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A. PURPOSE

This procedure defines the processes for passengers requiring VIP assistance, and the actions to be carried out for the correct management of embarkation and disembarkation operations.

B. ENTITIES CONCERNED

- State Bodies
- ADR S.p.A.
- ADR Security S.r.l.
- ADR Assistance S.r.l.
- Handler(s)

1. Check-In and Luggage

The Passenger will benefit from a welcome service by the Handler Staff Member in the Terminal and will subsequently be accompanied to the check-in desk or VIP lounge if available.

In the event that the Passenger has hold luggage, where necessary, an ADR luggage porter will take care of the transport of the baggage to the check-in desk (for Alitalia flights the VIP Passenger must independently arrange and purchase the service).

Alternatively, upon agreement with the relevant Handler/Carrier, the luggage may be transferred to the over-sized baggage station in the check-in Terminal.

2. Security Controls

2.1 Departure

Once check-in operations are complete, the Passenger will be accompanied by the Handler Staff Member to the security gate. Depending on the flow of passengers, security operations will be carried out at the “Fast Track” or “Authorised Categories” gates.

In the event that the Passenger is flying to “sensitive” destinations (e.g. USA, Israel), the Handler Staff Member will lead him/her to the security controls at gates:

- Terminal 3 central
- Terminal 1 east.

Following access control via the badge reader, the Handler Staff Member will pass through the security gates with the VIP Passenger, but must identify himself/herself as an “escort” carrying out the VIP assistance service, in order that ADR Security Staff might carry out the relevant checks. Once security operations are complete, the Handler Staff Member will accompany the Passenger to the relevant VIP lounge or directly to the expected boarding area.

2.2 Transit

The Passenger will be accompanied to security controls and through the “Fast Lane” channel to undergo the necessary checks. Without undergoing further security checks, the Handler Staff Member will pass through the security gates with the VIP Passenger and must identify himself/herself as an “escort” carrying out the VIP assistance service.

ADR Security Staff will carry out the required security checks on the passenger and the relevant airport badge confirmation of the Handler Staff Member.

3. Passport Controls

The Passenger will be accompanied by the Handler Staff Member to passport controls through the “Authorised Categories” channel, where the necessary checks will be carried out; the Handler Staff Member will pass through the “Staff” gate and will re-join the VIP Passenger after passport control.

4. Embarkation from Loading Bridge

The Passenger will be accompanied by the Handler Staff Member through the boarding gate and on board the aircraft. Should the Passenger request it, s/he may access the VIP lounge of the relevant Handler. In the event that VIP Passenger embarkation occurs through the VIP Van/Car service, point 5 shall apply and the Passenger will board the aircraft through the loading bridge tower.

5. Embarkation from Remote Stands

Led by the Handler Staff Member to the remote arrivals area, the Passenger will pass in **counterflow** through the Airside access door for Staff in the relevant Terminal. Before entering counterflow, the Handler Staff Member will ensure to communicate to the Guardia di Finanza the transit of the VIP passenger to be accompanied to the side of the aircraft. To allow for the VIP passenger's transit to the turnstile, where necessary, the Handler Staff Member will use his/her airport badge.

S/he will then be collected by the relevant Handler's VIP car and accompanied to the side of the aircraft.

Should the Passenger request it, s/he may access the VIP lounge of the relevant Handler. The Handler Staff Member will accompany the VIP Passenger on board and ensure that embarkation operations are routinely concluded.

Embarkation of passengers waiting in the VIP lounges

The Passenger will remain in the lounge until boarding.

S/he will then be accompanied to the side of the aircraft, through the lifts that connect the lounges to the aircraft stands, in the relevant Handler's VIP car.

The Handler Staff Member will accompany the Passenger on board and will ensure that embarkation operations are routinely concluded.

6. Arrivals from Loading Bridge

The Handler Staff Member will wait for the Passenger at the arrival gate exit.

In the event that the Passenger should prefer to disembark from the tower, the procedure outlined in "Arrivals from Remote Stands" (Ch. 7) will be followed.

6.1 Passengers terminating in Rome

In the event of arrivals from outside the Schengen Area, the procedures provided for in chapter 3 of this procedure will be applied.

In the baggage claim area, the Passenger will be able to collect his luggage.

In the event that the Passenger should require it, an ADR luggage porter will take care of transporting the luggage.

The Passenger will then be accompanied to the landside Arrivals Hall.

6.2 Passengers in transit

For security controls, see point 2.2 of this procedure.

For passport controls, see chapter 3 of this procedure.

7. Arrivals from Remote Stands

With the VIP car, the Handler Staff Member will collect the Passenger from the side of the aircraft and will take him/her to the remote arrivals of the relevant Terminal.

7.1 Passengers terminating in Rome

In the event of arrivals from outside the Schengen Area, the procedures provided for in chapter 3 of this procedure will be applied.

In the luggage delivery area,

In the baggage claim area, the Passenger will be able to collect his luggage.

In the event that the Passenger should require it, an ADR luggage porter will take care of transporting the luggage.

The Passenger will then be accompanied to the landside Arrivals Hall.

7.2 Passengers in transit

For security controls, see point 2.2 of this procedure.

For passport controls, see chapter 3 of this procedure.

8. PRM VIP Assistance Request

In the event that PRM assistance has been reserved in addition to VIP assistance, the relevant Handler will inform the RIT-PRM of the reservation details.

If, at the time of reserving VIP assistance, the Passenger did not also request PRM assistance, the Handler, once informed of the requirement, is to notify the RIT-PRM of the need for assistance.

The VIP Passenger will then be accompanied by a PRM assistant and the Handler Staff Member.

If the embarkation/disembarkation operations take place at remote stands, the passenger will be transferred with appropriate PRM transport (ambulifts).