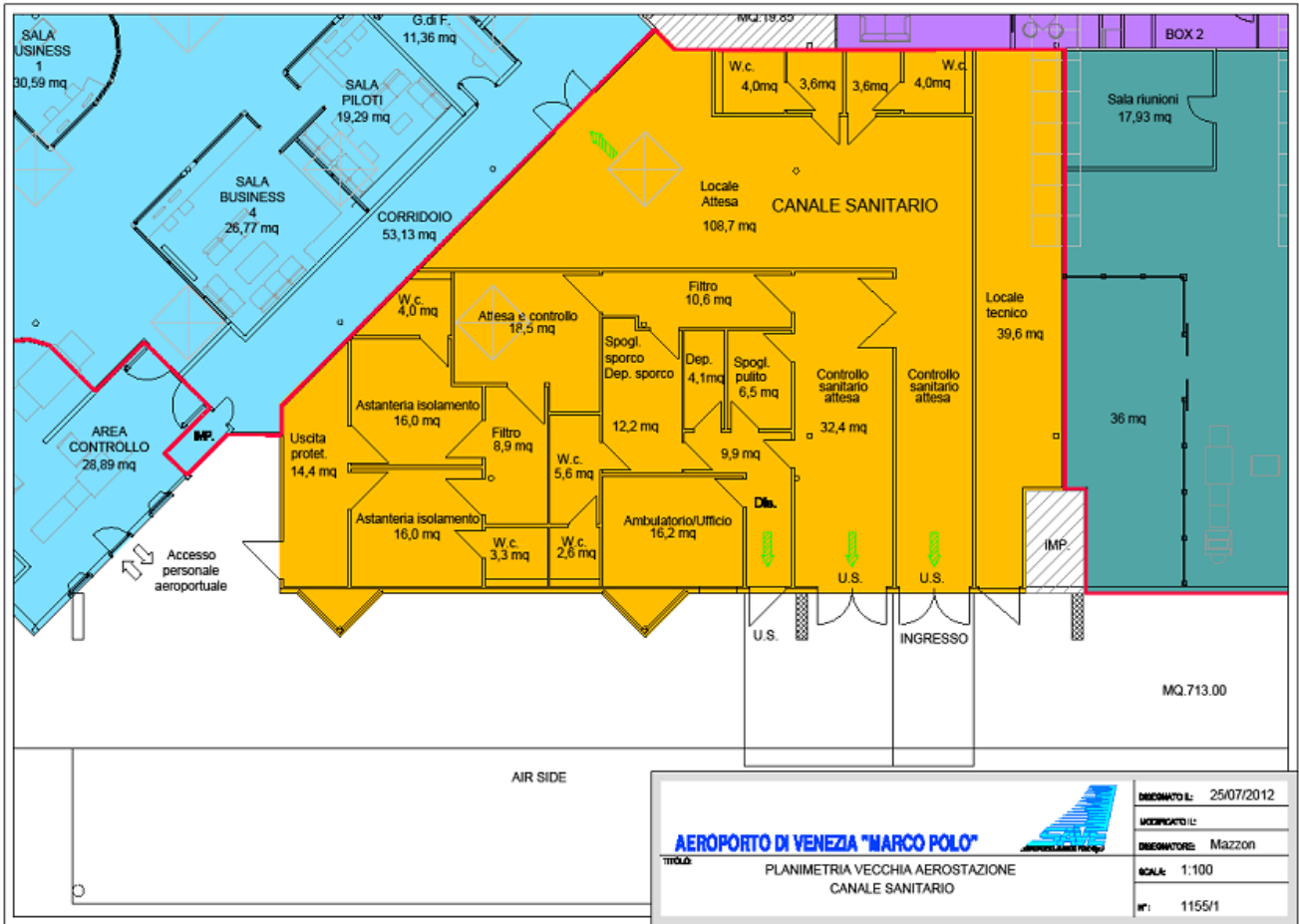
**9.7.1.5 HEALTH CHANNEL**

- a. The Health Channel is located at the “old terminal” (see attached plan).
- b. USMAF is responsible for health equipment it houses.
- c. SAVE - Technical Area is responsible for maintenance.
- d. The Health Channel is activated by RDS on the request of USMAF/SSA.
- e. Passengers identified by the doctor enter via the Health Channel from the airside entrance and wait in the Health Control Waiting Hall:
  - If after checks, the doctor requires them to be hospitalised, they are transported to the hospital with appropriate 118 vehicles, which have been specifically called by the USMAF/SSA doctor.
  - Otherwise, they exit on the airside area to be guided to the common arrivals hall, with vehicles made available by the Handler.

#### **9.7.1.6 ANNEXES**

- Annex 1: Health Channel plan
- Annex 2: Pax Locator Card

**ANNEX 1: HEALTH CHANNEL PLAN**



## ANNEX 2: PAX LOCATOR CARD

**SCHEDA DI INDIVIDUAZIONE PASSEGGERI PER FINI DI SANITA' PUBBLICA**  
**PUBLIC HEALTH PASSENGER LOCATOR CARD**

La scheda di individuazione passeggeri per fini di sanità pubblica deve essere compilata nei casi in cui l'autorità di sanità pubblica sospetta la presenza di una malattia infettiva. Le informazioni fornite aiuteranno le autorità di sanità pubblica a controllare l'evento permettendo loro di seguire i passeggeri che possano essere esposti alla malattia infettiva. Le informazioni e i dati saranno trattati dall'autorità di sanità pubblica in conformità con le leggi vigenti e saranno usate solo per scopi di sanità pubblica.

*Public Health Passenger Locator Card to be completed when public health authorities suspect the presence of a communicable disease. The information you provide will assist the public health authorities to manage the public health event by enabling them to trace passengers who may have been exposed to communicable disease. The information is intended to be held by the public health authorities in accordance with applicable law and to be used only for public health purposes.*

**Informazioni sul volo/ Flight information**

1. Numero linea e volo/Airline and Flight number \_\_\_\_\_ 2. Data di arrivo/Date of arrival \_\_\_\_\_  
Linea/Airline \_\_\_\_\_ Numero volo/Flight no \_\_\_\_\_ / / \_\_\_\_\_  
3. Numero dove realmente seduti sul velivolo/Seat number where you actually sat on the aircraft \_\_\_\_\_

**Informazioni personali/ Personal information**

4. Nome/Name  
Cognome/Family name \_\_\_\_\_ Nome/Given name \_\_\_\_\_  
Residenza/Your Current Home Address  
Via e numero/Street name and No. \_\_\_\_\_ Città/City \_\_\_\_\_  
Stato/Country \_\_\_\_\_ CAP/ZIP-Postal-Code \_\_\_\_\_  
Numero di telefono(Fisso o di lavoro o cellulare)/ Your Contact Phone Number( Residential or work or mobile)  
\_\_\_\_\_  
Prefisso Stato Prefisso Città Numero di Telefono Indirizzo E-mail  
(Country Code) (Area Code) (Phone Number) (E-mail address)  
\_\_\_\_\_  
Passaporto o numero del Documento di viaggio Paese di Rilascio / Organizzazione  
(Passport or Travel Document Number) (Issuing Country / Organization)

**Informazioni per i Contatti/ Contact Information**

5. Indirizzo e numero di telefono dove potere essere contattato durante la permanenza o, in caso di più luoghi, numero del telefono cellulare e l'indirizzo iniziale./ Address and Phone Number where you can be contacted during your stay or, if visit many places, your cell number and initial address.  
Via e numero/Street name and No. \_\_\_\_\_ Città/City \_\_\_\_\_  
Stato/Country \_\_\_\_\_ CAP/ZIP-Postal-Code \_\_\_\_\_  
Numero di Telefono (compreso il prefisso dello Stato) o numero di telefono cellulare/ Telephone Number (including Country code) or mobile phone number.  
\_\_\_\_\_  
Prefisso Stato Prefisso Città Numero di Telefono  
Country Code Area Code Phone Number

6. Informazioni per il contatto con la persona a conoscenza dei movimenti nei prossimi 31 giorni, in caso di emergenza o per fornire importanti informazioni sanitarie. Fornire il nome di un contatto personale stretto o di un contatto di lavoro. Esclusi voi stessi/ Contact information for the person who will best know where you are for the next 31 days, in case of emergency or to provide critical health information to you. Please provide the name of a close personal contact or a work contact. This must not be you.

a. Nome /Name  
Cognome/Family name \_\_\_\_\_ Nome/Given name \_\_\_\_\_  
b. Telefono/Telephone number  
\_\_\_\_\_  
Prefisso Stato Prefisso Città Numero di Telefono Indirizzo E-mail/ E-mail address  
Country Code Area Code Phone Number  
c. Indirizzo/ Address  
Via e numero/Street name and No. \_\_\_\_\_ Città/City \_\_\_\_\_  
Stato/Country \_\_\_\_\_ CAP/ZIP-Postal-Code \_\_\_\_\_

7. Viaggia con altre persone? Sì/No (Cercchia la risposta appropriata). Se così, con chi? (Nome dell'individuo o del gruppo)  
Are you travelling with anyone else? Yes/No (Circle appropriate response) If so, who? (Name of individual or group)

**9.7.2 RECEIVING A “BOMB THREAT” TELEPHONE CALL - PROCEDURE**

The purpose of this procedure is to provide all possible parties that may receive a threat, with a single method for transcribing the details of a “bomb threat” telephone call. The relevant parties should always keep a copy of the form attached to this procedure at hand (para. 9.7.2.1).

When a staff member receives a telephone call with information regarding a possible threat or reporting the presence of an explosive device, either on board the aircraft or in the airport buildings, they must follow the steps below.

- a. Listen without interrupting the speaker and do not provide any useful information.
- b. Use any means possible to prolong the conversation, and possibly ask questions to obtain useful information.
- c. Take notes of the conversation and enter this into the form “Report on anonymous telephone call with bomb threat”. If available, use the appropriate technical devices to record the telephone call and identify the caller’s phone.
- d. Immediately inform the Police Office, reporting the news to your immediate superior.
- e. Do not give out information to people not involved in security procedures.
- f. Keep the notes taken for the report.

**9.7.2.1 ANNEX: REPORT ON RECEIVING "BOMB THREAT" TELEPHONE CALL**

	<b>RAPPORTO RICEZIONE TELEFONATA "MINACCIA BOMBA"</b>	mod. ricezbmb 1.0
	<i>(Da compilarsi a cura della persona che riceve l'informazione)</i>	Pag. 1 di 2

<b>TESTO ESATTO DELLA MINACCIA</b>
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<b>DOMANDE GUIDA DA RIVOLGERE ALL'INTERLOCUTORE (se possibile)</b>
--

- Domande chiave:**
- N° volo e vettore? \_\_\_\_\_ Tratta (origine/destinazione) \_\_\_\_\_ Orario \_\_\_\_\_
  - Che tipo di ordigno è? \_\_\_\_\_ Che forma ha? \_\_\_\_\_
  - Dove è stato posizionato l'ordigno e come è stato nascosto? \_\_\_\_\_
  - Quando esploderà (a che altezza)? \_\_\_\_\_
  - Quale tipo di esplosivo è stato usato? \_\_\_\_\_
  - Infrastrutture? \_\_\_\_\_

- Domande ulteriori:**
- Perché hai scelto questo volo (area/manufatto)? \_\_\_\_\_
  - Da dove stai chiamando? \_\_\_\_\_
  - Qual è il tuo nome e il numero del telefono? \_\_\_\_\_
  - Perché ti aspetti che ti creda? \_\_\_\_\_
  - Che cosa speri di ottenere facendo questo? \_\_\_\_\_
  - Cosa ne penserebbero i tuoi familiari se sapessero che cosa hai fatto? \_\_\_\_\_
  - Ti rendi conto che sono coinvolti molti innocenti? \_\_\_\_\_
  - Se non ti hanno fatto alcun male, perché stai facendo questo? \_\_\_\_\_
  - Cosa speri di ottenere? \_\_\_\_\_

<b>ORIGINE DELLA CHIAMATA</b>
-------------------------------

- Interna       Esterna       Cabina telefonica       Tel. Cellulare   
 Altro .....  Identificazione del numero chiamante  .....

<b>IDENTITA' DELL'INTERLOCUTORE</b>
-------------------------------------

Sesso: \_\_\_\_\_ Età approssimativa: \_\_\_\_\_

CARATTERISTICHE DELLA VOCE		COMPORAMENTO		RUMORI DI FONDO
<input type="checkbox"/> Alta	<input type="checkbox"/> Bassa	<input type="checkbox"/> Calmo	<input type="checkbox"/> Derisorio	<input type="checkbox"/> Assenti
<input type="checkbox"/> Acuta	<input type="checkbox"/> Seria	<input type="checkbox"/> Minaccioso	<input type="checkbox"/> Irrazionale	<input type="checkbox"/> Rumore
<input type="checkbox"/> Rauca	<input type="checkbox"/> Chiara	<input type="checkbox"/> Razionale	<input type="checkbox"/> Incoerente	<input type="checkbox"/> Silenzio
<input type="checkbox"/> Ubriaca	<input type="checkbox"/> _____	<input type="checkbox"/> Coerente	<input type="checkbox"/> Emozionato	<input type="checkbox"/> Treni
<input type="checkbox"/> Nasale		<input type="checkbox"/> Ponderato	<input type="checkbox"/> Familiare	<input type="checkbox"/> Musica
		<input type="checkbox"/> Educatore	<input type="checkbox"/> _____	<input type="checkbox"/> Voci
ACCENTO				
<input type="checkbox"/> Locale <input type="checkbox"/> Neutro <input type="checkbox"/> Regionale <input type="checkbox"/> Straniero				
DIZIONE		PROPRIETA' DEL LINGUAGGIO		
<input type="checkbox"/> Rapida	<input type="checkbox"/> Balbettante	<input type="checkbox"/> Buono	<input type="checkbox"/> Corretto	<input type="checkbox"/> Cucina
<input type="checkbox"/> Distinta	<input type="checkbox"/> Indistinta	<input type="checkbox"/> Colto	<input type="checkbox"/> Familiare	<input type="checkbox"/> Aereo
<input type="checkbox"/> Lenta	<input type="checkbox"/> Chiara	<input type="checkbox"/> Osceno	<input type="checkbox"/> Raffinato	<input type="checkbox"/> Traffico
<input type="checkbox"/> Normale	<input type="checkbox"/> Falsata	<input type="checkbox"/> Povero	<input type="checkbox"/> Gentile	<input type="checkbox"/> Animali
		<input type="checkbox"/> _____		<input type="checkbox"/> Macchine d'ufficio
				<input type="checkbox"/> Aerostazione
				<input type="checkbox"/> _____

	<b>RAPPORTO RICEZIONE TELEFONATA "MINACCIA BOMBA"</b> <i>(Da compilarsi a cura della persona che riceve l'informazione)</i>	mod. ricezbomb 1.0 Pag. 2 di 2
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- L'interlocutore sembra avere familiarità con l'aeroporto o l'aeromobile? \_\_\_\_\_
- Durata approssimativa della telefonata \_\_\_\_\_
- Il messaggio era letto o sembrava spontaneo? \_\_\_\_\_

Nome della persona che ha ricevuto la telefonata di minaccia di Bomba \_\_\_\_\_

Ente \_\_\_\_\_ Tel.: \_\_\_\_\_ Ora: \_\_\_\_\_

Data \_\_\_\_ / \_\_\_\_ / \_\_\_\_

ISTRUZIONI PER GESTIRE UNA TELEFONATA DI MINACCIA BOMBA	
a)	Ascoltare senza interrompere l'interlocutore e non fornire alcuna informazione utile.
b)	Usare ogni accorgimento possibile per prolungare la conversazione; fare, possibilmente, alcune domande per ottenere informazioni utili.
c)	Prendere appunti sul contenuto della conversazione ed inserirli nel modulo "rapporto di telefonata anonima per minaccia bomba". Laddove presenti, si utilizzino le apparecchiature tecniche idonee alla registrazione della telefonata ed all'individuazione dell'utenza chiamante.
d)	Informare immediatamente l'Ufficio di Polizia, dandone notizia al proprio superiore.
e)	Non divulgare notizie a persone non interessate dalle procedure di sicurezza.
f)	Conservare gli appunti presi per il rapporto.

### 9.7.3 PEA – AIRPORT EMERGENCY PLAN

Issued by the Airport Manager, as approved by ENAC, the Airport Emergency Plan is published on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

#### 9.7.3.1 AIRCRAFT RECOVERY

In the event of a disabled aircraft situation the aircraft operator shall remove the aircraft from the airfield (according to ICAO document 9137, Airport Service Manual Part 5 Sections 1.9.7).

Recovery operations shall be conducted in a way to not cause further damage to airport infrastructure or third-party property.

If the Aircraft operator or owner refuses to remove its disabled aircraft or neglects to do so within a reasonable time, and the aircraft is creating an operational obstruction or is affecting the Manager capacity to carry out their responsibilities as an aerodrome license holder, the SAVE Group with approval from CAA (ENAC) will take independent action to remove the aircraft

In any case, the Aircraft Operator will remain fully responsible for the recovery operations. Further details described in POSV030 available on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

### 9.7.4 FIRE-FIGHTING EMERGENCY PLAN

The fire-fighting emergency plan is issued and managed by the Manager and refers to fire emergencies within the airport precinct. It is detailed in the Safety Operating Procedure POS115 – “Procedure for managing fire emergencies”, available on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

### 9.7.5 EVACUATION MANAGEMENT PROCEDURE

The General Procedure to Manage Evacuations is detailed in Safety Operating Procedure POS013 – “General procedure to manage evacuations”, available on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

### 9.7.6 ELEVATOR RESCUE PLAN

The procedure to follow if a public service elevator becomes stuck in the airport precinct, thus preventing the user from independently leaving the elevator is POS014 – “Elevator rescue plan”, available on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

### 9.7.7 THE LEONARDO DA VINCI PLAN

The “Leonardo da Vinci Plan” (PLV), is the airport security floor, managed by the Ministry of the Interior, to prevent terrorist events. The PLV is managed solely by the Airport Police, through the “Airport Security

Device” – DSA Operations Hall (tel. 5922) which in the case of the plan being activated, coordinates all the relevant personnel. The standard procedures in terms of the PLV are only partially known by various entities of the Airport Police.

### 9.7.8 FUEL SPILL

For the follow-up required in the event of a fuel spill, please refer to para. 15 of the PEA, available on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it) and POSV007 available on the portal [My.Veneziaairport.it](http://My.Veneziaairport.it).

## **10 SECURITY**

The provisions regarding airport security are contained in the Airport Security Program in force which indicates the security burdens and responsibilities of the various airport operators involved. Consequently, airport operators are required to adopt systems and procedures that comply with these provisions and act in accordance with what is contained therein, as well as in its attached or referred to documents.

# 11 OPERATORS ACCESS GROUND HANDLING SERVICES PROVIDED IN FAVOUR OF THIRD PARTIES OR ON A SELF-PRODUCTION BASIS

## 11.1 CONDITIONS FOR ACCESSING THE GROUND HANDLING SERVICES MARKET AT MARCO POLO VENICE AIRPORT FOR CATEGORIES SUBJECT TO RESTRICTIONS

Italian Legislative Decree no. 18/1999 (hereinafter the “Decree”) which “implements Directive 96/67/EC relating to the free access to ground handling services at EU airports” (hereinafter the “Directive”), stipulated the freeing up of the ground handling services listed in Annex A to the Decree.

Without prejudice to the general principle of free access to the market, Art. 4, para. 2 of the Decree stipulates nonetheless, that for justified reasons inherent to security, capacity or space available at the airport, ENAC may limit the number of Operators working at the airport infrastructure in the categories of luggage assistance, assistance on the apron, fuel and oil assistance, cargo and mail assistance (regarding the physical handling of arriving, departing and transiting cargo and mail, between the aerodrome and the aircraft).

In implementing this right, ENAC, with Directive dated 19 October 2017, prot. ENAC-DG-19/10/2017-0106058-P, (hereinafter the “Restriction Provision”), with reference to Marco Polo Airport, restricted the Commercial Aviation segment to two Operators and access to the ground handling market to two self-production Carriers relating to categories 3 (luggage assistance), 4 (cargo and mail assistance, referring to the physical handling of arriving, departing and transiting cargo and mail, between the aerodrome and the aircraft) and 5 (assistance with apron operations, excluding sub-category 5.7, transport, loading of food and drink on the aircraft and the relative off-loading) under Annex A to the Decree (hereinafter the “Limited services”).

Following the adoption of the limitations Provision, at Venice Airport, access to the market of Limited Services relating to Commercial Aviation, is permitted only to two Operators for the services identified by the Manager following the outcome of the selection procedure introduced by the former pursuant to Art. 11, para. 1 of the Decree, in addition to two Carriers operating on a self-production basis.

Access to the Airport by the Limited Services Operators selected by the Manager is carried out in accordance with para. 11.3.

## 11.2 CONDITIONS FOR ACCESSING THE GROUND ASSISTANCE SERVICES MARKET AT MARCO POLO VENICE AIRPORT FOR CATEGORIES OF FREED SERVICES (I.E. NON-LIMITED SERVICES)

Access to the market of ground handling services in the categories defined under Annex A of the Decree, not subject to the Limitation Provision (categories 1, 2, 4 limited to the handling of documents relating to arriving, departing and transiting cargo and mail, and everything over and above the handling and physical handling of the same, 5, 7, 6, 7, 8, 9, 10, 11, hereinafter the “Non-Limited Services”), to be provided on a self-production basis and in favour of third parties, is free because not subject to prior selection procedures.

Access to the Airport by the Non-Limited Services Operators is carried out in accordance with para. 11.3 below.

## 11.3 METHODS FOR ACCESSING THE PROVISION OF GROUND HANDLING SERVICES AT MARCO POLO AIRPORT

### 11.3.1 COMPETENT AUTHORITY

- a. To provide one or more of the ground handling services falling in the categories under Annex A to the Decree (whether Limited Services or Non-Limited Services) in favour of third parties, the applicant must have an Airport Ground handling Services Operator Certificate (hereinafter the “Operator’s Certificate”) issued by ENAC, which is valid for the service or services that it intends operating.
- b. The Operator’s Certificate and the relative specification on the certificate are issued by ENAC Territorial Directorate Nord Est (in compliance with the applicable version of the “Regulation – Airport Ground handling Services Operator Certificate”) and sent by the latter to the Airport Management Company for their information.
- c. Once the new Service Operator (hereinafter also referred to as the “Operator” or “Handler”) has completed the access procedure set out in para. 11.3.3 below, they are recorded in the relevant register (see para. 11.3.5 below), which is kept by the Airport Management Company.

### 11.3.2 SUBMISSION OF APPLICATION

- a. The Company that intends accessing the market for non-limited Services must apply to ENAC and forward the Operating Procedures to Airport Management, referring to environmental protection and quality standards. the Manger must provide an opinion as to whether these are compliant within 30 days of receipt.
- b. To access the Limited Services market, the application referred to above is coordinated with the selection procedure for Operators eligible to operate at the Airport.

### 11.3.3 ACCESS PROCEDURE

The access procedure is divided into the following steps:

- a. The Operator must have an Operator Certificate issued by ENAC.
- b. Within 30 days after receipt of the application from the applicant Company (as per para. 11.3.2), the Manager formally calls in the services Operator to assess the availability of space and areas in the Airport and to define any additional aspects pertaining to starting up the services.
- c. If agreement is not reached or the outcome is negative, the Manager must give a motivated response to the applicant and to Airport Management to discharge the relevant ENAC actions, pursuant to Art. 10 of Italian Legislative Decree 18/99.
- d. If an agreement is reached with the Operator regarding use of Airport assets, installations and infrastructure, the Manager gives notice thereof to Airport Management, so as to prepare the "Access report and start of activities".
- e. Airport Management sets the date for a meeting between the Parties, where the Manager and Services Operator, through their representatives holding the necessary powers, sign the "Access report and start of activities" in front of the Airport Director or person mandated by the latter.

### 11.3.4 ACCESS REPORT AND START OF ACTIVITIES

The Report must specify that:

- a. The Operator has started the procedure to obtain the necessary authorisations to access the areas of the Airport subject to restrictions.
- b. In the scope of its coordination activities, the Airport Manager undertakes to provide the Operator with adequate information on the safety and security measures adopted at the airport.
- c. The Operator undertakes, also with regard to activities carried out on a sub-contracting basis, to comply with the procedures and instructions issued by the Manager and contained in the reference documents (and in future updates), which are given to the Operator on this occasion. The Operator may read the electronic version of this documentation, and any other documentation published only in an electronic format, by accessing the intranet dedicated to airport operators, namely "[my.Veneziaairport.it](http://my.Veneziaairport.it)", by entering the relevant password (which can be requested by completing the relevant Registration form online). The Operator further undertakes to comply with any instructions given by the Manager in the scope of its coordination and control functions.
- d. The Services Operator undertakes to use its own organisation, staff and means to meet the Airport's operational requirements, guaranteeing the necessary assistance also in respect of Carriers not covered by ground handling services contracts. The discharging of these service

obligations is done according to the procedures defined by the Airport Manager in the scope of specific procedures, or without these, in agreement with ground handling service Operators.

- e. As an attachment to the Report, the Operator issues a list of the vehicles and equipment that will be used in the ground handling support; the list of vehicles must provide the registration number or serial number and quantities; the Operator is responsible for the operational features of the vehicles used in terms of safety and the relative user methods.
- f. As an attachment to the Report, the Operator issues a list of the Carriers with whom it has signed contracts for the rendering of ground handling services.
- g. The Manager and Services Operator, in a joint declaration (attached to the Report) certify that the premises, areas and other assets handed over by the Manager are appropriate to carrying out the activities and their envisaged use.
- h. The services Operator provides proof that it has entered into an insurance contract with a Company at least of national standing, to cover damages caused to persons or things as a result of events or omissions related to its activities, due also to gross negligence, for a single maximum liability limit that is adequate in relation to the effective damage that said activities could cause. The Operator provides the Manager with a copy of this policy, which is attached to the Report.
- i. The Operator undertakes to promptly inform the Manager of any changes occurring after the date of the Report. These notifications, signed by the Operator's representatives with appropriate powers, must be addressed as follows:
  - 1. Changes relating to the Carriers/flights serviced: to SAVE (RDS).
  - 2. Changes relating to the recruitment and dismissal of the employed staff: to the PASS OFFICE.
  - 3. Changes relating to the name of the Airport Operations Manager: to SAVE (RDS).
  - 4. Changes relating to the vehicles and machinery introduced/removed from Airport: PASS OFFICE.
  - 5. Changes relating to insurances: to SAVE (RDS).
  - 6. Changes relating to its Operating Manuals: to SAVE (RDS).

The notifications relating to points i. 3. and i. 5. ("name of the Airport Operations Manager" and "insurances") are attached to the "Access report and start of activities", whereas changes relating to points i. 1., i. 2. and i. 4. (Carriers, staff, vehicles) are acquired in the SMS database; all of this to complete the "Register of Operators/Self-producers at the Airport" (see para.), of which they form an integral and substantive part.

**11.3.5 REGISTER OF OPERATORS/SELF-PRODUCERS AT THE AIRPORT**

The Manager is responsible for keeping and updating the “Register of Operators/Self-producers at the Airport”, which contains the following information relating to each Operator:

- a. The activities that the Operator is authorised for in terms of their “Ground Handling Operator Certificate” and the relative “Certification specification”.
- b. Whether they qualify as a “Regulated Agent” pursuant to Schedule 3 of the National Security Plan, as it appears from the listing prepared by ENAC Territorial Directorate Nord Est, in accordance with point 4.1.2 of aforementioned Schedule 3.
- c. The name of the Airport Operations Manager, with service and emergency airport contact details.

Attached to said register are the “Report for access and start of activities” and subsequent supplementary communications, as per paragraph 11.3.4 point i. above, and according to the procedures specified therein.

The register is updated with the changes communicated by ENAC and the Operators.

The register, updated with the intervening changes, is issued annually by the 31 January to ENAC Territorial Directorate Nord Est; it may also be issued at any time, following a written request from Management.

**11.3.6 SUSPENSION OR REVOCATION OF OPERATOR CERTIFICATE**

In the case of ENAC suspending or revoking the Operator Certificate due to the lapsing of one or more of the qualification requirements, the Manager after receiving formal notification from the Entity, partially or entirely halts the Operator’s activities, and informs the Carriers serviced by the latter.

In the case of the Operator Certificate being revoked, the Airport Manager adopts the necessary procedures to release the relevant assets.

**11.3.7 OPERATOR CEASING ACTIVITIES**

In the case of ceasing activities, the Operator is obliged to notify SAVE in writing at least 90 days in advance.

**11.3.8 REGULATORY DEFINITIONS AND REFERENCES GLOSSARY**

The Procedure is issued in application of Circular ENAC APT-19 “Airport Regulations for airports”. Other sources and references for the procedure are outlined in the table below.

<b>DEFINITION</b>	<b>DESCRIPTION</b>
Regulated Agent	<i>“Shipper or cargo agent or express courier or mail company that has commercial relations on a regular basis with an air Carrier, and that ensures compliance with the requirements in terms of points 4.1.1 or 5.1.2 of Schedule 3 of the National Security Plan” [Source: NSP – Definitions– page I-8 – Set. 2003].</i>

DEFINITION	DESCRIPTION
	<i>“Para. 4.1.2 [...] The list of Regulated Agents and any updates, shall be available to regulated agents, air Carriers, management companies, airport handlers and the authorities responsible, at all Airport Management Offices.” [Source: NSP – SCHEDULE NO. 3 – page 3-7 – 15 April 2007].</i>
APT-19	ENAC Circular - Airport Series referring to: “Airport Regulations for airports”.
Ground airport Certificate	<p><i>The ground handling Operator Certificate [...], certifies that the company has the qualification prerequisites pursuant to Art. 13 of Italian Legislative Decree 18/99 which guarantee appropriate quality and safety standards. The certificate is issued and renewed by ENAC, after it has successfully conducted its assessment, to EU companies and those in non-EU countries on a reciprocity basis.</i></p> <p><i>The certificate is valid for five years and only and exclusively for the airports and ground handling services indicated in the certification specifications.” (Source: ENAC “Regulation– Ground handling airport services Operator Certificate” – Art. 2).</i></p>
Regulation handling services Operator Certificate	This Regulation was issued by ENAC with BoD resolution passed on 19/12/2006 and subsequently amended.
Certification specification	<i>1. The certification specification annexed to the certificate shall form an integral part thereof and shall be subject to its validity. The certification specification shall indicate: a. the airports at which the provider carries out his activity and its class of certification; b. the categories and subcategories referred to in Annex “A” to Legislative Decree 18/1999 for which the pre-stator is authorised to operate; any subcategories operated by the trustee of the services referred to in art. 10 of this Regulation, and any pooling agreement referred to in art. 11, paragraph 6 below.</i>

## 11.4 OBLIGATIONS OF GROUND HANDLING SERVICES OPERATORS

### 11.4.1 OBLIGATION OF KNOWING AND APPLYING AIRPORT REGULATIONS

The Operator is obliged to:

- a. Know and accept the provisions in the Airport Regulations, Airport Manual, as well as the additional provisions adopted by ENAC Territorial Directorate Nord Est and/or by SAVE and incidents in conducting Services (hereinafter cumulatively referred to as the “Airport Regulations”), and to accept all updates.
- b. Disseminate the Airport Regulation to its Organisation and ascertain that its respective staff and managers have knowledge thereof.
- c. Before starting operations and with every subsequent update, provide SAVE with an Operating Manual that guarantees its compliance to all legislation and ENAC sources applicable and to the Airport Regulations.

- d. Request from Carriers, with whom it has contract relationships for the purposes of carrying out activities at Venice Airport, in terms of the Airport Regulations, to provide a declaration certifying that the Carrier has taken cognisance of the Airport Regulations, and provide SAVE with a copy of said declaration.
- e. In rendering its Services, comply with all applicable Laws, Regulations and Ordinances, relating to airport security, safety in the workplace, and protection of the environment in the airport context.
- f. Sign handling contracts with Carriers, which stipulate respect for all the quality standards required by the Airport Regulations and by the contract signed with SAVE.
- g. Comply with and adapt, at its own expense, to all provisions and future provisions issued by ENAC, including on a peripheral basis, by the Ministry of Infrastructure and Transport, SAVE and other relevant Authorities that directly refer to the conducting of Services, holding the latter completely harmless from any liability, charges or claims for damages related directly or indirectly to the activities conducted by the Operator.
- h. On request, provide SAVE with all the required and appropriate documentation to prove compliance with the aforementioned requirements.
- i. Be cognisant of the fact that because the airport Services qualify as essential public services pursuant to Italian Laws 146/1990 and 83/2000, and the provisions of subsequent resolutions issued by the Guarantee Commission, these require that the Operator is compliant and correctly discharges all the obligations contemplated by the legislation, including disclosure and communication to the user.

#### **11.4.2 WORK SAFETY, AIRPORT OPERATIONAL SAFETY, ENVIRONMENTAL PROTECTION**

To conduct ground handling services, either on a liberalised basis or subject to restrictions (Limited and non-limited services, hereinafter cumulatively referred to as the “Services”), all Operators<sup>1</sup> must hold all the valid certifications, licences, suitability certifications and authorisations, stipulated by applicable laws and regulations to exercise the relative activities.

In exercising the Services, Operators must respect all applicable legislation on safety in the workplace, as well as all rules aimed at ensuring the operational safety of airport infrastructure and flight systems, respecting all restrictions or constraints related to airport operations. Operators must further guarantee compliance of all applicable environmental protection legislation.

##### **11.4.2.1 SAFETY AT THE WORKPLACE**

With regard to safety at the workplace, the following prescriptions apply.

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<sup>1</sup> It is noted that all prescriptions referring to the Operator are intended as also applying to the Self-producer, in so far as these are compatible.

Firstly, the Manager is responsible for putting in place the general measures stipulated under Italian Legislative Decree 81/2008 in order to assess, prevent and reduce the risks for its workers' health and safety.

The Manager is further responsible for coordinating the activities that are conducted in areas or spaces intended for general usage by Users and/or Entities operating at the airport or that envisage mixed use of infrastructure and/or equipment. The coordination by the Manager is intended as discussion and an exchange of information regarding the aspects characterising the specific activities, without prejudice to each employer's obligations to make a prior assessment of the risks, inform and train its staff and monitor the actions of its employees and manager. The objective is to prevent the risks related to using the airport areas, road, systems, vehicles and infrastructure managed by the former and not assigned exclusively to third parties.

In carrying out its activities, the Operator must continually ensure it holds the required technical-professional and good practices prerequisites as stipulated by applicable legislation on workplace safety, needed for the prevention and protection from workplace risks and occupational hygiene, in order to protect not only the health and safety of its own staff, but also the third parties involved directly or indirectly.

If an Operator uses centralised assets or infrastructure, even on a temporary basis, it is obliged to cooperate with the other Operators also using them so as to coordinate all the activities carried out in the same area, in order to prevent the risks related to interference between their respective activities.

Operators undertake to ensure that the aforementioned prescriptions are also respected by anyone that intervenes on their behalf to carry out the Services, thus ensuring airport activities are conducted properly.

With regard to work safety obligations pursuant to Italian Legislative Decree 81/2008 and preventing the risk of fire, it is specified that the Operator must:

- a. Keep available for SAVE, and always keep up to date the documentation certifying compliance with all requirements pursuant to Italian Legislative Decree 81/2008, including by way of example and not limited to, the list of names of works involved in rendering the Services, with certification confirming their welfare contributions have been paid (pension and welfare), the name of the Prevention and Protection Service Manager and the Doctor (where necessary), the Risk Assessment Document, containing the assessment of risks inherent to the work cycles, the prevention and protection measures adopted in relation to the type of risk, the work safety procedures, certification relating to the training and education of staff, with relative provision of personal protection equipment, the list of vehicle and equipment used with the relevant maintenance schedules.
- b. Obtain the relevant safety information from SAVE on the specific risks that exist in work environments where its staff will be operating and on the prevention and emergency measures adopted in relation to SAVE'S activities, undertaking to provide this to whoever executes the Services on its behalf or on behalf of third parties.
- c. Make available to SAVE, and always keep updated, the documentation confirming that all the requirements stipulated in terms of Ministerial Decree of 10/03/1998 and subsequent amendments, referring to the prevention of fires and emergency management, which include for example and are not limited to, the Fire Assessment Document, the formal designation of the people responsible for fire-fighting and management of emergencies after having received appropriate training based on a teaching programme, as required by the aforementioned Ministerial Decree in respect of the "high fire risk" classification.

It is noted further that in the case of sub-contractors or third parties operating on its behalf, the Operator is obliged to ask said sub-contractors or third parties for the same documentation specified under points a) and c) above, and to keep this and make it available to SAVE on request.

#### **11.4.2.2 RULES OF CONDUCT TO GUARANTEE WORKPLACE AND AIRPORT SAFETY**

In order to ensure the implementation of the workplace safety objectives, airport operational safety, environmental protection (as per the heading of this para. 11.4.2), all staff is obliged to comply with the rules of conduct detailed below.

All Operators must provide their staff with clear instructions regarding the application of the rules of conduct detailed below and must monitor their compliance.

a. PPE (Personal Protection Equipment)

- 1) It is always mandatory to wear high visibility clothing during operations or walking in the movement area and in all adjacent operating areas (included along all the pedestrian paths, inside the BHS and at the Crew/Staff exit gate in the Schengen arrivals area).
- 2) All staff operating in the airside area is obliged to wear the PPE (Personal Protection Equipment) stipulated by every Operator's Safety Plan.
- 3) It is forbidden for airport Operators to walk on foot within the airside area: free circulation is prohibited, except for the specified pedestrian routes, or in demarcated areas where specific work is done.

b. FOD (Foreign Object Debris)

- 1) All personnel is obliged to avoid any action that could generate FOD airside.

c. COMPANY UNIFORM

- 1) Operators must wear clothing that clearly and in a standard manner, immediately distinguishes them as belonging to a specific Company.

d. DANGEROUS SITUATIONS

- 1) Operators must immediately report to the relevant entities (Fire-fighting services, Police, First Aid Station, etc.) of any imminent dangerous situations for people or things, immediately thereafter also informing the SAVE Station Manager. In the case of fire in the common areas, the emergency procedure drafted by SAVE must be activated.

e. DANGER OR DAMAGE IN HANDLING AREA

- 1) Any situation of damage or dangerous event involving the handling areas (i.e. the manoeuvring area and aprons) must be promptly reported to CDS (see para. 12.1).

f. LIQUID AND FUEL SPILLS

- 1) Operators must immediately report any liquid spill to the Airport Coordination Office (see para. 12.1) occurring in common use operational areas (aprons, roads, etc.), to allow for this to be removed using the appropriate equipment and safeguard safety conditions and protect the environment; the applicable regulations and procedures are applied in the case of a fuel spill while refuelling an aircraft.

g. ALARMED DOORS

- 1) The alarmed doors in the airport area must only be used in the cases envisaged during emergency/evacuation procedures.
- 2) Anyone finding an alarmed door that is not functioning must immediately report this to the State Police (see para. 12.1). Permission must be requested in advance from the State Police in case an alarmed door needs to be opened.

h. VEHICLES CIRCULATING AIRSIDE

- 1) All vehicles circulating must respect the road system and directives from ENAC Nord-Est Management regarding on board equipment and vehicle traffic in the airport grounds.
- 2) More specifically, vehicles must clearly and unequivocally display the name and/or identifying logo of the Company they belong to.
- 3) Non-registered vehicles and as such not subject to periodic checks by the Civil Transport Authorities, must be continually and correctly maintained, in compliance with applicable legislation, and ensuring the necessary safety conditions and decorum in terms of staff and the efficient operation of airport activities.
- 4) All vehicles circulating in the airport precinct and especially airside, must have the insurance cover required by law and by these Regulations.

i. VEHICLES CIRCULATING IN CLOSED AREAS

- 1) Vehicles with a three-phase engine are not permitted to circulate in closed areas, especially where luggage is delivered and claimed, to as to avoid toxic gas accumulating to the prejudice of operators.

j. EMERGENCY AREAS AND EXITS

- 1) Emergency exists, the areas adjacent to systems needed to deal with emergencies (e.g. fire-fighting hoses) and access to systems that could represent a danger or must be accessible in the case of an emergency (e.g. electricity boxes) must under no circumstances be obstructed.

k. EMERGENCY PLANS

- 1) In the event of an airport emergency, all Operators must adhere to the Emergency Plans, by preparing and implementing internal procedures relating to their specific activities.
- 2) More specifically, Operators must train their staff to use extinguishers correctly.

## l. USE OF EXTINGUISHERS

- 1) The extinguishers available in the airport areas and infrastructure must be used promptly and in an appropriate manner by trained staff.
- 2) After being used, the 24h desk of the SAVE Technical Area (see para. 12.1) must be notified so that the extinguishers can be replenished.

## m. AUTHORISATION BY NAME

- 1) Where applicable, Operators must obtain the authorisations and qualifications by name for their staff as required by ENAC Nord-Est Management in order to use or handle specific equipment or systems (vehicle follow-me, transiting in specific areas, etc.).
- 2) SAVE nonetheless reserves the right at any time, to request Operators or Self-producers to provide the documentation proving that staff has been trained to use all the equipment and systems at the Airport that are subject to these Regulations.

## n. RECORDING AND DISSEMINATION OF SENSITIVE MATERIAL

- 1) All personnel is forbidden from taking photographs and videos within the airport grounds.
- 2) It is strictly forbidden to disseminate information, images or recordings involving aspects of airport safety and security; this prohibition also includes the publication of the aforementioned on social networks.
- 3) It is also strictly forbidden to disseminate information to third parties, including the press, regarding airport security rules and procedures.
- 4) Any conduct infringing the prohibitions in this paragraph shall be penalised with the adoption of disciplinary measures, based on the applicable contracts and regulations. Whoever contravenes said prohibitions may also be reported to the Public Authorities. This conduct could cause serious disruptions to Airport security, especially if the sensitive material is shared or made available to dangerous or malicious third parties.

## o. EMPLOYEES TRANSITING

- 1) If an employee from one Operator should transit to another Operator, the transiting Operator must provide the transferee Operator with documentation confirming the training given to the employee, specifying the topics for the training course and number of training hours. Failure to comply, and notwithstanding the authority of the Police, SAVE proposes the application of the penalties for failing to comply with Airport Regulations to ENAC.

## p. PROHIBITION ON USING ALCOHOL AND DRUGS

- 1) Maintaining normal psycho-physical conditions in the personnel involved in operational activities at the Airport is of fundamental and essential importance. In accordance with Presidential Decree no. 309/1990, the following are defined as psychoactive substances: alcohol, opiates, cannabinoids, sedatives, hypnotic

substances, cocaine, hallucinogenics or other psycho-stimulant substances, volatile solvents. Coffee and tobacco are excluded from this category.

- 2) Airport personnel is forbidden to use psychoactive substances and consume alcohol while on service.
- 3) Personnel is forbidden from carrying out their duties while under the influence of alcohol, drugs or medicines that could have repercussions on the person's abilities to the extent of compromising safety.

q. PASSENGER TRANSPORT BY AIRPORT SHUTTLE BUS

- 1) The handling staff must ensure that safety is not compromised during the boarding, transport and disembarkation of incoming passengers on airport shuttle bus. In particular, it is required to check that passengers access the terminal without staying in the traffic area, including requesting the support of SAVE--Airside Operations e SAVE-Apron Unit & Maintenance, if necessary.

The Operator is responsible for informing its staff regarding the content of these directives and monitor that its employees comply with the aforementioned rules of conduct when carrying out their activities.

For additional information and guidelines, please refer to ICAO Doc. 9654 "Manual on prevention of problematic use of substances in the aviation workplace".

#### **11.4.2.3 ENVIRONMENTAL SAFETY AND PROTECTION**

The Operator is obliged:

- a. To comply with all environment directives in the Airport Regulations, including future updates, and more generally, the applicable legislation.
- b. To work in conjunction with SAVE to implement solutions to continually improve the environment, undertaking to respect the procedures approved by the former for this purpose.
- c. To adhere to the "punctual tariff system" for managing and disposing of US waste and similar waste, as well as the regulations referring to the sub-concession of airport areas.

SAVE:

- a. In carrying out its functions inherent to managing airport infrastructure and coordinating and controlling the correct performance of activities by the different Operators at the Airport, is entitled to check that the Operator complies with all applicable regulations, at the time of conducting checks, with regard to the airport environment (e.g. respecting the rules on noise emissions, discharges into the atmosphere, oil collections, the collection and treatment of special and urban waste, etc.), reserving the right to report them and take action with the responsible Authorities in the event of non-performance, a breach and/or omission by the Operator.

**11.4.2.4 SMS (SAFETY MANAGEMENT SYSTEM)**

The Operator is obliged to comply with the obligations relating to managing the SMS (pursuant to para. 8 ), which are briefly referenced below.

In particular, Airport Management is responsible for:

- a. Identifying the parties relevant for the SMS.
- b. Attending to updating.
- c. Instructing them on reporting methods and forms.
- d. Holding periodic meetings to circulate the results of the analyses carried out on system trends.

Operators included in the SMS are specifically obliged to:

- a. Report any incidents occurring during their activities to the Manager.
- b. Respect the methods and conditions set out in the Safety procedure and reporting system.
- c. Implement the corrective measures communicated by the Manager.

Within 30 days from the date these Regulations are published, all Operators must provide the “SAVE Handling and Terminal Operations Management” with all the information relating to their internal procedures, including the emergency procedures pursuant to para. 11.4.2.2 point k) that are needed for SAVE to correctly manage these Regulations, and notifying the same address of any changes, prior to these happening.

**11.4.3 SUB-CONTRACTING**

- a. The execution of Services on a sub-contracting basis by the Operator is subject to the directives of the ENAC Regulation for the issuing of the “” and the provisions in this paragraph.
- b. The Operator is prohibited for sub-contracting Services without prior technical approval certification issued by ENAC, on the request of the Operator.
- c. A copy of the single requests for authorisation and the relative authorisations issued by ENAC must be given by the Operator to SAVE also for the purposes of signing possible sub-concession agreements for the exclusive use of assets between SAVE and the sub-contractor.
- d. Operators intending to carry out Services on a sub-contracting basis, and in terms of Art. 1381 of the Italian Civil Code, must ensure that the sub-contractor manages the Services in compliance with all the prescriptions and constraints stipulated in the contract, in these Regulations and the remaining Airport Regulations (for example and not limited to, regarding safety obligations and protecting workers’ health, environmental protection and service quality standards).

- e. The Operator is liable in respect of ENAC and SAVE for any non-compliance by the sub-contractor, with ENAC and SAVE entitled to apply the penalties and sanctions envisaged in the case of the sub-contractor's non-compliance. The Operator is therefore fully responsible for the deeds and/or facts attributable on whatever basis to its sub-contractors, with no exceptions under any circumstances whatsoever. SAVE is nonetheless extraneous to the relations between the Operator and its sub-contractors.

#### 11.4.4 INSURANCE

- a. Before starting the Services, the Operator must provide SAVE with an insurance cover certificate, proving the subscription to the following policies:
- Third Party Aviation Liability Insurance Policy (RCT), which must cover all the risks associated with carrying out the activity within the scope of Venice Airport, with a maximum liability limit corresponding to the amount specified in the contract to be signed with Airport Management to provide the Services.
  - Vehicle Third Party Liability Insurance Policy with a maximum liability limit corresponding to applicable legislation and the amounts required by Airport Management for airside air traffic circulation.
  - Employers Third Party Liability Insurance Policy (RCO) with a maximum liability of not less than € 2,500,000 (two and a half million/00) per person and € 5,000,000.00 (five million/00) as a yearly aggregate.
- b. In the event of sub-contracting Services, albeit partially, the aforementioned policies must also cover the risks related to sub-contracted activities. Alternatively, the Operator must provide proof that the sub-contractor has subscribed to a Third-Party Aviation Liability Insurance Policy - R.C.T. for a single maximum liability limit per accident as required by SAVE, in relation to the authorised sub-contracted services, which must not be higher than what is specified in the previous section and comply with the requirements in this Article.
- c. The aforementioned policies must stipulate that:
- No reductions, reversals on insured amounts, cancellations, and amendments may be made to guarantees without prior consent from SAVE.
  - The Insurance Company must recognise SAVE as the “additional insured party”.
  - “Third parties” are to be considered SAVE and its employees, the assigning Administration and its employees.
  - The insurer waives the right of reversal in respect of SAVE and its employees (Art. 1916 of the Italian Civil Code).
- d. SAVE in any case reserves the right to request an adjustment to the maximum insurance liability limits during the execution of the contract referring to the Services, in relation to the activities effectively carried out and the relevant risks.

- e. The aforementioned insurance covers do not however constitute a limitation to the Operator's liability, with the Operator obliged to promptly inform SAVE in writing of any damage caused to aircraft/passengers/vehicles. The Operator undertakes to inform SAVE that the policy has been renewed, or to provide the receipt of payment within 15 days from its expiry.
- f. Failure by the Operator to comply with the above provisions shall result in SAVE requesting ENAC to impose penalties in its regard and/or to suspend the Ground handling airport services Operator Certificate, without prejudice to the right to claim compensation for any damage caused.

## **11.4.5 USE OF SYSTEMS, EQUIPMENT, INFRASTRUCTURE AND VEHICLES**

### **11.4.5.1 RULES OF USE**

- a. The Operator must provide the Services and use airport assets with due diligence and care, contributing to keeping them in good working order so as not to obstruct normal airport operations; in compliance with applicable legislation, including legislation relating to health-hygiene, fire-fighting, safety and security, the protection of the environment, workplace safety, preventing occupational accidents and mandatory social security contributions, in accordance with Airport Regulations, as well as strictly adhere to any consequent requirement, any EU and national legislation, as well as all directives issued by ENAC, including on a peripheral basis, by the Customs Agency, public safety authorities, SAVE and all other relevant Authorities.
- b. Instructions or specific rules, including temporary ones, referring to traffic in certain areas and/or the use of specific systems, equipment or infrastructure, even if not included in these Regulations, must be visibly displayed in their vicinity at all times. The relevant Operator must promptly provide its personnel with the relevant information.
- c. SAVE is entitled to only make infrastructure, systems and equipment available once the user has been identified with a magnetic card or other appropriate means.
- d. Any malfunction or non-compliance in the systems, equipment and infrastructure must be reported immediately by the Operator to the SAVE contact persons specified in these Regulations, without attempting to carry out any repairs or remedies. In the case of malfunctions or non-compliance in the systems, equipment and infrastructure not contemplated by these Regulations, the report must be made to the SAVE 24h Technical Area (see para. 12.1).
- e. Any damage to infrastructure or systems caused by the Operator's staff or of which they become aware, must be immediately reported to the SAVE Station Manager.

### **11.4.5.2 VEHICLES**

- a. The Operator must provide SAVE with:

- The list of vehicles authorised to circulate in airside;
  - The list of vehicles authorised to circulate in the manoeuvring area or areas where a radio name needs to be assigned; and
  - Any change to the vehicle fleet, on a systematic and prompt basis.
- b. The Operator is responsible for giving SAVE prior notification of the technical specifications of its rolling stock and its vehicles/equipment on the apron.
- c. The Operator further undertakes to use the vehicles and equipment in a way that does not cause any obstruction to traffic and airport operations as a whole, and in full compliance with all applicable and future procedures issued by SAVE, ENAC and any other relevant Authority.
- d. The Operator must also guarantee that vehicles and equipment will be removed in the case of an emergency, which could obstruct or reduce operations or which could prejudice operational safety. Should the Operator not remove the vehicles or equipment involved in an accident/broken down within 30 minutes from the event, SAVE will attend to this directly and charge the relative costs and any penalties that may be contemplated by the contract between the Parties. In more general terms, SAVE reserves the right for safety reasons or to ensure airport operations are conducted correctly, to at any time remove vehicles, trolleys, containers and anything else that may obstruct the aircraft aprons and roads, or is not in its authorised space, charging the non-compliant party with the costs incurred and any additional damage, without prejudice to applying the penalties contemplated by the contract. As this case also qualifies as a breach of the Airport user conditions and Regulations, SAVE reserves the right to submit a proposal to ENAC for the application of penalties, pursuant to Art. 705, point e-bis of the Navigation Code.

#### **11.4.5.2.1 SUITABILITY OF VEHICLES AND EQUIPMENT**

- a. The Operator undertakes to use an appropriate number of vehicles and equipment (e.g. buses, stairs, etc.) that are in full working order, equipped with a GPS device, electronic enabling for driving and recognition of driver, which are suitable for geo-localisation and can interface with ENAV instrumentation, which undergo regular and periodic maintenance plans, and are suitable to carry out the Services effectively provided.
- b. The Operator may not install equipment with radio frequencies operating in any spectrum without SAVE authorisation. If SAVE should not authorise this installation, all costs relating to checking on compatibility shall be the Operator's responsibility.

#### **11.4.5.2.2 IDENTIFICATION OF VEHICLES AND EQUIPMENT**

- a. The Operator is obliged to ensure that its rolling stock can be identified, as well as any material used to collect waste if they are providing on board cleaning and catering (bags, envelopes, etc.). The material may be identified by affixing a logo, provided that this is distinctive and does not create confusion with other operators' logos, and makes it possible to directly identify the Operator's equipment/material.
- b. Any advertising displayed on vehicles and equipment must first obtain authorisation from SAVE.

**11.4.5.2.3 INTER-RUNWAY VEHICLES**

The Operator undertakes to use inter-runway vehicles equipped with the following minimum features:

- Functioning and operational air conditioning system
- Flight Information Display System (FIDS).
- Sound/announcement broadcast system.

**11.4.5.2.4 MAINTENANCE OF RAMP VEHICLES**

- a. The Operator is obliged to carry out periodic maintenance according to the schedule for ramp vehicles and equipment.
- b. If SAVE has entrusted centralised maintenance services to a company that has the appropriate technical-economic capabilities, the Operator is obliged to comply with this.
- c. The Operator is obliged to maintain a fleet of vehicles and technical equipment to carry out the ground handling services that are not more than 15 years old. SAVE conducts checks on the status of the Operator's vehicles and equipment and can order them to cease operations if deemed unsuitable, with the relevant notification provided to ENAC.

**11.4.6 REQUESTS FOR SPECIFIC SERVICES**

Any requests for specific services, that fall outside of normal operations and that are not specifically dealt with in these Regulations (e.g. inaugural flights, boarding/disembarking of famous people, foreign state flights and military flights on duty that use routes and/or access points other than those for normal procedures, etc.), must be addressed to the SAVE Station Manager by the Operator, with at least 1 hours' notice, to allow for the necessary organisational measures and coordination to be done, in relation to the specific nature of each request.

**11.4.7 PERSONNEL AND TRAINING**

- a. All Operators must instruct their employees on the content of the Airport Regulations. For aspects referring to airport security, please see paragraph 11.4.7.1 below.
- b. The Operator is obliged to comply with the obligations under Art. 13 and 14 of Italian Legislative Decree 18/99 on the suitability of Operators and social protection.
- c. The Operator must employ professionally qualified and trained staff, in sufficient numbers, so that the services rendered at the Airport are consistently efficient, effective and compliant with reference legislation, including by way of example and not limited to Reg. (EU) no. 139/14 and relative AMC OR/OPS and Reg. (EU) no. 1139/18. Staff coming into contact with the public must know at least English (Level B1 European Language Proficiency level), besides Italian. The Operator further undertakes to periodic professional refresher courses and ensures that staff carries out the work that they have been trained and certified for.
- d. In particular, with regard to staff training, the Operator is obliged:

- 1) To have the relevant staff attend the mandatory Airport Security course before taking up service, in accordance with ENAC Circular SEC-05A and any amendments, for the issuing of the Airport Entry Card.
- 2) To comply with the Airport Regulations, and any other applicable rules regarding education and training, ensuring that before starting work, its staff participates in the mandatory courses organised by SAVE.
- 3) If participation in supplementary courses is voluntary (e.g. courses for PEA volunteers), allow staff that asks to take part in the training initiatives the necessary time to participate.
- 4) To send SAVE the documentation certifying that training obligations have been met, based on the methods and timing specified by SAVE Training Management.
- 5) The Operator is responsible for the work done by its employees, or by the persons it assigns, also in respect of third parties, holding SAVE harmless from any liability and/or claims for damages caused by employees or its assignees.
- 6) The Operator must equip its staff with work uniforms and clothing complying with applicable legislation on safety that ensures a unified image. The work uniforms and clothing must always be kept clean and orderly by staff. The Operator may not affix any advertising brands of any kind thereon, except for its own distinctive brands.
- 7) The Operator must prevent persons that it does not employ or that are not authorised, to access the airport areas using assets used by them on a sub-concession basis/or using their own vehicles and equipment, and generally, must do everything possible so that whoever works on its behalf ensures compliance with prohibiting access to people not holding the relative permits.

#### **11.4.7.1 SPECIFIC TYPES OF MANDATORY TRAINING**

- a. SAVE, in its capacity as Airport Manager at Marco Polo Venice Airport is the guarantor for operational safety, requiring the mandatory participation in the course “Airside Safety and Safety Management System” for all persons holding an apron access **TIA** (Area 6).
- b. The Airport Driving Permit (ADP) is issued only after successfully passing the training course referred to in the point above, and the ADP qualification course.
- c. Marco Polo Airport has structures available to service Operators providing assistance to aircraft (e.g. fingers, 400hz). With regard to these structures, SAVE organises training for organisation Trainers, that then provide training internally.
- d. SAVE trainers train the Trainers specified by the service Operators.
- e. SAVE Training Management issues trained trainers with a document certifying the completion of their training and authorising the Trainers to train Operators within their organisation.
- f. Training Management provides Operator Trainers with the handouts, tests and attendance sheets to use. These documents are kept in the original at the organisations (for audits that will

be conducted by SAVE Compliance), with an electronic copy also sent to docstraining@veneziaairport.it.

Only Trainers trained by SAVE can provide training on SAVE structures and systems.

Only Staff trained by qualified SAVE trainers can operate on SAVE structures and systems.

Training Management holds a list of Trainers authorised by SAVE.

- g. Marco Polo Airport has vehicles and equipment to make available to Operators providing assistance to aircraft (e.g Schopf tractor).

SAVE provides direct training to Operators on the use of these vehicles.

The Training Management System issues trained Trainers with a document certifying the training received and authorising the Operator to use the vehicle or equipment.

Only Operators trained by SAVE can operate said vehicle and equipment.

- h. The Operator undertakes to manage assistance Services with special regard for passengers' needs when presenting disabilities and reduced mobility. All staff employed by the Operator coming into contact with travelling personnel must be properly trained on Assistance to Passengers with Reduced Mobility or with disabilities as stipulated by Regulation (EC) no. 1107/2006, based on ENAC Circular GEN-02 **B** and any subsequent amendments (see also para. 2.10 of these Regulations).

#### **11.4.8 SERVICES TO BE GUARANTEED DURING STRIKES BY STAFF**

In the event of a strike by its staff, the Operator is obliged to guarantee that indispensable services protecting the user and safeguarding operational safety are covered, in compliance with applicable legislation.

The Operator must specifically comply with the provisions in para. 9.4.

#### **11.4.9 SERVICES CHARTER**

With the appropriate organisation of staff, vehicles and equipment, the Operator must consistently provide its customers (Passengers and other Airport Operators and Users) with service levels that correspond to the objectives set in the current Venice Airport "Services Charter" (adapting to possible future amendments thereof), as specified in section 1.6.

The Services Charter is available on the Venice Airport website on the following link: <https://www.veneziaairport.it/info-e-assistenza/carta-dei-servizi.html>.

#### **11.4.10 MINIMUM REQUIREMENTS FOR ESSENTIAL SERVICES**

The minimum quality requirements set for essential services (identified on the basis of user quality guarantee criteria or the efficient use of airport Regulations infrastructure and systems), once incorporated in the Airport Regulations, become mandatory for all Operators.

An infringement of the aforementioned minimum quality requirements therefore constitutes a breach of the Airport Regulations and as such is subject to penalty procedures.

**11.4.11 QUALITY CONTROL**

For the purposes of achieving the objectives in the points above (see para. 11.4.9 and 11.4.10), all Operators must adopt internal procedures that are appropriate to checking on the quality of the services rendered and their measurement.

**11.4.12 SERVICE CONTINUITY**

- a. Operators/Self-producers must ensure continuity and regularity in their assistance to all flights.
- b. In its contracts with Carriers, the Operator undertakes to guarantee continuity and regularity, based on the principles of impartiality and non-discrimination of the utilities and services it is responsible for on non-scheduled and/or re-routed and/or emergency flights and/or in other exceptional temporary circumstances on the request of SAVE and in all operational and weather conditions, during the working hours for the Airport set in the AIP and across the entire airport area, guaranteeing qualified and consistent assistance.
- c. The Operator undertakes to guarantee the necessary assistance also in respect of Carriers not covered by ground handling service contracts. Complying with these service obligations is done according to methods defined by the Manager in the scope of specific procedures, or without these, in agreement with ground handling Operators.

**11.4.13 MANAGEMENT SYSTEMS**

The Operator sets up an event reporting system in the framework of its management system (in accordance with ENAC Circular GEN-01E and Reg. (EU) no. 139/2014 and Reg. (EU) no. 376/2014) in order to contribute to the objective of continually improving security.

Without prejudice to the reporting obligations, the Operator notifies all events to the Airport Management, Operator and aircraft reporting systems, and if applicable, to the air traffic service provider. The event reporting system complies with applicable EU legislation.

**11.4.14 ITEMS FOUND****11.4.14.1 ON BOARD**

Any items forgotten by passengers and found on board aircraft, unless instructed otherwise by the Operator, must be taken by the Operator to their Lost&Found office, which will deal with these in accordance with applicable regulations on the subject (see para. 2.16.4).

**11.4.14.2 AT THE AIRPORT**

Any items found in the airport precinct must be taken by the Operator to the SAVE Arrivals Information office, which will deal with these in accordance with applicable regulations on the subject (see para. 2.16.3).

#### 11.4.15 LOST&FOUND WORKING HOURS

- a. The Operator must guarantee that the airside and landside area Lost & Found offices are open for the entire period when assisting flight operations, including delayed flights.
- b. The telephone service must also be guaranteed over the same time period.

#### 11.4.16 FLIGHT DELAYS

In the case of there being flight delays, the Operator must guarantee the presence of a staff member at the gate, from the scheduled departure time until the flight effectively leaves, to assist passengers and update information on the flight, pursuant to Reg. (EC) no. 261/04.

#### 11.4.17 FLIGHT CANCELLATIONS

In the case of flight cancellations, the Operator must make at least one Help Desk with adequate staff available to passengers, until the critical period has passed. Information and assistance to passengers is provided pursuant to Reg. (EC) no. 261/04.

#### 11.4.18 RE-ROUTED/NON-SCHEDULED/NO-CONTRACT FLIGHTS

- a. In the case of flights re-routed from another airport, the Operator guarantees the same services set out above.
- b. The assistance is extended on request from SAVE, based on the same procedures, to any Carriers not covered by a ground handling service contract.
- c. The Operator must ensure all the services needed to assist Passengers. The cost for these services is charged directly to the Carrier.  
The latter is obliged to provide passengers with all the required services, via the assigned Operator, and to incur the relative costs.

#### 11.4.19 PROCEDURES FOR IMPLEMENTING THE REGULATIONS

- a. Compliance with these Regulations does not exonerate the Operator from complying with obligations undertaken in any specific contracts with SAVE, referring to the use of airport infrastructure. In any event, in accordance with applicable regulations, in the case of non-compliance with the conditions for using the airport and provisions in these Regulations by Operators, please refer to para. **Errore. L'origine riferimento non è stata trovata.**

- b. With regard to whatever is not specified in these Regulations and in cases that go beyond normal operations, the Operator is obliged to adhere to the instructions issued by the SAVE Station Manager to safeguard overall airport operations in the best way possible, without prejudice to the right to challenge the instructions at a later stage and in the most appropriate forum. In particular, the SAVE Station Manager may decide in cases of serious operational anomalies affecting the general Airport precinct (for example: ramp congestion due to exceptional weather conditions, general delays in acceptance due to external road traffic being blocked, etc.) to adopt emergency measures that are entirely or partly different to those in these Regulations, give due notice in this regard to the relevant parties. See also in this regard para. 8.
- c. SAVE reserves the right to conduct checks of any kind and at any time on compliance with these Regulations.
- d. In the case of failure to comply, albeit partially, with these Regulations, in protecting Passengers and airport Operators, in addition to the Management Company itself, SAVE reserves the right to adopt the measures deemed most appropriate, in accordance with applicable legislation, and to charge the non-compliant party or party responsible for the infringement with the costs incurred and any damages sustained and to be sustained. Without prejudice to the provisions in Art. 1058 of the Navigation Code, SAVE may report to ENAC on the breach of obligations relating to the payment of taxes, fees and tariffs, including those relevant to ENAV S.p.A., so that ENAC can prohibit the aircraft's departure. The lack of knowledge on these Regulations does not constitute a reason justifying possible breaches by anyone.
- e. To allow for SAVE and the Airport Authorities to properly coordinate activities, the Operator must have staff that speaks Italian and English, which is available throughout the relevant working hours. In particular, Operators must provide the name of the Operational Manager with representative powers, that is always available during and after the Operator's working hours at Venice Airport, who can be contacted by SAVE for communications and/o consultations relating to emergency situations or particularly significant or critical events. This person must have the necessary decision-making powers to carry out this role. If the contact persons referred to above are partially or entirely lacking, SAVE cannot guarantee that processes involving the missing contact persons will be carried out correctly, to the extent of its own responsibilities.
- f. All Operators must provide SAVE with the names, telephone/email details of the company contact persons that are essential for information flows pertinent to airport activities to be managed correctly. This information must be promptly sent once again to SAVE at any time that there are changes to said details.
- g. With reference to paragraph 11.3.4, points e) and f) of these Regulations, the Operator must specifically provide the following to SAVE:
- List of the airline companies and flights assisted.
  - List of the vehicles and equipment used at the Airport, also for the purposes of assigning the respective radio names.

- The list of “Operator contact persons”, using the facsimile under Annex A to paragraph 11.4.19.1
- h. The Carrier must provide SAVE with a list of Operators it uses for ground handling services, using the facsimile under Annex B to paragraph 11.4.19.2.
- i. Any subsequent changes relative to the aforementioned notifications must be promptly reported in writing to SAVE Handling and Terminal Operations Area, as stipulated in para. 11.3.4 point i) of these Regulations.
- j. The Operator is responsible for the costs relating to changes in airport signage or other interventions that SAVE must make following new commercial initiatives by the Operator (e.g. change in Carriers assisted, change or acquisition of new brands, etc.).

**11.4.19.1 ANNEX A LIST OF OPERATORS CONTACT PERSONS**

<b>List of Operators contact persons</b>			
<b>Company: _____</b>			
No.	Type of communication	Internal contact person(*)	Contact details(**)
1	Operational information on flights, assignment and use of aprons and gates		
2	Communications on parking areas and storage of vehicles and equipment		
3	Communications on boarding bridges, optical guides, 400hz, pre-conditioning, provision of drinking water		
4	Communications on waste system and offloading water/aircraft toilette tankers		
5	Communications on luggage and arriving luggage handling systems		
6	Communications on luggage and departing and transiting luggage handling systems		
7	Communications on acceptance, transit counters, check-in point systems		
8	Communications on information for the general public		
9	Communications on special assistance halls and electric pax transport vehicles		
10	Communications on Cargo and Mail treatment		
11	Communications and consultations on especially significant or critical operational situations		
12	Emergency communications referring to PEA		
(*) Specify the internal Company function (or person) that you wish the communication to be addressed to or the company (e.g. handler) that is mandated to receive the communication. (**) Specify, inter alia, a mobile number and telex reference			

## 11.4.19.2 ANNEX B - LIST OF OPERATORS PER CARRIER

Carrier			IATA Code		
No.	Group	Activity	Operator	Operator	Notes
1	Administration & Supervision	Administration & Supervision			
2	Passengers	Acceptance			
3		Ticketing			
4		Lost&found Arrivals assistance			
5		Special assistance			
6	Ground handling	Ground handling			
7	Baggage	Preparation departing luggage			
8		Plane side transfer			
9		Return			
10	Centering	Balancing/ramp			
11	OPS	Loading/offloading a/m			
12		Pax & crew transport			
13		Loading offloading WC and water a/m			
14	Cleaning	External cleaning a/m			
15		On board cleaning			
16		Cleaning on request			
17	Ass.t Cargo/Mail	Cargo/mail documentation			
18		Cargo/Mail			
19		Transfer Cargo/Mail			
20	Refuelling	Replenishing a/m (fuel/oil)			
21	Maintenance	Assistance/maintenance a/m			
22	Catering	Catering			
23		Transfer meals on board			
24	Security	Security Services			

25	Other handler for specific flights*			
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\* Specify if a different handler from the one in the points above is used for specific flights and/or destinations. Provide the details of the flight and activities carried out by the Handler.

## 12 REFERENCES AND CONTACTS

Also refer to Chapter 0.5.1. of these Regulations.

### 12.1 SAVE REFERENCES

Reference	Subject matter	Contact person Telephone SITA fax email	
11.4.2.2	Liquid spills	Airport Coordination (CDS) 041 260-6471 > 6476 FAX 041 260 6479 VCEKMXH <a href="mailto:cds@veneziaairport.it">cds@veneziaairport.it</a>	
11.4.2.2	Damage or dangerous events in the handling and manoeuvring area		
7.1	Anomalies in airport information flows		
7.1.2	Flight rotation		
7.1.6	Operating information not contained in standard messages		
2.2.3	Managing information for the general public and operating information		
6.2.1	Request for additional commitment for aircraft parking aprons		
6.2.1	Request for changes to dedicated aprons		
6.2.3	Anomalies relating to apron use		
5.2	Request for VVF intervention for refuelling with pax on board		
2.4.2	Request for changes to planned boarding gates		
9.5	Start/end of storm and other weather events on the field		
11.4.2.2 D.	Imminent dangerous situations		Station managers on duty 041 260 6420 FAX 041 260 6419 VCEKXXH <a href="mailto:rds@veneziaairport.it">rds@veneziaairport.it</a>
1.5	Damage to infrastructure and systems		
11.4.6	Requests for services beyond normal activities		
<b>Errore. L'origine riferimento non è stata trovata.</b>	Assigning of non-authorized flights by Assoclearance		
2.2.3	Request for information available on operating monitors		
2.3.9	Temporary change to check-in assignment		

Reference	Subject matter	Contact person Telephone SITA fax email
2.2.3	Extemporary opening of dedicated counters	
7.4	Non-acquisition of original load-sheet. irregularity in load-sheet issued by captain	
7.1.2	Planning and communication flight information	INFRASTRUCTURE AND AIRPORT PLANNING 041 260 6413
7.1.2	Communication of information of those managed in conjunction with other users	FAX 041 260 6409 VCEDDXH <a href="mailto:gperta@grupposave.com">gperta@grupposave.com</a>
2.2.2	Breakdowns and jamming of EDP equipment	
2.3.9	Anomalies or malfunctions on acceptance systems	INFORMATION SYSTEMS TECHNICAL SUPPORT 041 260 6321
2.4.3	Anomalies/ malfunctions or breakdowns in gate devices	FAX 041 260 6309 <a href="mailto:vce.first.level@datavisionsrl.com">vce.first.level@datavisionsrl.com</a>
2.2.2	Airport configuration EDP systems	
2.2.2	Implementation of EDP systems	
2.2.5	Malfunctions in information systems for the general public and operating information	SERVICE DESK INFORMATION SYSTEMS MANAGEMENT 041 260 6310 FAX 041 260 6309 <a href="mailto:servicedesk@grupposave.com">servicedesk@grupposave.com</a>
7.1	Malfunctions in A-CDM platform	
5.7.2	Anomalies parking and storage areas. Anomalies in operating stalls in the vicinity of aprons	
0	Ambulance access to aprons	
<b>Errore. L 'origine riferimento non è stata trovata.</b>	Anomalies or malfunctions <ul style="list-style-type: none"> <li>• Loading Bridge</li> <li>• 400 Hz. system and pre-conditioning.</li> </ul>	SAVE-AIRSIDE OPERATIONS E SAVE-APRON UNIT & MAINTENANCE 041 260 6495 FAX 041 260 6493  <a href="mailto:safety@veneziaairport.it">safety@veneziaairport.it</a>
3.1.2	Reporting BHS operations	
3.2 3.4.3	Anomalies – Malfunctions BHS	
3.1.5	Reassignment luggage reclaim belts Assignment of a new belt in the event of stoppage/ malfunction	BHS OPERATIONS CONTROL ROOM 041 260 3361 FAX 041 260 3369 <a href="mailto:bhs@veneziaairport.it">bhs@veneziaairport.it</a>
3.5.2	Operational anomalies in luggage sorting during reclaim stage.	

Reference	Subject matter	Contact person Telephone SITA fax email
3.2	Anomalies or malfunctions in luggage sorting and reclaim systems	
<b>2.10.9</b>	<b>Disabled People toilets</b>	<b>FLIGHT INFORMATION OFFICE</b> <b>041 260 6441</b>

## 12.2 OTHER REFERENCES MADE IN THE TEXT

Reference	Subject matter	Contact person Telephone SITA fax email
11.4.2.2	Alarm doors malfunction	Polizia di Stato (State Police) 5922 5920
3.14.2	Firearms with arriving passenger	Polizia di Stato (State Police) (Central Operations) <a href="mailto:frontpolaria.ve@pecps.poliziadistato.it">frontpolaria.ve@pecps.poliziadistato.it</a> or fax 041 269 2415
3.14.1	Check-in passenger with firearm	Certified security company
1.5	Malfunction or non-compliance systems, equipment or infrastructure	Technical Control 041 2606372
1.5	Anomalies or malfunctions hydraulic systems	041 5960214 <a href="mailto:segnalazioneguasti@veneziaairport.it">segnalazioneguasti@veneziaairport.it</a>
11.4.2.2	Replenishing extinguishers	<a href="mailto:resptecnico@veneziaairport.it">resptecnico@veneziaairport.it</a>
7.1.2	Clearance non-authorized flights by Assoclearance	ENAC Nord-Est Dpt 041 260 5700 041 260 5711
<b>Errore. L'origine riferimento non è stata trovata.</b>	Non-authorized/ Re-routed flights	Ufficio Sanità Marittima Aerea Transfrontaliera (Maritime-Air-Border Health Office). 06 59944836 Fax 041 5102866
2.14.5	Management of health emergencies for infectious diseases	At the Airport, when the office is manned: tel. 5802-03 Infectious Diseases Department Hospital Dell'Angelo hh 08-20 - 041-9658509; Hospital SS Giovanni e Paolo hh 08-20 - 041-5295622

## 12.3 EXTERNAL REFERENCES TO AIRPORT REGULATIONS - MANUALS AND PROCEDURES

### 12.3.1 DOCUMENTATION RELATING TO THE ISSUE OF AIRPORT ACCESS PERMITS

The documentation needed to issue airport access permits, including the TIA, the pass with escort and the vehicle pass is available on the Venice Airport website, [My.Veneziaairport.it](http://My.Veneziaairport.it), under Pass Issuing.

### 12.3.2 INSTRUCTIONS FOR USING TELESCOPIC BOARDING BRIDGES

The user instructions for boarding bridges are in the following manuals, which have both been provided to Handlers during training:

- “Operating Manual for Passenger Boarding Bridges – CIMC”.
- “Operating Manual Boarding Bridges – ThyssenKrupp”.

### 12.3.3 USE OF FIDS SYSTEMS

- FIDS – First Last Bag Manual – V 2.1
- FIDS VCE – Check-in Portal Manual – V 1.1
- FIDS VCE – Gate Portal Manual – V 1.1

### 12.3.4 ISSUE OF SINGLE CARRIER DECLARATION VIA WEB APPLICATION

The Operator user instructions are in the “DUV WEB” Manual, available from the SAVE Technical Training Management Office.

### 12.3.5 MANAGING BHS EMERGENCIES

The user instructions in the following manual:

- “Training manual BHS ramp and check-in handlers”.

Additional technical manuals on the use and management of the BHS system are available for OBT operators at the BHS Technical Control Room.

### 12.3.6 MEDIUM OR HIGH-CAPACITY RESTRICTION - GUIDE TO FLIGHT CANCELLATIONS

With reference to the procedure for managing critical airport events (see § 9.1), the table used for flight cancellations in the event of medium or high airport capacity limitations lasting more than 24 hours will

be developed concurrently with the management of the emergency, following the principle of impartiality and in proportion to the presence of each airline on the affected days.

### 12.3.7 AIRPORT MANUAL

The Airport Manual outlines the management procedures for airport operations and infrastructure adjustments at Venice Airport. Along with its attached procedures, it is distributed to all organizational units of the Airport Operator, subcontracted service companies, and, more generally, to all public and private entities whose activities impact certification and safety requirements.

All mentioned entities are required to comply with and adhere to the provisions and operational instructions contained in the Manual and its annexes, within their respective areas of responsibility, to ensure that their activities align with current European and national regulations.

The Manual consists of the following sections:

- Part A – General Provisions:  
Administration, control, and general information regarding the Airport Manual.
- Part B – Airport Management System, Qualifications, and Training Requirements:  
Description of the airport management system and the qualifications required for personnel.
- Part C – Specific Aspects of the Airport Site:  
Detailed description of the airport site.
- Part D – Specific Airport Aspects Included in the Aeronautical Information Service:  
Available aeronautical information services, procedures for disseminating general information, airport dimensions, and related details.
- Part E – Operational Procedures, Equipment, and Safety Measures:  
Operational procedures, equipment, safety measures, and emergency response plans.

The distribution of the Airport Manual and its attached procedures to all organizations operating or providing services at the airport is carried out through publication on the [My.VeneziaAirport.it](http://My.VeneziaAirport.it) portal, with notifications sent via newsletter in case of updates or revisions.

The Airport Manual and its associated procedures, available on the portal, can be accessed only after registration by personnel holding an Airport Access Badge (TIA).