



	<p align="center"> <b>G.B. PASTINE AIRPORT            CIAMPINO            AIRPORT REGULATIONS</b>            ENGLISH TRANSLATION FOR DISCLOSING            PURPOSES ONLY – IN ANY CASE OF            CONFLICT THE ITALIAN TEXT SHALL            PREVAIL         </p>	<p align="center"> <b>TABLE OF            CONTENTS</b> </p>	<p align="center"> <b>REVISION 2</b> </p>
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## 2. REVISION SCHEDULE

(in this section are placed the summary schedule of revised pages and sections that will be sent by ADR after updates)

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## 2.1 Summary schedule of revised pages


⇒ **S** = replace only Regulations revised pages with date of effectiveness updated

⇒ **I** = integrate Regulations with new pages or sections with date of effectiveness updated


<b>Update N°</b>	<b>Effective date</b>	<b>S / I</b>	<b>Pages</b>	<b>Contents</b>
1	20/12/2019	S	Whole document	Issue of the order of the Director of Lazio Airport Authority ENAC No. 13/2019 adopting Revision No. 2 of the Airport Regulations of Rome Ciampino Airport. The updates consist in particular: a) in the excerpt from the Regulation of rules and procedures on issues specific to the Airport Manual, updates made through the elimination of the parts not of direct competence of the Regulations, replacing where necessary a reference to the Manual itself; b) elimination of the direct reference to the ENAC Ordinances in the Regulation. The references to those no longer applicable have been eliminated and the relevant texts of those still valid are reported directly in the body of the document.
2	09/02/2021	S	Annex 5.5	Adjustment to the new PSN update
		S	Annex 6.1	Update of Statements in lieu contained in Annexes 3-7 (Rev. 0 of Annex 6.1 maintained)
3	02/03/2021	S	Annex 5.5	Annex 8 updated
		S	Annex 6.1	Annex 14 updated (Rev. 0 of Annex 6.1 maintained)
		S	Annex 6.2	Cap.7 points e) and f) and cap.8 par.3 updated
4	04/05/2021	S	Annex 6.1	Cap. 5, 10.2 and 20 and annexes 2 and 3 updated (Rev. 0 of Annex 6.1 maintained)
5	07/10/2021	S	Annex 6.2	Cap.4 and cap.8 par.2 updated
6	18/11/2021	S	Annex 5.5	Chapters 7 and 11 updated, added new chapter 12 and new annexes 7a, 7b, 11 and 12
7	22/12/2021	S	Pag. 4-4, 4-5 and 8-2	Implementation of Environment Minister Decree no. 345 dated 18 December 2018, following the approval of this update by ENAC DA with note prot. ENAC-ELA-21/12/2021-0147614-P

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8	20/03/2022	S	Pag. 9-6	Management/Use of check-in desk updated Reference inside point 9.3.26 updated, following the approval of this update by ENAC DA with note prot. ENAC-ELA-21/12/2021-0147614-P
		S	Pag. 9-19	Reference inside point 9.3.26 updated
		S	Pag. 4-6	Points 4.4.21-23 deleted (marshalling), following the approval of this update by ENAC DA with note prot. ENAC-ACI-17/03/2022-0032518-P
9	26/09/2022	S	Annex 5.5	Chapters 7, 8 and 14 and annexes 2, 5, 7a-c, 8a-b updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-22/07/2022-0090766-P
		S	Annex 6.1	Chapters 6, 9, 10, 11 and 23 and annexes 1 – 9B, 14, 15, 16 and 18 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-08/09/2022-0110176-P
10	09/11/2022	S	Pag. 4-2	Point 4.2.6 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-22/09/2022-0116488-P
		S	Pag. 6.1 and 6.2	References to the current edition of the Civil Aviation P.N.S. updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-22/09/2022-0116488-P
		S	Pag. 4-5	Point 4.4.13 updated, previous points 4.4.14-18 deleted and consequently point 4.4.12 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-02/11/2022-0136201-P
11	13/02/2023	I	Annex 4.1	New General Aviation Traffic Management Procedure, following the approval by ENAC DA with note prot. ENAC-ALA-02/11/2022-0136201-P
		S	Annex 5.5	Chapters 7 and 12 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/02/2023-0017282-P
		S	Annex 6.1	Chapters 9 and 10 updated, added new paragraph 23.1 and new annexes 14B and 22, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/02/2023-0017282-P

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12	29/09/2023	S	Annex 6.1	Chapters 2, 7, 9, 10 and 11 updated and added new chapter 25 and annex 23, following the approval of this update by ENAC DA with note prot. ENAC-ALA-25/09/2023-0123596-P
13	22/11/2023	S	Pag. 6-1	Cap. 6.1 updated, following the approval of this update by ENAC DT with note prot. Prot. ENAC-ALA-15/11/2023-0149026-P
		S	Pag. 6-3	Point 6.2.3 updated, following the approval of this update by ENAC DT with note prot. Prot. ENAC-ALA-15/11/2023-0149026-P
		S	Pag. 9-1 and 9-2	Full revision of paragraph ‘Access procedure for providers and self-handlers’ renamed ‘Access procedure for certified providers/carriers and self-handler’ (points from 9.1.1-15), following the approval of this update by ENAC DT with note prot. Prot. ENAC-ALA-15/11/2023-0149026-P
		I	Pag. 9-3	New paragraph ‘Access procedure for providers carrying out uncertified ground assistance services or for Operators carrying out quality control activities for the services referred to in Legislative Decree 18/99 provided by providers or self-handlers’ (points 9.1.16-20), following the approval of this update by ENAC DT with note prot. Prot. ENAC-ALA-15/11/2023-0149026-P
		S	Pag. 9-3 and 9-5	Paragraph ‘Use of vehicles and equipment’ updated (points 9.1.22 and 9.1.31), following the approval of this update by ENAC DT with note prot. prot. ENAC-ALA-15/11/2023-0149026-P
		S	Pag. 9-5 and 9-6	Paragraph ‘Exercise of ground handling services’ updated (point 9.1.37), following the approval of this update by ENAC DT with note prot. prot. ENAC-ALA-15/11/2023-0149026-P
		S	Annex 6.2	Cap. 7 lett. e) updated, following the approval of this update by ENAC DT with note prot. prot. ENAC-ALA-15/11/2023-0149026-P
		S	Annex 9.1	Par. ‘Certification’ updated, following the approval of this update by ENAC DT with note prot. prot. ENAC-ALA-15/11/2023-0149026-P
S	Annex 9.2	Full revision of Annex 9.2 ‘Third-party liability policy ceiling for ground assistance activities’		

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14	07/03/2024	S	Annex 5.5	renamed 'Third-party liability policy ceiling for ground assistance activities and quality control activities, following the approval of this update by ENAC DT with note prot. prot. ENAC-ALA-15/11/2023-0149026-P
		S	Annex 6.1	Chapters 7, 12, 14 and Annexes 1, 2, 5, 6, 10 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-16/02/2024-0022303-P
		S	Annex 6.2	Chapters 4, 5, 6, 10, 11, 16 and Annexes 1, 10, 11, 12, 15, 16, 17, 22, 23 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-04/03/2024-0030835-P
		S	Pag. 6-1 and 6-3	Chapter 4 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-04/03/2024-0030835-P
15	31/05/2024	S	Pag. 9-3	References to the current version of the Civil Aviation P.N.S. updated and typos corrected
		S	Pag. 9-3	Points 9.1.16 and 9.1.19 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/05/2024-0077961-P
		S	Pag. 9-15 and 9-21	Points 9.2.64 and 9.3.45 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/05/2024-0077961-P
		S	Annex 5.1	Contacts of prog. 13 updated
		S	Annex 6.2	Par. 5.2, 7 e 8.4 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/05/2024-0077961-P
		I	Annex 9.5	New Procedure for the transportation of firearms and/or ammunition by passengers, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/05/2024-0077961-P
S	Section 10	Section 10 'Emergency management' deleted (consequently renumbered Sections from 11 to 14 with numbering from 10 to 13 and renumbered Annex 11.1 to 10.1), following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/05/2024-0077961-P		

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16	13/09/2024	S	Annex 4.1	Par. 3.3.1 and 3.3.2 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-10/09/2024-0131022-P
		I	Annex 5.8	New annex 5.8 'Ciampino Airport Coordination Committee Rules of Procedure', following the approval of this update by ENAC DT with note prot. ENAC-ALA-10/09/2024-0131022-P
		I	Pag. 5-19	New point 5.3.20 related to the establishment of the Airport Coordination Committee, following the approval of this update by ENAC DT with note prot. ENAC-ALA-10/09/2024-0131022-P
		S	Pag. 8-1	Point 8.1.11 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-10/09/2024-0131022-P
17	18/12/2024	S	Annex 5.5	Chapters 6, 7, 12, 13, 14, 18, 19 e 22 and Annexes 1 and 8 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-17/12/2024-0185996-P
18	16/04/2025	I	Pag. 5-4	New point 5.1.17 added, related to the measure to protect the safety of free-roaming animals and to mitigate risks relating to their presence on airport grounds, following the approval of this update by ENAC DT with note prot. ENAC-ALA-26/02/2025-0027752-P
		S	Pag. 5-1	Point 5.1.1 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-04/04/2025-0048717-P
		S	Annex 6.1	Cap. 4, 5 and 10, par. 9.1 and 11.1 and layout of ID cards updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-04/04/2025-0048717-P
19	16/06/2025	S	Annex 6.1	Annex 14 updated, following ENAC DT note prot. ENAC-ALA-15/05/2025-0068716-P
		S	Annex 5.5	Annex 8 updated, following ENAC DT note prot. ENAC-ALA-15/05/2025-0068716-P
20	25/07/2025	S	Annex 5.5	Cap. 7, 8 and 12 updated, following ADR note prot. U0013833 dated 09/07/2025
		S	Annex 6.1	Cap. 5, 10 and 11 updated, following ADR note

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21	16/10/2025	S	Annex 5.7	prot. U0013833 dated 09/07/2025 Revision of the entire procedure, following the approval of this update by ENAC DT with note prot. ENAC-ALA-14/10/2025-0147550-P
		S	Annex 6.1	Par. 9.1 and 16.1 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-14/10/2025-0147550-P
		S	Pag. 6-1	Point 6.1.1 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-14/10/2025-0147550-P
		I	Pag. 9-24	New points 9.4.4-5 added, related to the passengers preboarding operations for only walk-in flight, following the approval of this update by ENAC DT with note prot. ENAC-ALA-06/10/2025-0142853-P
22	10/12/2025	S	Pag. 6-1 and 6-3	Points 6.1.1, 6.2.1 and 6.2.3 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-09/12/2025-0178164-P
		S	Annexes 6.1 and 6.2	Annexes 6.1 and 6.2 deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-09/12/2025-0178164-P
23	26/03/2026	S	Pag. 5-6 and 5-14	Points 5.1.46 and 5.1.97 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/03/2026-0048591-P
		S	Pag. 9-16	Point 9.2.71 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/03/2026-0048591-P
		S	Annex 4.1	Par. 2 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/03/2026-0048591-P
		S	Annex 5.5	Annex 5.5 deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/03/2026-0048591-P
24	01/04/2026	I	Pag. 9-24 and 9-25	Points 9.4.1-10 added (previous points 9.4.1-5 deleted), following the approval of this update by ENAC DT with note prot. ENAC-ALA-27/03/2026-0050084-P

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## 2.2 Revision state of Station Regulations sections

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Section 5 – GENERAL RULES	*	*	*			
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### 3. INTRODUCTION

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### 3.1 INTRODUCTION


These Airport Regulations have been prepared for the Airport of Ciampino by Aeroporti di Roma SpA, as the Airport Managing Company, and have been prepared pursuant to Article 2, paragraph 3. D.L. of September 8, 2004, n. 237, converted by Law 9 November 2004, n. 265 and art. 705 of the Navigation Code, as reformed by Decree. N.96/05, according to the contents of ENAC Circular APT 19.

These Airport Regulations are adopted by the ENAC Local Civil Aviation Authority, which makes them mandatory through an order.

In these Airport Regulations and the documents annexed to it or in it recalled, a reference to the Airport Director, or briefly DA is to be considered as made to the ENAC Direzione Aeroportuale Lazio.

In the present Airport Regulations and in documents attached thereto or therein mentioned, any reference to the ENAC orders / measures must be taken to cover all modifications and / or additions thereto, made after the date of adoption or most recent update of Regulations.

The ENAC orders / measures governing ex –novo a matter covered by this Regulation shall be deemed an integral part thereof from the date of entry into force and regardless of formal receipt through the Regulations update.

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## 4. STATION REGULATIONS

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## 4.1 OBJECT AND SCOPE OF THE DOCUMENT

- 4.1.1 These Airport Regulations contain the collection of criteria, rules and operating procedures that rule the activation and execution of processes related to airport activities, prepared by the Managing Company and ENAV, for activities and areas of their competence, in accordance with national and international standards, and are adopted by ENAC.
- 4.1.2 The Regulation sets, therefore, rules, prepared by the Managing Company, mainly to:
- ensure the orderly and regular use of the infrastructure and airport facilities in compliance with the technical peculiarities of use of each of them.
  - ensure that access and use by private airport operators of common use airport infrastructures, centralized and in exclusive use, is carried out in transparent, objective and non discriminatory ways.
  - ensure that airport operations are conducted in compliance with national and international laws, regarding security, safety, environmental protection, health protection of workers at work, circulation.
  - ensure coordination and control of activities within the airport of Ciampino so to the entire airport management allows safe, continuous operability without penalties for air transport.
  - ensure adequate levels of quality of airport services, in compliance with the Service Charter.
- 4.1.3 All private companies that conduct their activities at Ciampino airport are required to comply with this Regulation and shall be subject to the penalties provided specifically for non-compliance or breach.
- 4.1.4 The Public Authorities are bound to comply with the requirements of the Airport Regulations where the same do not conflict with institutional tasks carried out at the airport or the applicable national and Community law.

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## 4.2 MANAGEMENT

- 4.2.1 Each page of these Regulations reports the progressive revision number of the section as a whole and the effective date of that section, which is the date from which the rules herein contained shall come into force, such date can of course vary from section to section according to the updates carried from time to time
- 4.2.2 ADR may at any time, in the presence of regulatory, procedural or operational, occurrences provide updates or revisions of these regulations to be submitted to the DA for its adoption. The DA will review the revisions and updates giving feed-back to the Managing Company, within 45 days of receipt, about their decisions.
- 4.2.3 Aeroporti di Roma S.p.A. provides the necessary publicity and diffusion, including informatics means, of the Regulations and subsequent updates.
- 4.2.4 The updated document is posted on the website [www.adr.it](http://www.adr.it)
- 4.2.5 In the event that it is necessary to issue additional policies and / or procedures, to ensure the smooth and safe performance of operational processes, whose effectiveness and timeliness are not compatible with the approval procedure and informative updates to the Regulations described above, the Managing Company may issue, if the object is not already covered specifically in these Regulations, supplementary provisions through documents called "operational provisions of the Managing Company" that will be brought to the attention of airport operators concerned and the DA. The operators are required to comply with those provisions. The "Operational provisions of the Managing Company" will be the subject of evaluation and possible adoption by the DA if not related to situations of limited duration.
- 4.2.6 The Technical Instructions and Annexes may be modified by the Managing Company, where necessary due to changes in technical, organizational changes or new buildings or addresses, with prior notification to ENAC DA 15 days before the date of entry into force and publication for any actions under the responsibility of ENAC.

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### 4.3 ANNEXES

4.3.1 All documents attached to this Regulation, form an integral and substantial part of it.

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## 4.4 GENERAL AVIATION

### TERMINAL OPENING AND CLOSING TIMES

- 4.4.1 The General Aviation Terminal and of all its relative activities and services are open from 07:00AM to 11:30PM.
- 4.4.2 ADR Security opens and closes the access doors of the Terminal every day.

### Access to the General Aviation Terminal

- 4.4.3 Access to the General Aviation Terminal is permitted exclusively to passengers and airport personnel as defined in the following Arts. 4.4.4.
- 4.4.4 Personnel of the State bodies, of the Gruppo Aeroporti di Roma S.p.A. have right of access to the terminal as also airport operators of the handling companies who provide assistance services to the General Aviation flights and that are certified by ENAC for Ciampino Airport at points 1, 2 and 9 of Attachment A of Leg. Decr. n.18/99.
- 4.4.5 Entry and exit of passengers must be through the main doors of the Terminal located in Via R.Ferrario.
- 4.4.6 Authorised airport operators can access the Terminal through the side door provided with badge reader and therefore can gain airside access using the access control system located by the service gate. If the external badge is not swiped through the reader, no access will be authorised for transiting through the service gates. Only authorised airport operators will be guaranteed access to “zone 30” comprehensive of the above described badge readers.

### Use of ADR’s VIP lounge

- 4.4.7 Use of the VIP lounge is allowed exclusively during the General Aviation Terminal’s opening times.
- 4.4.8 Allowed to access to the VIP room are exclusively the passengers, and relative eventual companions previously authorised by ADR, flying on flights assisted by the handlers having sub concessions of lots of spaces inside the General Aviation Terminal in which there are no passenger assistance rooms or passengers and relative eventual companions Aeroporti di Roma’s guests.

### Road access to General Aviation Terminal

- 4.4.9 Along the landside road in front of the Terminal platform, vehicles may stop for passengers to get on or off.

### TRAFFIC LIMITATION

- 4.4.10 Incoming aircraft of the general aviation are subject to the issuance of a permit, issued in advance on the basis on the availability of the stands by the Managing Company (Prior Permission Request - PPR). The request for a PPR code is put forth by the carrier/handler to CMO Controllo Voli via a special computer platform made available by Aeroporti di Roma.

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4.4.11 Excluding emergency/ambulance/state operations, PPRs can be released only within the airport opening time for private and commercial flights, that is between 06.00LT and 23.00LT

4.4.12 In compliance with the provisions of Ministerial Decree 345/2018, PPR may be issued up to a maximum of 61 daily movements with the exclusion of medical / emergency / rescue flights, according to the procedures set out in Annex 4.1.

## **AA/MM OPERATIONS IN AIRSIDE**

### **Management and assignment of Stands**

4.4.13 The management of General Aviation flights at Ciampino Airport is regulated in Annex 4.1 "General Aviation Traffic Management Procedure". It is related to the process of evaluation, modification, cancellation, management of PPR requests and stand allocation.

4.4.14 Carriers using the General Aviation will be responsible for using the vehicles supplied by the Handlers to transport users to and from the parking areas.

4.4.15 It is forbidden to disembark or embark General Aviation passengers outside the assigned parking stands.

### **Aircraft handling**

See Airport Manual

### **Refuelling**

See Airport Manual

## **AIRPORT INFORMATION**

4.4.16 Information concerning the operational management of flights on CIA (flight departures and arrivals, delays, cancelled flights, various information for the public and operative personnel, invoicing data, etc.) is included in chapter 8 of the Airport Regulations. Said information is generally processed on information systems and, depending on the type function, are generated by different subjects (Carriers, Providers, Management Company).

4.4.17 For each flight operating on CIA, the Carrier / Handler must ensure that the time of actual start and end of the use of each stand is sent to the ADR Information System, immediately after landing and take-off and in any case no later than 10 minutes from the same.

4.4.18 Using the MVT or AMB telex, the Carrier / Handler must also ensure the communication, as soon as known, of any update of the flight information.

4.4.19 The Carrier / Handler must guarantee the sending of the incoming DUV message signed by the Flight Captain, contextually to the relative movement and within 10 minutes from it, through the computer system made available by ADR. The system automatically generates an electronic copy of the DUV addressed to the Managing Company, Customs and Monopolies Agency, State Police, Guardia di Finanza. Without prejudice to the responsibility for filing the DUVs by the Service Provider according to its certification procedures, the system made available by the Managing Company automatically archives an electronic copy of the DUV, as soon as it is sent by the Handler.

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4.4.20 The Carrier / Handler must guarantee the sending of the outgoing DUV message signed by the Captain, together with the relative movement, through the computer system made available by ADR. The system automatically generates an electronic copy of the DUV addressed to the Managing Company, Customs and Monopolies Agency, State Police, Guardia di Finanza. Without prejudice to the responsibility for filing the DUVs by the Service Provider according to its certification procedures, the system made available by the Manager automatically archives an electronic copy of the DUV, as soon as it is sent by the Handler.

4.4.21 It remains in any case the responsibility of the Carrier / Handler to provide a copy of the DUV to the competent Authorities upon request at the same time as the transit of passengers for both incoming and outgoing movements.

#### **OPERATIONS CONNECTED TO GROUND ASSISTANCE**

4.4.22 Handlers operating with General Aviation that provide ground assistance service using the airport's infrastructures must:

- Be informed of and accept the contents of these Airport Regulations, in force in the airport, committing to standardize its activity to what is provided for therein;
- Inform and train its personnel on the contents of these Airport Regulations';
- Wear clothing that enables easy identification of the Handling company, that is always clean and worn by personnel conformingly to the indications of the same company;
- Always keep the ID badge, that allows access as established by the current provisions, well visible;
- Interact with passengers with competence and cordiality, avoiding unease of any kind.

4.4.23 Handlers must guarantee that the tariffs for ground assistance services provided to general aviation flights are always displayed in visible bulletin boards accessible to the passengers. The same must be published on the website of the management company. Furthermore:

- Said tariffs must be parcelled with the indication of costs for each service offered or rather the indication of a flat rate tariff for services rendered for a value inferior to the total of the single tariffs;
- The invoice must include the details of the Enac provisions that impose obligatory services with separation of amounts relative to handling charges from the airport rights;
- The invoice will indicate the parameters of reference taken for every single service (pax number, working hours, mtow, etc.).

#### **Landside operative areas**


4.4.24 With the exception of facilities in subconcession to the handlers for passenger and crew reception and management services, further spaces functional to the performance of operative activities will be carried out by ADR at every IATA season in relation to the market quotas defined in the previous season.

4.4.25 The assignatory handler will be responsible for the maintenance of the functionality and decor of the spaces and equipment assigned by the Management Company.

#### **Airside operative areas**

4.4.26 The airside parking areas and the equipment recharging stations are available for each certified handler for Ramp activities.

4.4.27 The assignment of areas, stalls and recharging stations to handlers may be changed by ADR at any time, particularly in the case of new operators taking over or changes in traffic volumes of those

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already present, to allow meet the needs of all airport operators in a transparent, objective and non-discriminatory way. The variations may consist of, for each operator, an increase, a decrease and a change in the location of what was previously assigned.


### **Baggage handling**

- 4.4.28 Handling of baggage within the terminal is of exclusive competence of the handler that will operate the passenger assistance service.
- 4.4.29 The equipment used by the handlers for baggage transport must be deemed suitable and decorous by the Management Company.
- 4.4.30 The Management Company may require the discontinuance of the use of the equipment deemed unsuitable.
- 4.4.31 Entry and exit of baggage trolleys must occur through the gate close to the trolley stacking area.
- 4.4.32 Empty baggage trolleys must be stacked exclusively in the dedicated stacking area.

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## 4.5 OBLIGATIONS OF THE COMMERCIAL AVIATION CARRIER

- 4.5.1 The Carrier is the subject of the air transport contract which benefits from the ground handling services provided by the handler and uses the airport infrastructure; this part of the Airport Regulations is therefore dedicated to the Carrier's commitments towards the Managing Company with respect to the use of the infrastructure and the choice and use of the handler.
- 4.5.2 Each Carrier operating at CIA must make use of suppliers capable of:
- ensure that all ground handling services provided to it are provided with continuity and regularity, even for unscheduled and / or emergency flights, in all operating and meteorological conditions and throughout the scheduled opening hours of the airport in AIP-ITALIA and throughout the airport area;
  - provide qualified and constant assistance, in particular in services that provide direct contact with passengers (eg check-in, lost & found, information) and in the case of special transport (perishable goods, dangerous goods and live animals) also in fulfillment of the obligations deriving from the Carriers by Regulation (EC) n.261 / 2004 and by the Charter of Passenger's rights.
- 4.5.3 In order to promptly allow the Managing Company to regulate assistance services, manage infrastructures and coordinate the activities envisaged by the Navigation Code, the Air Carrier that starts operating at the Ciampino airport has the obligation to:
- give evidence, by means of a declaration issued to its handler, who must provide a copy to the Managing Company, of having read the Airport Regulations and the Airport Manual and accepting its contents;
  - verify that its Providers comply with the quality standards of competence (Service Charter and Airport Minimum Requirements) established by ENAC or by ADR subject to the authorization of ENAC described in section 10 of these Regulations, without prejudice to the Managing Company 's obligation to ensure the efficiency of the airport systems;
  - ensure that, in cases where its Provider is unable to meet the defined standards, it will: (i) notify the Managing Company in the figure of the Duty Station Manger using the references indicated in Annex 5.1 prog. 1; (ii) to warn its passengers that they will suffer the disservice, indicating where possible the reasons, through the most effective means of communication (e.g. updating the display in the baggage delivery area, local or generalized sound announcements);
  - check in advance and periodically that the equipment of its Providers are compatible in terms of number and characteristics with their type of aircraft, passengers, baggage and goods transported and ensure the levels of service required by the Airport Regulations.
- 4.5.4 Each Carrier must provide ADR before starting to operate on CIA, all the information that will be requested by ADR itself, in particular:
- which providers will use to carry out the ground handling services referred to in the Annex A of Legislative Decree 18/99;
  - which information channels and which IT tools, among those indicated in section 8, will use for the transmission of airport information, any exceptions to the payment methods provided for in chapter 5.2, operational information and operational references;
- 4.5.5 All information must be provided to ADR at least 30 days before the start of operations on the CIA of the Carrier itself.
- 4.5.6 Similar information must be given in all cases of change, total or partial, of the above mentioned Providers, at least 30 days before the change takes place.
- 4.5.7 In the event of flights not foreseen or unpredictable at the time of the original programming, the aforementioned information must be communicated with sufficient advance (72 hours from Monday to Friday and by Friday for flights scheduled on Saturday, Sunday and Monday) to allow ADR to prepare what is necessary for the treatment of the flight.


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- 4.5.8 Each Carrier will have to provide to the function of ADR (annex 5.1 prog.12 and prog.17), if not previously sent, the annexes 5.2 and 5.3, duly filled in, essential for a correct management of the information flows related to the airport activity. These attachments must be sent again to ADR whenever changes in the content occur.
- 4.5.9 It should be noted in particular that, in progressive 11 of attachment 5.2, each Carrier must indicate the name of a Manager, constantly available during the periods of operation on CIA airport of the same carrier, who may be contacted by ADR for communications and / o consultations relating to situations of particular relevance or criticality. This figure must have the necessary decision-making power to be able to fill this role. In addition, each Carrier must communicate the emergency number or numbers in accordance with the provisions in force on the Airport.
- 4.5.10 The references in Annex 5.2 are necessary for ADR to ensure, as far as it is within its competence, the correct conduct of the related processes.
- 4.5.11 The Carrier undertakes to update the above lists and to communicate them to the Managing Company.
- 4.5.12 The Carrier must verify that its Service Providers are certified and / or declared suitable by ENAC for each of the services to be performed, in compliance with the provisions of the Regulations "Certificate of Service Provider for ground handling services".
- 4.5.13 The commitments and checks reported in this paragraph represent an essential prerequisite for carrying out the activity on the airport; the operation by the Carrier is equivalent to acceptance and declaration of having provided for them.


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## 4.6 GLOSSARY

- AIRPORT (Aerodrome) / a bounded area on land or water including buildings, installations and equipment intended in whole or in part for arrival, departure and ground movement of aircrafts.
- ENAC / The National Civil Aviation Authority
- ENAC - DT / The Territorial Lazio - Ciampino Office (in this Regulation also called ENAC -DA / Airport Management of Lazio)
- ENAV / The National Flight Assistance Authority
- LIGHTING VISUAL AIDS (AERONAUTICAL GROUND LIGHT AGL) / Any light specifically used as a navigation aid. The definition includes the airport lights help the movement and control of aircraft and vehicles operating on movement area. Lights placed on aircraft are excluded
- MANOEUVRING AREA / The part of an airport used for the take-off, landing and movement of aircraft, excluding apron (APRON) and any part of the airport used for aircraft maintenance.
- MOVEMENT AREA / the part of an airport used for the movement of aircraft including the manoeuvring area, aprons and any part of the airport used for aircraft maintenance.
- ASSOCLEARANCE / The Association established by Ministerial Decree 44/T of 4/8/97 for clearance allocation in co-ordinated and fully co-ordinated Italian airports.
- MANAGING COMPANY –ADR- MANAGING BODY- AIRPORT MANAGING COMPANY / The organisation entrusted, together with other duties or on an exclusive basis, with the management and direction of airport infrastructures and the co-ordination and supervision of the activities of the various private operators in the airport, pursuant to the definition given by article. 705 of C.d.N. In these Regulations, the Managing Body shall be Aeroporti di Roma, hereinafter briefly referred to as ADR importing the personnel of ADR as well or any person appointed by ADR to act on it behalf or representation
- CARRIER / Any natural or legal person involved in the air carriage of passengers, mail or cargo from/to the Ciampino Airport, according to the definition in article 2 paragraph d) of Legislative Decree no. 18 of 13/1/1999. In these Regulations, the term Carrier also refers in particular to the personnel of such Carrier and to any person appointed by same to act on its behalf or representation (e.g. its handling agent); the wording “the Carrier only” is used when the Carrier (and its personnel) may not be represented or substituted by any other person.
- PROVIDER / Any provider of any category or number of categories of ground handling services, according to the definition in article 2 paragraph g) of Legislative Decree no. 18 of 13/1/1999  
In these Regulations, the term Provider also refers in particular to the personnel of such Provider and to any organisation who the Provider has subcontracted activities under ENAC Regulation "Provider of airport ground handling services Certificate."  
In particular, in Section 9.6 (OUTGOING AND INCOMING CARGO AND MAIL), the term Provider refers to the organisation carrying out (even as a self-provider) the physical airport-to-aircraft handling of incoming, transfer and outgoing cargo and mail (see para. 4 of Annex A to Legislative Decree No. 18/99)

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- **SELF-PROVIDER** / Any Carrier or company controlled by it, providing directly to itself one or a number of categories of ground handling services, according to article 2 paragraph f) of Legislative Decree no.18 of 13/1/1999  
In these Regulations, the term Self Provider also refers in particular to the personnel of such Provider and to any organisation who the Self Provider has subcontracted activities under ENAC Regulation "Provider of airport ground handling services Certificate."
- **OPERATOR** / Any Airport Operator, including Carriers, Providers and Self-Providers
- **CIA** / The Ciampino airport, its installations and infrastructures
- **OBSTACLE**/ all fixed and mobile objects (temporary or permanent), or parts thereof, which are located on an area intended for the movement of aircraft or that extend above (pierce) a specific surface intended to protect aircraft in flight.
- **STD** / Scheduled Time of Departure (aircraft/flight)
- **ETD** / Estimated Time of Departure (aircraft/flight)
- **ATD** / Actual Time of Departure (aircraft/flight)
- **STA** / Scheduled Time of Arrival (aircraft/flight)
- **ETA** / Estimated Time of Arrival (aircraft/flight)
- **ATA** / Actual Time of Arrival (aircraft/flight)
- **DISAR** (Display Information System Airports of Rome) / ADR Information System for the diffusion, by monitors, information to passengers and operating staff
- **AIR SIDE** / airport area (runways and aprons, roads, parts of terminals) characterized by limited access and subjected to security checks.
- **LAND SIDE** / airport area (roads, parts of terminals) different from the AIR SIDE ZONE.
- **AIRPORT AREA** / Regulated areas of movement (air side) and areas open to the public (land side) on which the specific jurisdiction of DA are exercised
- **FOD** (Foreign Object Damage) / damage caused by intrusion, to the engines of aircraft from various materials abandoned in the airport and put in motion by wind or by the same engines
- **APRON** / The specific area at the airport used for the stationing of aircraft for embarking or disembarking passengers, loading and unloading of cargo and mail, refuelling, parking and maintenance. This area is distinct from manoeuvring through appropriate signaling (Apron Link).
- **AIRCRAFT STAND OR STAND** / A specific area of an airport used for the parking of an aircraft.
- **RUNWAY** / A defined rectangular area on the airport used for landing and take-off of aircraft.
- **TAXIWAY** / A defined path of the airport for taxiing of aircraft, intended to provide a link between different parts of airport, the definition includes:


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(A) Route of access to parking stands (Aircraft Taxi Stand Lane). The portion of the apron intended for taxiing to allow access of aircraft to parking areas.

(B) Taxiways on the apron (Apron Taxiway) The portion of the taxiway system located on the apron and intended for crossing it.

(C) high-speed output (Rapid Exit Taxiway). A taxiway connected to a runway at an acute angle, intended to enable aircraft to clear the runway at speeds greater than those allowed by other outputs, thereby minimizing runway occupancy times.

- **USER COMMITTEE (USER COMMITTEE)** / is an advisory body set up by the airport management body pursuant to art. 8 of legislative decree 18/99 whose members are the carriers that use the airport services that participate directly or through representative organizations. in the cases provided for in the aforementioned article, participation in the users committee is extended to the most significant certified groundhandling service providers.
- **CUTE (Common User Terminal Equipment)** / is a centralized infrastructure that allows airport operators to carry out all operating procedures (check-in, transit, boarding, etc.) using the dcs (departure control system) connected to it.
- **DCS (Departure Control System)** / company information system that manages all the operations necessary for the handling of passengers and baggage. (e.g. flight management, passenger check-in, baggage registration, pre and post flight messaging, etc.)
- **ADBM (Airport Database Machine)** / the adbm system is a homogeneous area of applications and systems that collects and integrates all the subsystems supporting the management of airport activities.
- **CUSTOMS SPACES** / "customs spaces are the premises where a service of customs works and areas on which the customs exercise the monitoring and control by its direct bodies or by means of finance police." T.U.L.D. - presidential decree 23.01.1973 n. 43 - art. 17
- **AIRPORT MANUAL** - document prepared in compliance with the requirements of reg. (ce) no. 1139/2018 and corresponding implementing rules contained in reg. ue 139/14, part-adr.or and part-adr.ops. it contains the procedures to be observed in order not to cause damage to the aircraft and / or its occupants in the areas characterized by the movement of the aircrafts or adjacent to them.  
the document therefore contains all the procedures to be applied:  
-for the safe use of infrastructure that can cause damage to aircraft and its occupants;  
-for the safe performance of airside operations;  
-for the safe performance of infrastructure maintenance activities and systems that serve flight infrastructures.  
the airport manual and its annexes, in their updated version, are made available to all the organizational units of the managing company, to the subcontracting companies of services and in general to all public and private subjects whose activities have an impact on the certification requirements in keeping of operational safety requirements.  
all individuals, private and public, are obliged to comply with the requirements of the airport manual in order to carry out their business in accordance with european and national legislation in force.  
therefore, all those operating in the airside are required to apply the obligations contained in the procedures, operating instructions and any other document contained in the airport manual.  
In the present airport regulations for some content, please refer to parts / specific sections of the abovementioned airport manual, and subsequent modifications and / or additions, which contain the procedures to be applied.

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## 5. GENERAL RULES

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## 5.1 GENERAL RULES

### Terminal opening and closing

- 5.1.1 The opening time of the Terminal of Rome Ciampino airport and all activities and services related to it is set as follow:
- Departures Terminal: 03:00 – 23:00
  - Arrivals Terminal: 06:00 – 24:00
- During closing hours, only passengers with a valid ticket for the next 24 hrs are allowed to access to the Departures Terminal.  
ADR Security provides the daily opening of the entrance doors and the closure of such entrances.
- 5.1.2 The opening hours of the Departure Terminal of the Rome Ciampino airport may be subject to change, on a seasonal basis, depending on the changes in the scheduled flight times. The updated timetable is published on the website [www.adr.it](http://www.adr.it).
- 5.1.3 5.1.3 In case of proven operational needs, exclusively for persons other than passengers and with a valid airport access card, it is possible to access the airport during closing times through the entrance n.1 of the Departure Terminal. In the immediate vicinity of the aforementioned entrance, a proximity badge reader is installed which will enable the opening of the "sliding doors" by bringing your airport card closer to the device.
- 5.1.4 To access the sterile area, after 24:00, staff passage n.7 can be used upon request to the manager in charge of ADR Security who will carry out the security checks before authorizing access.

### General rules of conduct

- 5.1.5 Each entity operating in the Rome Ciampino airport must:
- a. carry out its activity in full compliance with all current and future Community and national legislation, with all ordinances and provisions issued and to be issued by ENAC, also in its peripheral divisions and with any other competent authority at the airport, as well as all current and future Procedures, Regulations and Operational Provisions issued by ADR in its capacity as Managing Company, in the field of workplace safety, operational safety of flight infrastructures and systems and environmental protection, also subject to all limitations and constraints deriving from the fact of operating in the airport area;
  - b. be aware of these Regulations before starting the activity;
  - c. to comply, as well as ADR, with these Regulations, both for the activities carried out directly and for the activities carried out making use of any third parties against whom it is obliged to provide adequate information about the contents of the Regulation itself;
  - d. respect and enforce by all those who work on its behalf the prohibitions and obligations of conduct in force at the airport, contained in these Regulations or established with a specific provision issued by anyone entitled to do so; it will also have to keep the areas it uses tidy and clean;
  - e. employ professionally qualified and trained staff in adequate numbers to ensure constant efficiency of the services provided at Ciampino airport;
  - f. answer for the work of its employees, or in any case of the persons appointed by it, also towards third parties, so as to relieve ADR of responsibilities deriving from any damage and harassment caused by the employees themselves;
  - g. make your staff wear clothing that, in a clear and homogeneous way, allows you to immediately identify the company they belong to and keep the identification card that entitles you to access in accordance with the provisions of current provisions well exposed. The use of card holders and laces for the aforementioned badges with the logo of Aeroporti di Roma or companies controlled by it by personnel not belonging to the aforementioned companies is expressly prohibited.

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- h. have high visibility clothing worn by their staff working in the airside area. These high visibility clothing must be worn in the movement area, also inside the infrastructures with access from the air side, regardless of the weather and light conditions. High-visibility clothing must comply with the technical specification referred to in Ministerial Decree 06/09/1995;
- i. report immediately to the competent Bodies (Fire Brigade, Police, First Aid, etc.) any imminent danger situation and / or accidents relating to people and things, immediately informing the Duty Station Manger ADR (attachment 5.1 prog. 1) and Civil Aviation Authority;
- j. avoid circulation with thermal engine vehicles in closed areas, particularly in those of baggage drop-off and pick-up, in order to avoid the accumulation of toxic exhaust gases for operators;
- k. avoid cluttering emergency exits, areas in front of systems designed to deal with emergencies (e.g. fire hoses, fire extinguishers, buttons to block the flow of fuel to aircraft) and access to systems that could be dangerous in the event emergency (e.g. electrical substations);
- l. answer for their actions and the consequences deriving from them, for the damage caused to people or things as a consequence of facts or omissions connected to their own activity. To cover these risks, it will take out adequate insurance coverage for the risks associated with carrying out their business at the airport with a company of national importance, for a single maximum loss (related to the actual damage that can be caused by their business), also due to gross negligence and provide the manager with a copy of the policy for the purposes of the "Access and start of activity report" (see chap. 9.1). Although subject to the coordination and control of the Managing Company, they must guarantee the exercise of the activity according to the provisions of the Regulation;
- m. to provide all relevant services by providing its customers with an adequate level of quality in line with that expected in an intercontinental airport; in particular, it must: comply with any quality standards established by ENAC or by ADR with the prior authorization of ENAC, interact with the passenger with competence and friendliness, avoiding in any way any inconvenience of any kind;
- n. avoid abandoning waste and / or materials of any kind within the airport grounds and avoid any possible generation of FOD;
- o. report to the operator any event that may have an impact on operations or lead to reductions in the level of service (e.g. union unrest, unavailability of vehicles and equipment for assistance, delays in obtaining authorizations), also in relation to the circulation of means and the presence of impediments to assistance activities. In particular, if several flights are involved in the event, the Provider must provide the Operator, continuously and for the entire duration of the event, with all information relating to the individual flight and the expected assistance criticalities.

### **Mode of behavior at the Terminal**

- 5.1.6 In the airport grounds and in particular in the halls of the airport Departures halls and Arrivals halls and in the immediately adjacent outdoor spaces, anyone is prohibited from approaching passengers by offering their work, services or services.
- 5.1.7 It is also forbidden to display, offer flyers, play games, bivouac or otherwise perform activities that do not comply with the functions of the airport, without the prior authorization of the Airport Management, after consulting the company ADR.
- 5.1.8 Any authorized activities must not in any case hinder the orderly conduct of airport operations.
- 5.1.9 The self - service trolleys allocated outside and inside the terminals are intended exclusively for the service of passengers in possession of a travel document. It is forbidden for all operators to withdraw and use these equipment.

### **Cinematographic, photographic and television shooting**

- 5.1.10 For airport security and safety purposes and to ensure correct information to users and the general public, airport operators are strictly prohibited from carrying out, disseminating and publishing, by any

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means and on any type of media, photographic and / or video footage taken inside the terminals and in their immediate vicinity, as well as in the airside area of the airport.

The only creation of photographic and / or video footage is reserved, provided it is necessary and in close correlation to the performance of the operating activities.

Any exceptions to the aforementioned prohibition may be assessed, upon written request by the interested party to the Managing Company, which will take action with the competent Authorities.

The making of cinematographic and television filings that go beyond the right of news must be authorized by the company ADR and by the recipients of the filming.

If such filings are to take place beyond the customs line and / or on the aprons, the temporary entry formalities must be completed, which may be subject to further requirements by the Airport Management and the Border Police for anti-piracy and operational security reasons.

## Training

5.1.11 All Providers / Self-Providers / Carriers working in the airport of Ciampino are obliged to train their employees or agents on the content of the Regulations, on the need of compliance with the rules set out herein and the consequences of their un-attendance.

5.1.12 Providers / Self-Providers / Carriers are obliged to keep constantly updated and trained their employees, and those of any third-party contractor that operates on their own behalf, on obligations arising from the Regulations, standard procedures for ground handling of aircraft and safety and environmental protection regulations. The above, also by attending regular training courses and qualification tests held at the expenses of their own company. Ground-based service providers and self-service users, partly in accordance with what has already been stated in the Training Manual, subject to certification by ENAC, must adopt a training programme that contains at least the following:

- Training Standards, including the course programmes, the frequency of each type of course and the area of activity of the individuals to be trained, as well as the training of suppliers and examiners;
- A validation process that measures the effectiveness of training;
- Initial training;
- On-the-job training;
- Periodic training.

The training must also identify the training responsibility and must contain the procedures:

- for the training and control of staff;
- to be applied in the event that the staff do not achieve or maintain the required level.

Specifically, after the initial training, the following frequency is required:

- Periodic training: at intervals not exceeding 12 months since the completion of the initial training, subject to different deadlines provided for by the specific job descriptions;
- Refresher courses: when an individual has carried out an activity for a significant period of time, prior to the expiry of their initial or periodic training programme, the provider must ensure that this individual attends a refresher course before commencing their activities.
- Other training: The operator must ensure that the staff who have already completed the required training programme and who must be assigned to various departments, receive appropriate training that covers any differences between the previous and future activities. A professional control must be carried out by the examiners every 24 months after completing the initial training, to establish staff abilities. Professional controls may be carried out under normal and/or emergency conditions, according to the situation and specific competence of the monitored individual.

5.1.13 The Managing Company may at any time request the documentation providing evidence of training and regular updating of staff at the airport as part of a service check for ground-based assistance, performed using international standardised procedures (e.g. IATA- ISAGO).

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### Advertising in the airport

- 5.1.14 It's forbidden to Carriers, ground handling service providers and to everyone working in airside, to affix advertising appeals of any kind of vehicles and equipment for airport services, with the exception of its distinctive marks; any exploitation of advertising media and equipment may be otherwise agreed between the ADR and will be subject to separate trade agreements with the company or with other company enrolled by it.
- 5.1.15 Inside and outside assets sublicensed in exclusive use to carriers, services providers and ground handling services and to any private entity which carries out activities within the airport premises cannot be installed advertising appeals of any kind, except for their distinctive marks.
- 5.1.16 It 'is also strictly forbidden to anyone who works within the airport area to affix advertising appeals on uniforms and / or work clothes, with the exception of its distinctive marks.


### Measure to protect the safety of free-roaming animals and to mitigate risks relating to their presence on airport grounds

- 5.1.17 It is forbidden to set up shelter areas and feeding points inside the airport grounds for free-roaming and/or wild and/or stray animals, unless previously authorised by ADR, as the airport is an area highly subject to human activity, characterised by a high presence of people and vehicles, which are also able to move around in emergencies.

### Baggage and found properties management

#### Objects

- 5.1.18 The objects found inside and outside the customs areas, will be delivered directly or through the ADR Security to Ciampino airport Lost Property Office where they will be managed in accordance with the Ministerial Decree ° 252 of 01.08.1967.
- 5.1.19 The objects found within the customs area that may have been purchased at a duty free shop and still under customs bond will be delivered, through ADR Security to Customs Office, located at the arrivals, having drawn up a specific report. The Customs will fill in a form called A/3bis. The object will be retained by the Customs who will release a copy of the A/3bis to attach to the ADR Security staff report.
- 5.1.20 The objects found on board the aircraft will be recovered and kept for maximum 20 days, time necessary to carry out owner search operations by airline handlers Lost and Found services. The airlines, whose handler does not provide the lost & found objects service may require the recovery to ADR Security that will handle them in accordance with the preceding paragraph.
- 5.1.21 For the currency and the values found at the airport, the procedures described above apply.
- 5.1.22 Handbags, wallets or anything else containing identity documents found in the airport or on board an aircraft will be delivered to the local Police Office having drawn up a specific report. The Police will retain the documents and deliver the remaining objects to ADR Security for further processing as described in the preceding paragraphs.
- 5.1.23 The delivery of the objects found and delivered to Ciampino Airport Lost Property Office takes place during the opening to the public hours indicated on site and posted on the site [www.adr.it](http://www.adr.it) within one year after the input in the Lost Property office. After this period you will have to ask the relevant department of the airport of Ciampino.

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5.1.24 During the closing hours of that office, the ADR Security will guard these objects, until the first opening day following the finding.

5.1.25 In the event of a suspect object, the security procedures set out in the Airport Emergency Plan apply

### **Baggage**

5.1.26 It is forbidden for anyone to abandon or leave baggage unattended in areas of the airport.

5.1.27 Label-free luggage, when unloaded from the aircraft or when placed on the conveyor belt for collection and during handling for loading procedures, shall be identified with a specific label stating the date, time, flight no. and initials of the previous or recipient airline or handler.

5.1.28 All luggage referred to in the paragraph above, removed within a maximum of two hours, shall be transferred by the Handling company to the lost and found area, at the arrivals terminal. Within the next 6 hours, Aeroporti di Roma shall transfer them to the temporary storage area, immediately notifying the airline concerned.

5.1.29 Any luggage found in non-sterile areas of the airport, will be subjected to security measures provided by the relevant Border Police

5.1.30 In the event of a suspect object, the security procedures set out in the Airport Emergency Plan apply

5.1.31 Luggage, following the security checks referred to in the preceding paragraphs, if intact, must be transferred to the Aeroporti di Roma warehouse for the actions defined by regulation.

5.1.32 The storage of luggage in the temporary storage facilities is allowed for a period of 120 hours (5 days) as of the arrival of the luggage. This period of time is intended for carrying out all inspection procedures and for forwarding to the established recipient internationally.

5.1.33 After the 120 hours (5 days) allowed for the temporary storage, luggage not yet collected and not sent by the airline to its operating bases shall be transferred by Aeroporti di Roma to its long-term storage warehouse. For all luggage transferred to the aforementioned facilities, Aeroporti di Roma shall perform an inventory of the baggage and their contents in the presence of Customs staff, to identify their legitimate owner and arrange for their collection or delivery.

5.1.34 The storage of luggage in the facilities mentioned in the paragraph above, is permitted for a maximum of 90 days as of the date of their entry. This period of time is required for carrying out further inspection actions for the purpose established by international provisions.

5.1.35 After this storage period has passed, luggage which has been impossible to return shall be nationalised and given free of charge to welfare institutes, provided for by the Regional Registry of Voluntary Associations, filed in the Lazio Region pursuant to Regional Law 29/93.

5.1.36 This is without prejudice to the right of the airlines concerned, the right to directly remove the luggage from the warehouse in which it is stored and take them to their national territory, provided that the luggage concerned is previously subjected to customs checks, at the request of the airline's representative, which shall arrange to remove the luggage concerned.

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### **Luggage returned due to flight cancellation**


- 5.1.37 In the event of a cancelled flight, passengers who, having accepted and checked-in their luggage, are in sterile area shall be transferred by handler's vehicle from the departure terminal to the arrivals terminal, where a baggage conveyor belt will be dedicated for collecting their luggage.
- 5.1.38 Passengers with hand luggage, who are in a sterile area, shall be transferred by handler's vehicle from the departure terminal to the arrivals terminal.
- 5.1.39 Passengers who have checked in hold baggage and who are still in a non-sterile area must be collected and escorted by staff of the handler in a sterile area through staff passage nr. 7. Once the checks have been carried out, they will be accompanied to the baggage reclaim belts for their collection.
- 5.1.40 The procedures described above are the responsibility of the handler, which shall ensure their correct application.

### **Safety / health in the workplace, fire prevention and emergency management**

- 5.1.41 All airport operators must ensure compliance with applicable laws and regulations regarding safety and health in the workplace, with particular reference to the obligations imposed by the Decree. 81/08.
- 5.1.42 Pursuant to current legislation, the terminals are a place with a high risk of fire, therefore all Airport Operators who carry out their activity in the area of terminals must provide evidence to the Operator that their firefighters are in possession of High risk fire training certificate issued by the National Fire Brigade Corps.
- 5.1.43 All sub-concessionaires operators of airport goods must carry out their own fire drills as required by current legislation and actively participate in the periodic emergency and evacuation drills organized by the Operator.
- 5.1.44 Without prejudice to the responsibilities of individual operators, the Operator has full power to carry out checks and inspections aimed at ascertaining compliance with the obligations imposed by current legislation on the health and safety of workers in the workplace.

### **Airport Security**

- 5.1.45 The provisions regarding the airport security are contained in the Airport Security Program. This document has been prepared in accordance with National Security Program published by the Inter-Ministerial Committee for Security, in order to prevent acts of unlawful interference against civil aviation.
- 5.1.46 With reference to the National Security Program supplies to the airport to be sold, used or made available for any purpose or activity in the sterile / critical area as defined in the existing legislation should be introduced in compliance with the procedure for known suppliers of airport supplies, available on the website [www.adr.it](http://www.adr.it) (area 'Business', section 'ID registration services and security campaign', subsection 'Airport Supplies').
- 5.1.47 Managers and operators that perform the inspection services under Articles 2 and 3 of Decree 29 January 1999, n. 85 are required to adopt systems and procedures that meet these requirements. The organization and duties of those airports operators that play a role in terms of security are given in the Airport Security Program.
- 5.1.48 For the purposes of the requirements of the Airport Security Program, at the end of the disembarking operations of a flight in arrival from Third Countries not listed in Appendix 4-b of EU Reg. 1998/2015, the

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personnel of the Carrier or its ground handling service provider must inspect the passenger bus in order to ensure that all passengers on board have left the bus and carry out a security check to exclude, with reasonable certainty, the presence of prohibited items. The inspection must be carried out immediately after the last passenger has disembarked from the bus.


- 5.1.49 In the foreseen cases and / or in the presence of a prohibited article, the office of Air Border Police tel. 06 6595 9444 must be immediately informed.
- 5.1.50 In order to determine if and what security measures must be taken in respect of aircrafts by air carriers, it must be taken in consideration that in Ciampino airport, all aircrafts, parked or taxiing, are in a critical part of the airport.
- 5.1.51 It is forbidden for anyone, even if in possession of a regular firearms license, to have the weapon in the course of their work, both in the terminals and in the internal area delimited by the customs gates unless specifically authorization from the Border Police Office of the airport issued from time to time.
- 5.1.52 Any communications, referring to daily operations, on processes / activities under the responsibility of ADR Security, must be addressed to the Operating Room of the same (Annex 5.1 prog. 4).

#### Alarmed doors

- 5.1.53 It is forbidden for anyone to make improper use of the emergency exits of passenger terminals.
- 5.1.54 The Aeroporti di Roma company takes care of the efficiency and constant usability of emergency exits. It is also responsible for affixing and maintaining the signs to identify the emergency exits and to provide adequate information, at least bilingual, of the consequences, in terms of applicable administrative sanctions, deriving from the improper use or damage to the exits in question and where possible, monitoring through a CCTV system connected to the Police station of the airport and the control room of Aeroporti di Roma.
- 5.1.55 The personnel of the management company having the qualification of security officer, possibly present at the site of the alarm caused by an undue use of the security doors, intervenes for the purpose of verifying the cause of the alarm and subsequent restoration of the exit, also immediately notifying the Police Station of the airport.
- 5.1.56 The staff of the commercial establishments located in the terminals, inside which an emergency exit is located, must immediately notify the Operations Room of the Police Office of the airport, in the event of undue use of the same exits.
- 5.1.57 The alarmed doors existing in the airport area, except for the boarding / disembarking gates, must be used only in the cases provided for by the emergency / evacuation procedures. Anyone who detects anomalies of any kind on an alarmed door must immediately notify the Border Police Office of the Airport (Operating Room). In the event that it is absolutely necessary, essentially for security reasons, to open an alarmed door, this must be requested in advance from the same Operating Room of the Police Office.

#### **Environmental protection**


- 5.1.58 In the matter of Environmental Protection, it should be remembered that ADR obtained, in 2001, the recognition of EN ISO 14001 certification, following the introduction of an Environmental Management System relating to the activities carried out at Ciampino Airport. Each Operator will therefore collaborate with ADR in the implementation of solutions aimed at the continuous improvement of the airport environment, in the elements of which it is made: air, water, soil and noise. ADR announces that its Environmental Policy is present on the website - adr.it, so that it is disseminated and known by all those

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operating in the airport area and remains available to provide any operational environmental information, with the aim of jointly pursuing the protection of environmental assets.

- 5.1.59 All airport operators are required to operate in full compliance with current environmental legislation, issued by the European Community, national or locale and deriving from specific ordinances of the airport authorities. Operators are also required, for greater protection than indicated by the reference legislation, to comply with the guidelines defined on the environment by the Airport Managing Company. In particular, the staff of airport operators who carry out activities that have or may have impacts on the environment are required to be adequately trained in the proper conduct of their work. Training / information must be aimed at:
- ensure that activities are carried out in compliance with applicable legislative requirements;
  - ensure that the activities comply with the airport environmental operating provisions;
  - prevent and, when possible, reduce the impacts on the environment deriving from the activities carried out.

- 5.1.60 The waste must be disposed of as required by current and future legislation on the matter. Operators are required to observe the best waste separation practices. In particular:
- It is forbidden for all airport operators to abandon or throw, even temporarily, rubbish, waste, objects and in any case any solid or liquid material on the ground of the airport.
  - Therefore, the subjects referred to in the previous paragraph are required to immediately recover, remove and dispose of them, as well as to restore the area in use.
  - The resulting materials or debris from excavation or demolition work on existing structures and flooring in the airport area, as well as ferrous, glassy, plastic or rubbery wood residues deriving from these processes must be disposed of according to the law , by the company that carried out the processing itself, with a ban on abandonment within the airport grounds.
  - It is forbidden, by companies that carry out technical and assistance services to aircraft, to set aside or abandon at the edges of aircraft parking aprons or outside artifacts located near aircraft movement areas, materials or equipment intended for the services in question (bags, ballast, heels, tools, equipment, oil cans, etc.).
  - It is compulsory for each Carrier operating in Ciampino airport to ensure that the waste deriving from the consumption of on-board meals is not abandoned on the aprons, but entrusted to persons authorized for disposal; alternatively, the waste in question must be kept on board.
  - It is mandatory for companies to communicate to the Managing Company how they will fulfill the obligations referred to in the previous paragraph.
  - It is mandatory for the companies that carry out the related assistance services to ensure that the on-board cleaning and catering service is carried out in order to avoid even the temporary abandonment of the material produced by such cleaning.
  - The companies referred to in the previous point must use material that allows the immediate identification of the company itself, in particular material used for the collection of waste (bags, envelopes, etc. ..).
  - For the performance of the services referred to in this article, the presence and use of the collection vehicle on site at the same time as the single service is required.
  - In the event of the recovery of waste attributable to a specific operator, the Managing Company will invite the latter to immediate removal, in the absence of activation, it will provide with its own resources, charging the costs incurred increased by 15% and any damages suffered.
  - the Authority responsible for ascertaining the violation of the provisions of this order will make the documentation relating to the violation available to the Managing Company, for any compensation for the costs incurred.
  - It is forbidden, for the operators concerned, to abandon and / or deposit material such as cartons, platforms, etc., in the areas intended for parking vehicles and rolling stock, as well as in the ULD storage areas.

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- 5.1.61 Non-urban liquid waste must not be poured either into the sewer (white or black) or into the drains. It is forbidden to wash vehicles and equipment except in any areas intended for this; it is also forbidden to sweep the inside of aircraft and vehicles by throwing what has been removed outside. When washing aircraft, comply with procedures that avoid spilling liquids on the aprons.
- 5.1.62 ENAC has assigned ADR as Managing Company, with circular prot. n.23133 of 8.4.02, the responsibility of guaranteeing the electromagnetic compatibility of all radio emissions with aeronautical interest TLC signals and with the current provisions for the protection of human health, for this purpose each Operator who wants to install operating radio frequency equipment in any spectrum must request authorization from ADR. Upon authorization, each Operator will bear the burden of checking compatibility by immediately informing ADR (annex 5.1 prog. 8).
- 5.1.63 In the event of a violation of current environmental legislation, the person who committed the violation will also be held liable pursuant to Legislative Decree 231/2001, if the conduct put in place constitutes one of the predicate offenses contemplated by the art. 25 undecies ("Environmental Offenses") of the same decree.
- 5.1.63.1 Urban or similar waste  
All subjects who carry out activities capable of generating urban or similar waste must transfer the waste produced in the appropriate containers destined for separate collection or in the airport areas prepared for this purpose by the Managing Company and indicated by specific signs. In particular, for Terminals, the provisions of the Procedure attached to these Regulations applies (Annex 5.6).
- 5.1.63.2 Special waste  
Those who carry out activities capable of generating so-called "Special waste" (eg exhausted vegetable oils, rubble deriving from construction activities, etc.) are considered, pursuant to Legislative Decree 152/2006 and subsequent amendments, "Producers of waste", therefore they are required to provide, to own care and expenses, to dispose of all the special waste produced by their activities in accordance with current legislation, taking care of the practices relating to obtaining any necessary authorization which, upon simple written request, must be exhibited to the ADR Appointed Personnel.
- 5.1.63.3 Waters  
It is forbidden to dispose liquid waste or other substances dangerous for the environment into the sewer system (white or black) or into the airport drains. Those who carry out activities that generate discharges of waste water other than civil ones (eg car wash, industrial laundry, etc.), will have to manage these discharges according to the provisions of Legislative Decree no. 152/2006 and subsequent amendments taking care of the practices relating to obtaining all necessary authorizations which, upon simple written request, must be shown to ADR's Personnel.
- 5.1.63.4 Emissions into the atmosphere  
Those who carry out activities that generate emissions into the atmosphere (e.g. collective catering establishments, car wash, garages and mechanical workshops, etc.) will have to fulfill the obligations provided for by current legislation (Legislative Decree no. 152/2006 and subsequent amendments) taking care of the practices relating to obtaining any necessary authorization which, upon simple written request, must be shown to the ADR Appointed Personnel.
- 5.1.64 The abandonment of any type of waste is prohibited. In case of violation, the Company will be considered responsible according to the articles 192 ("Prohibition of abandonment") and 255 ("abandonment of

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waste") T.U. Environment. All costs relating to the restoration of the affected areas will also be borne by the Company.

- 5.1.65 In the event of non-compliance with the environmental legislation referred to, the Company will also be held liable pursuant to Legislative Decree 231/2001, if the conduct put in place configures one of the predicate offenses contemplated by art.25 undecies (" Environmental Offenses ") of the same decree, and specifically the administrative offenses dependent on the offense referred to in Articles 256, 257, 258, 259, 260 and 260-bis T.U. Environment.
- 5.1.66 Regarding the spillage of fuels and other polluting substances, the event must be promptly reported to the command of the fire brigade (ref. Tel.9999) in the case of fuels and flammable substances and to the Station Duty Manager (ref. Tel. 9453). If the spill occurs during aircraft refueling operations, the relative procedure set out in the Airport Manual is implemented.

### **Audit Activity**

- 5.1.67 The managing body has the right to carry out checks and inspections to ascertain compliance and maintenance of environmental legislative compliance by third parties.
- 5.1.68 At the end of the aforementioned checks and inspections, it will send a final audit report in writing, indicating the anomalies found, indicating a deadline for the resolution of these anomalies.
- 5.1.69 In the event of failure to comply with the above, the managing body will apply the remedies provided by the contract and / or those allowed by law (application of penalties, contractual termination, compensation for damage etc.).

### **Restrictions and limitations for noise abatement**


- 5.1.70 With regard to the object, the anti-noise procedures described below apply.

### **Use of the APU**

- 5.1.71 The use of the APU is allowed 5 minutes before the authorization to start and up to 5 minutes after the engines are turned off.
- 5.1.72 Only in exceptional cases (e.g. weather conditions), upon request by the carrier and relative authorization of the ADR Flight Control, the use of the APU is allowed for 15 minutes before the authorization to start and up to 10 minutes after the engines stop.
- 5.1.73 Providers must ensure the supply of auxiliary power supplies during the period in which the use of the APU is not authorized.

### **Vehicle maintenance emergency repairs**

- 5.1.74 It is prohibited to wash aircraft unless they are in the areas assigned for such activities, as provided for by the paragraph below. It is also prohibited to wash and maintain vehicles and equipment on all roads and areas within the airport; it is also prohibited to clean out the inside of aircraft and vehicles, by throwing what was removed outside.
- 5.1.75 Emergency repairs are permitted, however, on an energy services vehicle, solely in the event of a sudden breakdown thereof, in the location in which this has occurred, for an estimated repair time not exceeding one hour from the start thereof, unless the vehicle or its position do not constitute a hazard to safety of persons and/or to aircraft, or a possible source of FOD generation.

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- 5.1.76 In the event of breakdown on the taxiing area, the duration of the repair cannot extend beyond the ETD, in fact, as established in these Regulations, at the end of use, each Provider/Self-Handler must leave the taxiing area, including the adjacent areas, completely free of materials, trailers and vehicles of any kind and in a condition to be used immediately for the next flight.
- 5.1.77 In the case that an energy services vehicle is operating and the work on it has not been completed within one hour from the breakdown, or by the ETD, if in the taxi area, it is permitted to stop the vehicle in an adjacent area in which the breakdown occurred and/or in a taxi area suitable for carrying out the maintenance work and provided that the vehicle or its positioning does not constitute a hazard to the safety of persons and/or aircraft, or a possible source of FOD generation. In the case of the latter, the maximum repair time permitted is two hours from the breakdown of the energy service vehicle.
- 5.1.78 It is never possible to perform any type of intervention in the taxi area, or in an adjacent area in which there is a risk of:
- possible disposals following the intervention;
  - possible damage to aircraft and/or airport infrastructure;
  - inadequacy of the adjacent area or of the personal protection equipment (PPE) required for the intervention itself.
- 5.1.79 The activities allowed in the taxi area or in an adjacent and suitable area for maintenance are listed below. Activities other than those listed below, required for emergency reasons, must be expressly authorised in advance by the Managing Company.

**List of allowed activities**

1. Cleaning and greasing of battery terminals
  2. Battery replacement
  3. Tyre inflation
  4. Replacement of tyres
  5. Tyre repairs
  6. Replacement of warning lights, bulbs and headlamps
  7. Replacement of tools and acoustic instruments
  8. Minimal bodywork repairs for securing the vehicle (no painting/ use of solvents)
  9. Water top-up
  10. Replacement of small windows
  11. Repair of windows to secure the vehicle
  12. Replacement of safety components (micro and red emergency stop)
  13. Replacement of component parts (pushbuttons, levers)
  14. Replacement of switches, relays, sensors, remote sensors
  15. Tightening of wheel bolts
  16. Securing protective elements
  17. Tightening of locks and hinged doors
  18. Lubrication of door hinges and locks
  19. Tightening of electrical connections
- 5.1.80 The activities described above are also permitted in the parking and storage areas, in the airside area, airport vehicles and equipment areas assigned for exclusive use, in accordance with any other provisions established by these Regulations.
- 5.1.81 The following activities are not permitted in the aircraft stand or in an adjacent area:
- Scheduled maintenance
  - Vehicle washing and cleaning (other than that described in the list above)
  - Painting

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- Maintenance for which the use of solvents or large equipment is required.

5.1.82 For all other cases not listed in the points above, in the event of breakdown of an energy services vehicle, the vehicle must be promptly removed from the taxi area and taken to a garage for repair.

### **ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY (PRM)**

**Are exposed in this section the activities provided by EU Regulation 1107/2006.**


- 5.1.83 In accordance with the provisions specified in EU Regulation for the application of different levels of quality requirements, the carriers must send assistance reservations 36 hours in advance of the scheduled time of flight through the messages CAL and PAL sent to the telex address indicated in Annex 5.1 prog.23. ADR Assistance will make available for this purpose also the possibility to make reservations through its site [www.adrassistance.it](http://www.adrassistance.it)
- 5.1.84 People with reduced mobility, to request assistance, will address the direct contact points located on the ground floor of the multi-story parking E, at the bus station in front of Terminal 2 at arrivals level, in front of Terminal 1, 2, 3 at departures level, in FS railway station. You can also seek assistance from all the information kiosks located in the terminals or dial telephone numbers listed in the Annex 5.1 prog.23.
- 5.1.85 All information needed for planning assistance will be useful for the common goal of improving care and reducing costs of the passenger service, for this purpose ADR Assistance will use PSM posts or even free-form sent to the indicated above telex address.
- 5.1.86 Departing Passengers will be assisted from the moment of welcome, during the following procedures: check-in, security checks and documents, right to the boarding that must take place before the boarding of other passengers. The assistance will be considered completed once in the assigned place, for all types of assistance.
- 5.1.87 Arriving passenger will be assisted starting from the disembarking, which should take place after that of the other passengers, until the accompaniment to the point where the passenger can proceed on its own (taxi, car, train station, or guides), having carried out any documental or customs checks and have recovered their luggage.
- 5.1.88 The owned wheelchair is considered as passenger's hold baggage and, as such, its management is under the full responsibility of the Carrier and his handler.
- 5.1.89 It is established a " Passengers with Reduced Mobility Commission " composed of representatives from ADR SpA, ADR Assistance Srl and User Committee of CIA, with the task of monitoring the levels of service provided, the dynamics of the quantity / type of assistance and the related costs.

### **Convening User Committee**

- 5.1.90 By the end of the month of October of each year, the Managing Company will call a meeting of the User Committee extending the invitation to Operators and Self-Operators acting in the Airport indicating the date, location and purpose of the meeting with reference to Article 8 paragraph 2 of DL 18/99. The meeting will be minuted and together with Signatures Sheet attesting the attendance, will be sent by the Managing Company to participants and Local Civil Aviation Authority.

### **INFORMATION ON THE PROCESSING OF PERSONAL DATA**

- 5.1.91 Pursuant to current legislation on privacy (European Regulation 2016/679 "GDPR" - and Legislative Decree No. 196/03 and subsequent amendments and additions) the following disclosure is provided.

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### 1. HOLDER OF THE TREATMENT

Airports of Rome S.p.A. based in via Pier Paolo Racchetti, 1 - 00054 Fiumicino (Rome).

### 2. TYPES OF DATA PROCESSED

Data that can be processed by ADR S.p.A. are the personal data of the interested party, as well as the information related to the interested party necessary to ensure that airport activities are carried out in compliance with national and international regulations, safety, safety, environmental protection, protection of workers' health at work, road traffic and ground handling services.

This data, if necessary for the purposes stated above, may include data c.d. "Details" pursuant to art. 9 GDPR.

### 3. PURPOSE AND LEGAL BASIS OF TREATMENT

Personal data may be processed by the Owner pursuant to a legal obligation arising from this Airport Regulation and from national and international regulations, safety, safety, environmental protection, protection of workers' health at work, road traffic and ground handling services.

Personal data may be transferred to the ADR Holder, in accordance with the law and the Scalo Regulations, also by the Carrier, Self-Provider, Service Provider and / or other company operating at the airport.

Some personal data will be processed, exclusively for the management and administrative purposes related to the specific activities for which they are required in application of this "Airport Regulations".

Data processing is carried out only if it is necessary for the purposes set out above.

### 4. METHOD OF TREATMENT

The data are processed in compliance with current regulations by means of manual, IT and telematic tools, with logic strictly connected to the purposes indicated above, in order to guarantee the security and confidentiality of the data. Some data are acquired and processed for security and safety reasons through telephone / radio recording systems present on some dedicated numbers or lines.

### 5. DATA STORAGE TIMES

Your Personal Data will be kept only for the time necessary for the purposes for which they are collected in compliance with the principle of minimization ex art. 5.1.c) GDPR.

### 6. DATA ADDRESSEES

Persons who may become aware of the personal data you have provided or otherwise acquired are exclusively those authorized by ADR to carry out processing operations within the aforementioned activities.

These data may be processed by third parties, as independent data controllers, whose knowledge is necessary according to the law and for the purposes of the activities referred to in this Airport Regulations. These data may also be communicated to ENAC and other public authorities in compliance with legal obligations and Airport Regulations. The aforementioned data will not be disseminated.

### 7. RIGHTS OF THE INTERESTED

Finally, we inform that the articles 15-22 GDPR grant the interested parties the opportunity to exercise specific rights; the data subject can obtain from the Data Controller: access, rectification, cancellation, limitation of processing, withdrawal of consent and the portability of data concerning him.

The Interested subject also has the right to object to the processing. In the event that the right to object is exercised, the Controller reserves the right not to proceed with the request, and therefore to continue processing, if there are compelling legitimate reasons to proceed with the processing that prevail over the interests, rights and freedom of the person concerned.

The above rights may be exercised with a request made without formalities to the Data Protection Officer (DPO) of Aeroporti di Roma S.p.A. at the following address [dpo@adr.it](mailto:dpo@adr.it) The contact details of the Data Protection Officer are available on [www.adr.it](http://www.adr.it).


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### Smoking Ban

- 5.1.92 In accordance with current legislation, the Airport Manual and with this Paragraph on Airport Regulations, smoking, also electronic cigarettes, is prohibited inside all areas of Ciampino Airport that are open to the public (including but not limited to: terminals, transit areas, boarding areas and related areas) and in landside and airside operational areas (including but not limited to: baggage sorting areas, runways and aprons). However, smoking is permitted inside airport terminals exclusively in the designated smoking spaces/areas available, which are identified by Società Aeroporti di Roma S.p.A. with appropriate signposting.
- 5.1.93 With reference to the respective areas of implementation, each violation of the smoking ban will be punished in accordance with art. 7 of Law n. 584/1975 (as modified by Law n. 448/2001 and by Law n. 311/2004) or in accordance with this Airport Regulation.
- 5.1.94 The airport operator ensures compliance with the ban by displaying, where required by law, visible signs stating the ban, the regulations and an indication of the penalty imposed on offenders.
- 5.1.95 All Operators are required to inform and train their personnel as set out by the current regulations on the protection of “non-smokers” right to health and in relation to the penalties applicable to offenders.
- 5.1.96 In the airside area, to avoid dangerous situations, points have been set up in conveniently separate and adequately equipped areas where smoking is permitted exclusively inside the marked area.

### Transfer of airport supplies within the terminal

- 5.1.97 The transfer of airport supplies within the terminal must be carried out in accordance with the provisions of annex 5.7, respecting the security rules provided in the procedure for known suppliers of airport supplies, available on the website [www.adr.it](http://www.adr.it) (area ‘Business’, section ‘ID registration services and security campaign’, subsection ‘Airport Supplies’).

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## 5.2 MANAGEMENT OF CHARGES AND CREDIT

### General section

- 5.2.1 All operators are required to pay the fees for goods, infrastructure and services provided or rendered by the Managing Company.
- 5.2.2 Payment must be made in accordance with the terms and conditions of contracts and agreements signed between the parties and in any case, even without a specific contract or written agreement, not later than the expiry date stated on the invoices issued by ADR.
- 5.2.3 Any dispute relating to billing must be written, complete as to motivation and amounts, and forwarded to the Managing Company no later than 60 days from date of invoice.
- 5.2.4 The Managing Company will be required to answer to those complaints within 60 days of receiving them. Where the audits, because of their complexity, require more time and / or the need for a joint analysis between the parties, the Managing Company will notify such event to the operator within the time specified providing the new times for reply or convene a meeting with the operator itself.
- 5.2.5 In case the allegations made by the operator are recognized as valid (in whole or in part), the corresponding credit note will be issued by the Managing Company within 30 days of the response.


### Airport charges, airport taxes, security charges, centralized infrastructure and other goods and / or services which are closely related to flight operations

- 5.2.6 Each carrier in the absence of specific agreement with the Managing Company, is required to pay fees and airport taxes (as provided by art. 802 of the Navigation Code, by Law 324/76 and in accordance with art. Of 15 Presidential Decree 1085/82) as well as fees for services provided by the Managing Company and the infrastructure used by the carrier or from the aircraft before departure of flight.
- 5.2.7 The prepayment of the flight must be made before leaving, at the ADR Information Desk cashier located in the departure area of Terminal 3. Will be the responsibility and care of the Carrier to provide that the person responsible for the payment goes to this location and make the payment of due amount.
- 5.2.8 In order to facilitate the airport's operations and simplify the overall operations of preparing the departure of the aircraft, the Carrier and the Managing Company may agree on specific procedures for administering the prepayment that, however, ensure the effective fulfilment of the obligation to pay before take-off per each flight, or groups of flights.
- 5.2.9 Post-pay may be granted only to carriers who have reached specific agreements in this regard with the Managing Company.
- 5.2.10 As a temporary measure, for a period of three months from the adoption of these Regulations by the Civil Aviation Authority, for the "historic" Carriers that have operate continuously at the airport for more than 24 months, making use of the conditions of postponed payment with no guarantee, that have not already signed specific agreements to this effect with ADR, where up to date with payments, the current conditions will be maintained. At the end of this transitional period, the carriers that still have not signed the relevant agreement will be required to issue a guarantee and / or prepayment.

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### **Fees for ground handling services**

- 5.2.11 The fees for ground handling services, unless provided by the Managing Company, are determined directly between the Carrier and its suppliers. The Managing Company is therefore unrelated to any litigation and / or demand that may arise between these parties in connection with the charge, the providing and payment for such services.
- 5.2.12 The Carrier is obliged to pay for services as agreed with its suppliers, will also ensure that existing agreements provide for fees and means of service delivery to ensure appropriate levels of quality and safety requirements at the airport.
- 5.2.13 If in cases of non-payment, the Provider intends to carry out partial interruption of services provided, shall promptly send written notice to the Managing Company and the local DA, being understood the requirement by the Provider to guarantee minimum ground handling services, related to safety and handling of arriving people / animals / goods. In particular, will be guaranteed:
- on arrival, assistance to passengers, animals and goods carried (ex disembarkation, disembarkation and baggage and animals, forwarding luggage in transit, unloading and transportation to treatment facilities of cargo and mail)
  - departing, the assistance services to the aircraft and crew (ex. security checks on the aircraft, weight and balance / loading plan, crew transport, push back).
- 5.2.14 The adoption of such measures will be implemented by a single provider in relation to services provided, the size and nature of the un-fulfilment by the Carrier concerned. The Provider and the Managing Company shall in no way be held responsible for any consequence against any entity (Carrier, its suppliers, its customers and other third parties, etc..) derived from the actions in question.

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### 5.3 INFRASTRUCTURE MANAGEMENT

- 5.3.1 The centralized infrastructures of the airport of Ciampino identified by ENAC with letter prot. N. 421925 of 12.07.2004 pursuant to article 9 of Legislative Decree 18/99, are listed below:
1. Outgoing Baggage sorting and arriving baggage claim systems
  2. Audio announcements
  3. Public information system
- 5.3.2 Each operator must obtain for its personnel, if required, permits and authorizations established by the Civil Aviation Authority or by ADR for use or operation of specific equipment or facilities. ADR, however, reserves the right to request at any time to each Operator documentation providing evidence of staff training for use of equipment and facilities at the airport and object of this Regulation.
- 5.3.3 ADR may allow use of infrastructure, plant and equipment only after identification of the user by means of magnetic cards or other means.
- 5.3.4 The maintenance of the infrastructure and facilities managed by ADR, unless otherwise specified and unless otherwise regulated by agreements, including contract, is carried out by ADR, which ensures the efficient maintenance of such infrastructure and facilities through ordinary and extraordinary maintenance activities. Each user must, however, before use, ensure that the facilities are functioning properly, in the interest of personal safety and the proper course of airport activities, reporting promptly to ADR failures of infrastructure, plant and equipment to facilitate rapid restoration of functionality, an analysis of the problems found and establish the causes and responsibility for the failure even to calculate levels of service that may be established. In the absence of such timely reporting ADR is not responsible for the consequences of failure and the event will not be counted in calculating the service levels.
- 5.3.5 Any malfunction of plant and equipment detected during use by an operator must be promptly reported by the latter to ADR reference numbers listed in the relevant paragraphs of this regulation, without making attempts to repair or restore. In the event of malfunctions of equipment or facilities not covered by this Regulation, the report will be forwarded to ADR Maintenance (annex 5.1 – prog.9).
- 5.3.6 Any malfunction of the facilities and infrastructure in any way detected or which an operator becomes aware of, in the common interest and in the spirit of mutual cooperation, will be reported to ADR Maintenance (annex 5.1 – prog.9).
- 5.3.7 Any damage to infrastructure or facilities caused by personnel of an operator or of which he is aware, must be immediately reported to ADR Maintenance (annex 5.1 – prog.9).
- 5.3.8 Infrastructure and airport facilities will be used in proper way, according to the instructions of this Regulation, for the purposes to which they are intended, taking into account their specificity and the risks and limitations arising from the fact of operating in the airport area, and without producing accidents or damage of any kind. Each operator shall, in particular use the existing infrastructure and facilities in accordance with applicable laws and not hindering the activities of any other operator present in the area at the time of use, particularly in areas such as those close to the baggage handling facilities, characterized by the presence of several operators simultaneously.
- 5.3.9 ADR will check on proper utilization by the Operators and the consequent administrative fulfilments, in the interest of all parties operating in the airport as well as itself being the Managing Company. Improper use that has caused malfunctions and / or requests for assistance to ADR for untrue failures will result in charges by ADR to the Operator concerned. In case of serious or repeated operational or administrative breaches, will be provided the limitation or suspension of the use of Infrastructures, excepting continuity of handling services in their minimum configuration (eg not granting incremental check-in/transit desks


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and assignment of flights to remote stand instead of the loading bridge) and subsequent reporting to Civil Aviation Authority for the application of sanctions.

- 5.3.10 The charge the costs of restoration and compensation for any damages relating to the areas and facilities used in rotation by different operators (such as check-in desks, loading bridges, storage systems, gates) shall be made to last operator who has used the area or the system prior the anomaly reporting to the Managing Company or the acknowledgment of it by itself. This measure applies in respect of the obligation towards the operators to use properly the infrastructure and to report any damage and verify functionality before starting of any activity.
- 5.3.10 Specific instructions or rules, also temporary ones, regarding movement in certain areas and / or the use of particular equipment, infrastructure or facilities, even if not contained in these Regulations, will be prominently displayed locally at any time, even without notice to interested operators. The operations personnel will be required to take knowledge of and to follow these instructions.
- 5.3.11 The Operator has no right to grant to others the space and infrastructure for any reason assigned, or carrying out activities other than those provided, nor the execution of any changes without explicit authorization by ADR.
- 5.3.13 The Operator shall use the airport facilities in full compliance with all applicable requirements, current and future, in general, issued by the Managing Company for the correct use and also according to the instructions issued by Local Civil Aviation Authority of Ciampino current and future and by any other Authority, aimed at protecting the safety and operation of the airport.
- 5.3.14 The Operator assumes liability for damages to persons and property associated directly or indirectly to the use of airport infrastructure, relieving ADR from any claim advanced by anyone in relation to predicted use.
- 5.3.15 The Operator warrants that its equipment and vehicles are compatible with the interfaces of airport infrastructure and assumes all liability for damages arising to them and / or in connection with the use of his vehicles and equipment that may be incompatible.
- 5.3.16 If it is established by ADR that the use of airport infrastructure does not meet the requirements that are contained in these regulations and procedures, the Operator may incur in the application of charge and / or penalties provided.
- 5.3.17 The operator must use the goods of common use in order to ensure full and continuous operation of the airport and allow the simultaneous use of such property by all airport operators and passengers.
- 5.3.18 The Operator acknowledges and agrees that the design, development, construction and management of all facilities and systems in common use and centralized ground handling at Ciampino Airport is the exclusive competence of ADR.
- 5.3.19 Any changes, additions, reductions and restructuring of airport infrastructure, or works on them, which may reduce the business of the operators, will not constitute, for themselves, title to any claim for compensation whatsoever.

#### **Airport operational activities coordination**

- 5.3.20 An Airport Coordination Committee has been established at Ciampino Airport. This is a consultation body for the coordination and planning of airport operations, whose functions are defined in the Rules of Procedure published in Annex 5.8.


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### Infrastructure planning

- 5.3.21 For all scheduled flights, ADR defines periodic infrastructure planning which aims to optimize airport operations.
- 5.3.22 The programming and assignment of parking positions is carried out by ADR, pursuant to art. 705, let. E) of the C.d.N, under its own responsibility, taking into account the general and contingent conditions of usability of the individual stands, in relation to the technical-operational characteristics of the individual aircraft and on the basis of the following criteria:
- Routing and flight scope;
  - Stand capacity;
  - Any planned limitations in the use of the stands for technical or operational reasons;
  - Maximize walking boarding and disembarking of passengers;
  - Other regulatory basis criteria (customs criteria, sensitive flights, etc.);
- and taking into account the provisions of the current noise reduction procedures
- 5.3.23 At the time of periodic planning, for each flight the stand where the aircraft will be parked, the conveyor belt for baggage of the arriving flights, the check-in counter and the boarding gate dedicated to departing passengers are defined . This schedule is updated according to subsequent operational changes and is to be understood as indicative and not binding.
- 5.3.24 This weekly valid schedule is communicated by ADR via email to both carriers and Handlers to allow them to prepare the relevant actions.
- 5.3.25 Every day ADR reviews and updates the periodic planning to be adapted to the real situation and be made operational, taking into account:
- Accommodation capacity of the individual stand and the stands as a whole, using them to the maximum of their respective capacity;
  - Respect of any requests coming from the ENAC or State Bodies or other particular needs;
  - Update of flight operating times;
  - Entry of unscheduled flights and cancellation of scheduled flights;
  - Changes in the type of aircraft;
  - Constraints and operational restrictions;
  - ENAC DA ordinances;
  - Maximize walking boarding and disembarking of passengers;
  - Planned or contingent infrastructure restrictions.
- 5.3.26 The updating of the aforementioned periodic planning is carried out through the available systems (ADBM, dedicated printers or Disar) and then implemented by the TWR and the information systems used by the Handlers.

### Aircraft Stand capacity

- 5.3.27 The capacity of each stand is constantly updated by ADR with the collaboration of the technical bodies, sent to the structures concerned and published on the website [www.adr.it](http://www.adr.it). on the occasion of each variation.


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### Stand management

- 5.3.28 The operational management of aircraft parking stands is carried out by the Managing Company with the aid of IT systems interfaced with ENAV, which display the sequence of incoming and outgoing flights.
- 5.3.29 ADR will communicate the stand assigned to each arriving flight through the ADR Advanced TWR system.
- 5.3.30 From the moment the assigned stand is confirmed, it becomes the exclusive use of the Carrier. Consequently, only personnel and company vehicles that will provide services to the Carrier itself, the Managing Company and State Bodies will be able to access and operate it. Exclusive use ceases at the end of flight assistance.
- 5.3.31 In case of need to transfer an aircraft from a hangar to the stand, the Carrier concerned must send an email or contact ADR via wire indicating the aircraft registration, the expected flight and any further needs. Based on the operating situation and any needs expressed by the Carrier, ADR will designate the stand for departure and communicate it to the Carrier / Handler via telephone, with the relative start time, in good time to allow the aircraft to towing operations and preparation of the flight.
- 5.3.32 For flights departing with aircraft in a stand other than that of arrival, the assignment (confirmation or any change in the planned) will be communicated by email or telephone by ADR to the Handler, with the relative start time, in good time to allow the aircraft to be towed and the flight to be set up. The availability of the pitch ceases 5 minutes after the STD or the last ETD communicated by the Carrier when the pitch is committed. Any additional commitment must be, as soon as known, requested by the Handler to ADR which will assess, on the basis of the general operating needs, whether to allow the extension of use of the stand or whether to request the change of position of the aircraft.
- 5.3.33 If, for operational reasons that cannot be resolved otherwise, towing to another stand is deemed necessary, ADR indicates to the Carrier the moment when it is necessary to free the stand and informs it about the new destination stand. Towing must be activated by the Handler within the times requested by ADR.
- 5.3.34 In the event of critical operational needs, some exceptional stopping or waiting positions have been provided for category C aircraft appropriately illustrated in the ADR-ENAV Agreement Annex 6 "Ordered movement of aircraft, vehicles and people on the aprons".
- 5.3.35 In particular, for aircraft categories A, B and C - up to Gulfstream 550 -, some category C stands have been identified that are suitable for hosting even more than one aircraft at the same time, with towing movement and respecting the operating mode provided for the Golf area (special regulation area).

### Use of stands

- 5.3.36 Confirmation of the actual start and end times of the use of each stand must be provided by the Handlers through:
- standard MVT telex or AMB system in the event of aircraft arrival or departure;
  - mail or wire to Flight Control in the case of aircraft coming from or going to another stand or hangar.
- 5.3.37 As soon as the assignment of the stand or parking position is known, the Service Provider / Self-producer must arrange the resources and means / equipment at the stand in the appropriate quantities and times. He will also have to make sure that the stand completely clear of vehicles and materials of any kind.

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- 5.3.38 At the end of use, each Handler must leave the stand or parking position, including the adjacent areas, completely free of materials, trolleys and vehicles of any kind, and in conditions that can be immediately used for the next flight. The above to protect the safety of people, the integrity of aircraft and vehicles, the regular operation of the airport.
- 5.3.39 The Hangar sub-concessionaire aa / mm maintenance companies cannot occupy the stands adjacent to the hangars themselves with aa / mm, vehicles or equipment without the prior authorization of ADR.
- 5.3.40 ADR will carry out inspections to verify compliance with the rules regarding the clearing of stands after use, putting in place, in the event of default, the most appropriate operational measures for safety reasons and to allow the smooth running of airport activities.

#### **Anomaly management and critical operating situations**

- 5.3.41 Any anomalies found by the Handler / Carrier in relation to the use of the stands must be immediately reported to the Flight Control.
- 5.3.42 ADR, in the event that it is reported or directly detects that the use of the aprons in safety or the assistance activity is prevented due to the presence of materials and / or vehicles left by the previous Provider / Self-producer / Carrier, will invite the latter for the immediate evacuation of the stand or area, reserving the right to provide directly in case of default, for safety reasons and to allow the smooth running of airport activities, charging the defaulting party the costs incurred and the damages suffered.

#### **MANAGEMENT OF ELECTRIC VEHICLES CHARGING STATIONS**

- 5.3.43 The stations for charging electric vehicles consist of an electrical power socket and a stall dedicated to vehicle parking.
- 5.3.44 The vehicle charging areas are located near the Arrivals Terminal building - Redelivery belts - and near the General Aviation Terminal building.
- 5.3.45 The recharging stations are assigned by ADR to the service providers through a property assignment report.
- 5.3.46 The service provider is responsible for the conservation of the charging stations in the delivery state and for any and all damage, including against third parties, resulting from the use of the area.
- 5.3.47 It is forbidden for service providers to assign, for any reason, in whole or in part, the assigned positions or allow their temporary use to third parties.
- 5.3.48 In the event of a failure / malfunction / anomaly of the system, the ADR Maintenance Unit must be called (at n ° 06-65953434) and wait until the technicians arrival without attempting recovery operations.
- 5.3.49 5.3.41 As regards the "safety work instructions", see the "Risk assessment" document and the prevention and protection measures that each Employer is required to draw up in compliance with the provisions of Legislative Decree 81/08.

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## 5.4 DETECTION AND VERIFICATION OF DELAY CODES

- 5.4.1. The assignment of a code delay to flights departing from Rome-Ciampino can only be made by Providers / Auto-Providers certified to operate at Ciampino airport using the codes listed in Table Causes of delay IATA reported in the Technical Instructions.
- 5.4.2. The Provider / Auto-Provider assigning delay codes to flights departing that input responsibility to the Managing Company, must inform ADR within 15 'from takeoff / ATO
- 5.4.3. The IATA delay codes attributable to the responsibility of the Managing Company are as follows:
- 87:** Airport Infrastructure, Security ADR, information systems default  
**19:** Assistance Passengers with Reduced Mobility (PRM)
- 5.4.4. ADR will analyse activity from the sectors involved and, where the attribution of the code did not find evidence, will dispute the attribution of the code in its computer system, informing the handler and the carrier involved by e-mail.
- 5.4.5. The Provider / Auto-Provider will receive information about the complaint of the delay with code 87 or code 19 through an e-mail in the following format:
- Att. I (Provider / Self-Provider)  
Notice of contestation of delay code  
Flight XYZ  
Operative Date dd / mm / yyyy  
Code assigned by ADR: 99. We look forward to the final code within 8H.*
- 5.4.6. The Provider / Auto-Provider will then reassign the delay of the flight subject to controversy by using the specific electronic form as Technical Annex 1. (Annex 5.4)
- 5.4.7. The final code of delay will be reported in data warehouse that will be a source of official information for all agencies and operators.
- 5.4.8. Also by using the data reported in the data warehouse, the Managing Company will prepare monthly statistical reports on delays, detailed by cause, which will be sent to the Local Civil Aviation Authority and will be used as an official source of the operator in evaluating the on-time performance of the airport.


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## 5.5 INTERDICTION MEASURES AND LIMITATIONS

- 5.5.1. Without prejudice to the prerogatives of the Local Civil Aviation Authority on control of airport activities, including partial or total penalization of the airport, the Managing Company may dispose (having heard AMI for areas of common interest) penalization of areas affected by maintenance or other needs.
- 5.5.2. In the event of total or partial closure of the airport, following the provisions of the Civil Aviation Authority, no person may assert against the Managing Company or the Civil Aviation Authority, claims for compensation for the unavailability of facilities, infrastructure, goods and airport services .

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## 6. AIRPORT PASSES

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## 6.1 ACCESS PASSES ISSUE

6.1.1 In compliance with the National Civil Aviation Safety Program ed.3 em. 1 of 07/11/2023, to obtain the release by the Operator of the access permit to the various regulated areas of Ciampino airport for its employees, any public or private company must comply with the provisions set in the Procedure for issuing airport access passes, available in the ID Office section of the website [www.adt.it](http://www.adt.it).

The preliminary investigation, preparation and delivery of permits will be the responsibility of the Management Company.

It should be noted that the requirement for the issue of access permits, for the subjects indicated therein, is the proven stipulation of a contract that regulates the specific activity carried out by the applicant at the Ciampino airport, according to the following scheme.

Specifically, Providers or Self-Handlers carrying out the ground assistance services referred to in Appendix A to Legislative Decree 18/99, in addition to Operators exclusively carrying out quality control activities on the services referred to in Legislative Decree 18/99 supplied by providers or self-handlers, in accordance with what is specified in Chapter 9.1, must have signed a contract with the Operator that regulates the specific activity carried out and delivered the insurance policy for RCT, which it must cover all risks associated with the performance of the activity and be extended to cover damages deriving from the movement of vehicles within the customs belt. The validity of a contract is an essential condition for the maintenance of airport passes. The possible termination for any reason of the contract referred to in the following diagram, therefore, will entail the obligation to return airport passes. In the event of non-return of the badges within three working days from the date of termination of the effectiveness of the contract, the Manager is authorized to disable the badges themselves by giving simultaneous notification to ENAC and the Police.

The Operator's activity cannot continue if the contract referred to in the above scheme has ceased.

6.1.2 The aforementioned provision also concerns workers and collaborators of contracting companies or suppliers of the airport operators referred to in the previous point.

### Contracts scheme

Applicant	Subject for which the pass is needed	Subject with which the subject for which a pass is requested must have a contract
Providers or self-providers of ground handling services and Operators exclusively carrying out quality control activities	Providers or self-providers of ground handling services and Operators exclusively carrying out quality control activities	Managing Company
Providers or self-providers of ground handling services	sub-concessionaire or Service supplier	Providers or self-providers of ground handling services
sub-concessionaire	sub-concessionaire	Managing Company
sub-concessionaire	Service supplier	sub-concessionaire
Managing Company	Managing Company	
Managing Company	Contractors for works, supplies and services on behalf of the Managing Company	Managing Company
Managing Company	Subcontractors for works, supplies and services on behalf of the Managing Company	Contractors for works, supplies and services on behalf of the Managing Company as well as possible authorization of the Managing Company
Carrier or Public Authority	Carrier or Public Authority	
Carrier or Public Authority	Service supplier	Carrier or Public Authority

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## 6.2 REGISTERED VEHICLES AND GROUND EQUIPMENT PASSES ISSUE

### Procedure for issuing passes

- 6.2.1 According to Civil Aviation P.N.S. ed. 3 em. 1 of 07/11/2023, to obtain a pass from the Civil Aviation Authority of access and circulation to the various regulated areas of the airport of Ciampino for registered vehicles and equipment needed to perform the activities, any public or private company must comply with the Procedure for issuing airport access passes, available in the ID Office section of the website [www.adt.it](http://www.adt.it).
- 6.2.2 The investigation, preparation and delivery of passes will be organized by the Managing Company that implements the contents of these documents with the exception of references to regulations no longer in force.
- 6.2.3 In particular requirements for the granting of access passes, relative to the subjects indicated, will be R.C. insurance coverage for airport traffic for a ceiling of € 10 million or, in the case of vehicles used by certified providers of ground assistance services or self-handlers, another ceiling defined in Article 9 of the current ENAC Regulation for the Certification of Airport Ground Assistance Service Providers (hereinafter ENAC Regulation), and proven execution of a contract (eg. through self-certification, transmitting a copy of the contract, etc..) that regulates the specific activity performed by the applicant at Ciampino airport, according to the diagram below.

### Contracts scheme

Applicant	Subject for which the pass is needed	Subject with which the subject for which a pass is requested must have a contract
Providers or self-providers of ground handling services and Operators exclusively carrying out quality control activities	Providers or self-providers of ground handling services and Operators exclusively carrying out quality control activities	Managing Company
Providers or self-providers of ground handling services	sub-concessionaire or Service supplier	Providers or self-providers of ground handling services
sub-concessionaire	sub-concessionaire	Managing Company
sub-concessionaire	Service supplier	sub-concessionaire
Managing Company	Managing Company	
Managing Company	Contractors for works, supplies and services on behalf of the Managing Company	Managing Company
Managing Company	Subcontractors for works, supplies and services on behalf of the Managing Company	Contractors for works, supplies and services on behalf of the Managing Company as well as possible authorization of the Managing Company
Carrier or Public Authority	Carrier or Public Authority	
Carrier or Public Authority	Service supplier	Carrier or Public Authority


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### 6.3 GRANTING APPROVAL TO AIRPORT DRIVING LICENSE

The matter is regulated in the Airport Manual


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## 7. AIRSIDE CIRCULATION

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## 7.1 MOVING VEHICLES AND PEOPLE ON THE APRON (CIRCULATION)

The matter is regulated in the Airport Manual

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## 8. STATION INFORMATION

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## 8.1 STATION INFORMATION

This section deals with the overall information concerning operational flight management at CIA (aircraft departure and arrival times, delayed flights, cancelled flights, miscellaneous information to the public and the personnel, billing information, etc.). These information are generally handled through information systems, are provided by different parties according to type and purpose (Carrier, Self-Provider, Provider, Managing Company)

### General

- 8.1.1 Station information should be sent, put in systems and managed by carriers, Providers and Self-Providers according to the provisions in this sub-section 8.1, according to IATA standards, as applicable and unless otherwise specified, and however in compliance with all laws and regulations in force.
- 8.1.2 Without prejudice to the checks on Station data and / or reporting any anomalies to those responsible for data input, ADR shall be held free from responsibilities, debits and/or requests for compensation by whoever put forward, concerning the presence, accuracy and completeness of information whose input is in the responsibility of Providers/Self-Providers or Carriers.
- 8.1.3 At Carriers / Providers / Self-Providers concerned request, in particular technical (e.g. related to information systems) and/or operational situations, and for limited periods of time, ADR may authorise the disclosure of information according to practices partially different from those established in this sub-section 8.1.
- 8.1.4 Without prejudice to paragraph 8.1.3 above, no information received through other channels than those established in this sub-section 8.1 (e.g. phone calls instead of standard telexes) shall be taken in consideration, unless in exceptional circumstances and for the purposes of protecting airport safety and efficiency.
- 8.1.5 Without prejudice to the data transmission modes given in this sub-section, ADR is willing to agree with the Carriers concerned and implement automated data transmission links between the DCS (Departure Control System) of each Carrier and ADR's Information System.
- 8.1.6 Each Carrier shall provide to ADR before operating at CIA, all information requested from ADR itself, also In the case of flights not planned or unforeseen, such information must be disclosed in sufficient time to allow ADR to prepare what required for the management of the flight.
- 8.1.7 Each Carrier / Provider / self-Provider shall provide the ADR responsible organization (Appendix 5.1 prog.4), if not previously submitted, the annexes 8.1, 8.2 and 7.3, duly completed, essential for proper management of information flows on airport activity. These attachments must be resubmitted to ADR whenever changes in the content are occurring. In particular at progressive 10 Annex 5.2, each Carrier shall indicate the name of a manager, constantly on call during the periods of operation at CIA, who may be contacted by ADR for communications and / or consultations relating to situations of particular importance or criticality. This figure should have the necessary power of decision to play this role. In addition, each carrier must report the number or numbers for emergencies under the provisions in force. In the absence, total or partial, of the references in Annex 5.2 ADR cannot ensure, within its respective jurisdiction, the proper performance of processes that involve missing contacts.
- 8.1.8 Any notice or request for operation information concerning matters regulated in this paragraph shall be addressed by ADR to the reference specified by the Carrier / Provider / self-Provider in Annex 5.2 - prog. 1 (it is required you to indicate, however, among others, a reference telex number), or, in cases of particular importance or criticality, at the reference indicated in the Annex 5.2 - Prog.10.

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### Choice of Provider in the event that the Carrier shall not have previously identified it

8.1.9 If the Carrier has not yet identified the Provider of ground handling services, the Flights control will communicate after landing, in frequency, to the airline captain the names of the various companies published in AIP AD2 LIRA the captain shall inform on the choice made, the Flights Control in turn will inform the Provider of the choice made by the Carrier.

### Clearance

- 8.1.10 For the management of commercial line traffic, the assignment of new slots at Ciampino airport takes place in accordance with the provisions of the Decree of the Minister of the Environment no. 345 of 18 December 2018, which sets the maximum number of slots in the number of one hundred 65 movements per day. During the periods of closure of Assoclearance, the station manager will proceed with the approval of any requests in compliance with this limit.
- 8.1.11 Without prejudice to the application of the ENAC provision, each flight must be authorized by ASSOCLEARANCE by sending an SCR (Slot Clearance Request) message in IATA standard format, based on the coordinated parameters submitted by the Airport Coordination Committee to ENAC for clearance, in accordance with the Rules of Procedure in Annex 5.8
- 8.1.12 During the days and closing times of ASSOCLEARANCE, the Carrier must request clearance, in any case before departure from the airport of origin, or communicate any cancellations or requests for changes in clearance already assigned to ADR. For this purpose, the carrier must contact Flight Control operating in H24 at 06 6595 9297/8 fax 06 6595 9299, or email [aptcoordinationcia@adr.it](mailto:aptcoordinationcia@adr.it), communicating the SLOT that it intends to request and which Providers it will use to perform the services. ground handling. ADR will confirm release availability by simultaneously informing ENAC DA ([aero.ciampino@enac.gov.it](mailto:aero.ciampino@enac.gov.it)) and ASSOCLEARANCE ([slot@assoclearance.it](mailto:slot@assoclearance.it)).
- 8.1.13 By arrangement of the competent bodies, all flights, and therefore also those arriving and departing from the CIA exclusively for carrying out maintenance operations on the aircraft, must have a clearance
- 8.1.14 ADR will notify the competent bodies of the presence of any flights operated without clearance.
- 8.1.15 In the current regime, each flight must be authorized by ASSOCLEARANCE; during ASSOCLEARANCE days and closing times, the Carrier must request clearance, in any case before departure from the Airport of origin to the ADR Flight Control (see attachment 5.1 prog.10), communicating to him the clearance it intends to request and which Providers will make use of the groundhandling services referred to in attachment A of Legislative Decree 18/99.
- 8.1.16 During the days and closing times of ASSOCLEARANCE, the Carrier must also communicate to ENAC any cancellations or clearance modification requests already assigned, by contacting the ADR Flight Control for this purpose (see Annex 5.1 prog.10)
- 8.1.17 The commercial slots must be assigned in the time slot between 06.00 and 23.00 l.t. in accordance with the Decree of the Ministry of the Environment 345/2018 and through the coordination parameters established for each IATA season by the Airport Coordination Committee

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### Flight turnaround


- 8.1.18 As regards turnaround of commercial flights, when not present on the SCR (Slot Clearance Request) message or when it has changed with respect to it, it must be communicated by the Carrier to ADR in good time to allow adequate planning of stands and gates assignment, preferably by the Thursday before the week to which the movement refers.
- 8.1.19 With regard to General Aviation flights, communication regarding the flight turnaround and / or its possible variation is of fundamental importance for the correct planning of the stands and parking positions and for the attribution of the prior authorization code to the stop (PPR).
- 8.1.20 In both cases, the transmission of information should preferably take place electronically through the systems made available by Aeroporti di Roma (for General Aviation Electronic PPR system), alternatively it can take place via e-mail.
- 8.1.21 Any changes in the aforementioned rotations relating to daily operations must be communicated by the Carrier to the ADR Information System, preferably 30 minutes, and in any case no later than 20 minutes before the ETD (or STD) of the flight concerned, through one of the following ways:
- through information systems used by the Handlers who act by transferring the data into the ADR tools.
  - by request for modification of the Electronic PPR through a specific IT platform (for General Aviation flights).

### MVT Message

- 8.1.22 For each flight departing from CIA, the Carrier shall ensure that the standard IATA MVT (Movement) telex is sent to the ADR Information System (Ann. 5.1 # 14), immediately after takeoff and in any case no later than 10 minutes after take-off.
- 8.1.23 For each flight arriving at CIA, the Carrier shall ensure that the MVT telex is sent twice to the address above, in particular:
- immediately after take-off from the station of origin
  - immediately after and in any case no later than 5 minutes after block-on.
- 8.1.24 With the MVT telex, the Carrier shall also notify any estimated arrival/departure time variations for each flight, as soon as these variations are known to the Carrier.

### DUV Message and load-sheets

- 8.1.25 The Carrier, whatever DCS system it uses, must guarantee the sending of the DUV message on departure, together with the relative movement, with direct methods through the DCS itself or through the use of the AMB computer system made available to the Carrier with the procedures provided in Annex 8.1 to these Regulations.
- 8.1.26 The Carrier, whatever DCS system it uses, must guarantee the sending of the DUV message on arrival, together with the relative movement, with direct methods through the DCS itself or through the use of the AMB computer system made available to the Carrier with the methods provided in Annex 8.1 to these Regulations.
- 8.1.27 Failure to send DUV messages, both on arrival and departure, on time, or failure to correct the data requested by the Manager, constitutes a serious violation of the provisions of these Regulations and


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entails the interdictive measures provided for in the next Section 11 (VERIFICATION, INTERDICTIVE MEASURES AND SANCTIONS).

- 8.1.28 With regard to load sheets, the Carrier or its Provider must keep the relative documentation and keep it available for any ADR requirement as indicated below

### Loadsheets

- 8.1.29 For all flights in public transport service or charter and in any case for which the current legislation requires it, departing from the "GB Pastine" airport of Rome-Ciampino, the mandatory processing of the load sheet is confirmed, alternatively by:
- the aircraft captain
  - the carrier in self-handling or self-production (also through cargo master);
  - the handler specifically appointed by the carrier and deemed suitable by the carrier;
  - the airport managing company acting as a handler, specifically appointed by the carrier and deemed suitable by the carrier,
- which will provide it by adequately trained and qualified personnel for this task.
- 8.1.30 In application of the provisions of the previous paragraph, the ramp agent or other personnel formally appointed by the carrier in self-handling or self-production, or by the handler will collect a copy of the approved load-sheet and signed by the flight captain.
- 8.1.31 In any case, the ramp agent or other personnel formally appointed by the carrier, always present on board all the flights in public transport service, is required to ascertain the effective compilation of the load plan (load -sheet) which, before closing the aircraft doors, must acquire a copy signed by the flight captain for approval.
- 8.1.32 8.1.37 The signed copy can be acquired in compliance with EU Regulation 965 of 2012 section CAT.GEN.MPA.185.
- 8.1.33 In any case, the formal evidence of the acceptance of the loading plan and / or any Last Minutes Changes by the flight commander must follow the indications of his flight operating manual.
- 8.1.34 If the ramp agent or other personnel formally in charge of the carrier in self-handling or self-production, of the handler, for any reason, does not ascertain the elaboration of the loadsheet and therefore have not been able to acquire a copy signed by the flight captain for approval, or to ascertain any discrepancies or anomalies, he must immediately notify the Airport Management Company via telephone (06 6595 9370), which in turn will immediately interest the Airport Direction via telephone, or in case of absence, the staff person in charge of availability, who at the same time will, through the Control Tower, deny the take-off authorization, directly verify the factual situation and, if necessary, challenge the person responsible for the non-compliance with this mandatory safety obligation.
- 8.1.35 The telephone lines used for the purposes of this article must be registered.
- 8.1.36 The Airport Management, as part of the individual sample checks arranged following the application of the E.N.A.C. APT-08B, must directly verify the provisions of the previous paragraphs, attaching to the APT-PO0ISCV form a copy of the loadsheet approved and signed for acceptance by the captain of the controlled flight, as proof of the inspection carried out on board.
- 8.1.37 The Management company must in any case acquire the certainty of compulsory conservation for at least three months, by the carrier in self-handling on the ground or self-production, or by the handler, of the load-sheet signed by the captain, in accordance with the provisions of this paragraph together with

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the remaining loading documentation of each flight operated on the "GB Pastine" airport of Rome Ciampino.

8.1.38 The airport management company must formally notify the Airport Management of the place where the loading documentation will be confirmed, in order to allow the latter, with the sampling system, subsequent checks to ascertain the completion of the loading sheets and the other documentation.

8.1.39 The outcome of these checks will be reported in a special register, also with computerized methods.

#### **Other operational messages**

8.1.40 Other messages related to operational information not contained in the messages described in the above sub-sections (eg stand engagement and disengagement from or to other stand) should be sent promptly by the Carrier by telex known to ADR flight control (Appendix 5.1 prog. 10). In the case of stand engagement / disengagement the Carrier, the reference machine, stand/s concerned and the start and end of displacement must be specified.

#### **Sending of aircraft ID information**

8.1.41 Each Carrier must provide ADR, possibly before arrival, with an identification table of each aircraft in the fleet that can transit on the CIA, alternatively at the time of arrival it will have to fill in every part of the form prepared by ADR (Annex 8.5)


8.1.42 The data necessary for identification are:

- Aircraft registration
- Aircraft type (according to IATA coding)
- Maximum number of available passenger seats on board
- MTOW (Maximum Take-Off Weight)
- Total hold capacity in kg.
- Administrative data of the Merchant Company

The table above (see annex 8.5) sent to Flight Planning (annex 5.1 prog. 5) shall be updated in case of new aircraft added and/or changes of the information contained therein. The changes will be effective starting from the date of receipt by ADR. The aircraft to be identified with the information provided above are all those that are likely to fly at CIA, including those arriving from other station exclusively for maintenance intervention purposes.

#### **“Boarding time”, “Now boarding”, “Closed flight”, “Boarding cancelled”, “Desk Open/Closed”, “Notice to the public”, “Terminal” and “Check-in counter no.” information**

8.1.43 “Boarding Time”, “Now Boarding”, “Closed Flight”, “Boarding Cancelled”, “Desk Open/Closed” information and their changes, and the “Notices to the Public” that are required for a correct information management via the DISAR system, shall be provided by the Provider/Self-Provider or Carrier as soon as these are available, directly in DCS/CUTE. The instructions for access via the CUTE terminal are shown in the annex to this regulation (see Technical Instructions). To limit the inconvenience to passengers in the event of denied boarding, delays and flight cancellations the Carriers, also through their Providers, are required to promptly provide all appropriate information and assistance to the passengers themselves.

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8.1.44 As ADR is responsible for the information to the public at CIA airport, all Notices to the Public shall be preventively agreed with ADR, as to the content, form, announcement times and conditions required for the issuing of each notice. The codes for the entry in the information systems - when not available - shall be assigned by ADR.

8.1.45 The information regarding the check-in counter number for each departing flight, will be displayed by Provider/Self-Provider or Carrier as soon as it's available.  
This figure must be present, always updated, in the Airport information systems in a timely manner to assure a correct information even to passengers arriving early. ADR will verify and report to Provider/Self-Provider or Carrier accuracy of the information.

#### **Other information required for charging (invoicing)**

8.1.46 Each Carrier shall ensure, in addition to the information covered in this section, the provision of any other information as ADR may require for a correct calculation of the amounts to be invoiced as fee for airport activities.

#### **Handling activities support data treatment**

8.1.47 The DISAR Information System, managed by ADR, can make available on the operational monitors information used by airport operators (Operating Notes - v. All.8.4). In the event that a Provider, Self-Provider, Carrier wants to use this opportunity, must communicate this information to ADR, as soon as available through the input into the DCS/CUTE system, equipped with the "pass through" function to the ADR Information System. The instructions for access via the CUTE terminal are shown in the annex to this regulation (see Technical Instructions).

#### **Action in case of abnormal situations and malfunctioning**

8.1.48 Any malfunction detected by Carriers, Providers and Self-Providers in the event of failure / malfunction of ADR information systems, must be reported immediately to the ADR Duty Station Manager CIA (annex.5.1 - PROG.1), in case of local equipment malfunctioning notify the Maintenance ADR (annex 5.1 - prog. 9).

8.1.49 In case of complete or partial failure of ADR Information System or Information Systems interfaced with it (e.g. DCS), each Provider / Self-Provider / Carrier shall provide, by alternative means, in agreement with ADR, all the data requested by the Duty Station manager (Ann. 5.1, # 1) to perform a correct allocation of stands and gates and consolidate Station data for legal, statistic and administrative purposes.

#### **Training flights**

8.1.50 With regard to training flights, the procedures established in AIP apply.

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## 9. HANDLING OPERATIONS

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## 9.1 OPERATOR OBLIGATIONS

### Access procedure for certified Providers/Carriers and self-handler

- 9.1.1 Providers intending to carry out one or more ground assistance services referred to in Appendix “A” of Legislative Decree 18/99, which are not subject to a limitation measure by ENAC, for which certification is required in accordance with the provisions of the current ENAC Regulation for the certification of ground handling airport service providers (hereinafter also referred to as the ‘ENAC Regulation’ in this RDS '), must submit:
- a) an application to the ENAC Territorial Management accompanied by all the necessary documentation certifying possession of the requirements set out in the ENAC Regulation;
  - b) the Operations Manual to the Managing Company for the purposes of assessing said manager’s competence.
- 9.1.2 The Operations Manual, referred to in point 9.1.1 b above, must be drawn up according to the provisions set out in Appendix 5 of the ENAC Regulation. The organisational structure must be described in said Manual; the human and instrumental resources available; the operational procedures, ordinary and contingency, compliant with those in force at airports, including the reporting of aeronautical events; the staff training system; the quality parameters of the services provided as well as the environmental protection policy that the company intends to pursue in carrying out its activities at the airport. There must also be a guarantee of compliance with the Manual also by any service providers.
- 9.1.3 This Operations Manual is assessed by the Managing Company in relation to its consistency with the contents of the Airport Regulations and the Ciampino airport Manual, as governed by the ENAC Regulation. The positive outcome of this assessment is preparatory to the release, by the ENAC Territorial Management, of the “certificate of provider of airport ground assistance services”.
- 9.1.4 Self-Handlers of ground assistance services falling within the scope of application of the ENAC Regulation must submit, to the ENAC Territorial Management, a request for authorisation to carry out these services at the airport, at the same time informing the Managing Company of the request to carry out the services in self-handling mode. Self-Handlers must specifically demonstrate the adoption of both ordinary and contingency operational procedures, standardised with those in force at the airport, including the reporting of aeronautical events, notwithstanding the opinion of the Managing Company rendered in the manner referred to in point 9.1.3, mentioned above.
- 9.1.5 Once the certification process referred to in the points 9.1.1-9.1.3 above has been completed, certified Provider/Carrier intending to carry out one or more of the ground assistance services referred to in Appendix "A" of Legislative Decree 18/99, not subject to a limitation measure by ENAC, must submit, to the Managing Company, an application for access and performance of ground assistance activities, attaching the “certificate of provider of airport ground assistance services” issued by ENAC and specifying the activities it intends to carry out at the airport.
- 9.1.6 Having obtained the authorisation referred to in point 9.1.4 above, Self-Handler must submit, to the Managing Company, an application for access and performance of ground assistance activities, attaching the ENAC authorisation note for the performance of said activities at the airport.
- 9.1.7 The aforementioned application must be addressed to Società Aeroporti di Roma S.p.A. – Business Unit Aviation.
- 9.1.8 The list (check-list) of the documentation to be produced and of the preparatory requirements for the start of the activities themselves is shown on the appended standard diagram (Appendix 9.1). The check-list also indicates the times to be considered as advance compliance with respect to the start date of the activity.

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- 9.1.9 Following receipt of the application referred to in points 9.1.5 and 9.1.6 above, a meeting will be convened between the Managing Company and the Certified Provider/Carrier/Self-Handler (which may also take place online or by telephone) for the analysis and definition of all aspects inherent to the start of the business. analyse individual specific aspects, with particular reference to requests for goods/spaces and regulatory compliance.
- 9.1.10 The activity of the Certified Provider/Carrier/Self-Handler cannot begin without the signing of an agreement with the Managing Company regulating the specific activity carried out. This agreement will contain, *inter alia*, the list of regulated activities, any guarantees to be presented to cover contractual obligations, the definition of the third-party liability insurance policy to cover risks, the penalties for breaching the regulations in force, of the Regulation and the agreement itself. The signing of the agreement is also a necessary condition for the possible signing of the sub-concession agreement(s) and/or loan(s) for the use of airport assets. The purpose of the agreement, the guarantees and the maximum limit of the third-party liability policy are subject to change depending on the Categories Certified by ENAC (regarding the maximum limits of third-party liability policies, please see Appendix 9.2). Within thirty days of issuing the certificate or its extension or the authorization for self-provider, the Managing Company guarantees the Provider/Self-Handler access to the airport facilities, making spaces and premises available for ground handling services, according to the ENAC Regulation.
- 9.1.11 Compliance with this Regulation does not exempt the Operator from compliance with the obligations undertaken in the context of any contractual relationships with ADR. Serious breaches of this Regulation may be considered as causes for termination of existing contractual relationships between the Managing Company and the Operator.
- 9.1.12 For the certified Provider/Carrier and the Self-Handler authorised by ENAC Territorial Management, the procedure ends with the joint signing of the Report of commencement of activity by a representative of the certified Provider/Carrier or of the authorised Self-Handler and of the Managing Company, vested with the required signing powers, to be carried out within 30 days of the start of the activity, which will be transmitted to the ENAC Territorial Management.
- 9.1.13 The report must state/include:
- A. a list of ground handling services that will be carried out at the airport and indication of the start date of the activities;
  - B. an appendix containing the indication of the airlines and flights served;
  - C. an appendix containing a list and description of the goods for exclusive use under sub-licensed and/or on loan for use for the performance of the aforementioned services;
  - D. an indication that the certified Provider/Carrier or the authorised Self-Handler has given the Managing Company a copy of the insurance policy signed with a leading Italian insurance company to cover the risks relating to the specific activities that will be carried out at the airport;
  - E. a declaration by the certified Provider/Carrier or by the authorised Self-Handler of having received, read and signed the Airport Regulations in acceptance, as well as having disseminated them within their organisation and having ensured that they have been understood by its employees;
  - F. an indication that the certified Provider/Carrier or authorised Self-Handler has:
    - sent the Operating Manual (or operating procedures in the case of Self-Handlers) and the former has been assessed as compliant by the Managing Company;
    - received adequate information on the safety and security measures adopted at the airport;
    - implemented all the requirements necessary to obtain the access permits for people and vehicles provided for in the relevant paragraphs of this Regulation;
    - signed the sub-concession and/or loan agreements for the use of state property and the use of common use assets and centralised infrastructures with the Managing Company regulating the specific activities that will be carried out by the certified Provider/Carrier or by the authorised Self-Handler.
  - G. reference to the procedure for choosing the Provider if a Carrier has not previously identified it (not applicable for self-handling);

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- H. an appendix containing a list, complete with quantity, model, identification number, of the vehicles/equipment that will be used to carry out the activities;
- I. a certification that the access report will not be valid in the event of termination of the agreement with the Managing Company and/or revocation or forfeiture of the certificate of suitability (or of the authorisation in the case of Self-Handlers) issued by ENAC.
- J. the commitment of the Provider/Carrier or Self-Handler to promptly report, to the Managing Company, any subsequent changes relating to the flights served, the staff employed, the names of those responsible, the vehicles and machinery entered/exited from the airport and insurance.

9.1.14 In the event that, for any reason, the Report is not signed, the Managing Company will communicate this, specifying the reasons, to the certified Provider/Carrier or to the authorised Self-Handler and to ENAC Territorial Management for the relevant follow-up.

9.1.15 The Managing Company will maintain and update, on the basis of the information communicated by the certified Providers and Carriers, the “Register of certified providers at the airport”, in which the activities carried out by each of the former, the airport managers and their airport service and emergency contact details must be noted. A copy of the Register will be sent to the ENAC Territorial Management by 31 January of each year and kept updated if changes are communicated by the Operators.

**Access procedure for Providers/Self-Handlers carrying out uncertified/unauthorized ground assistance services or for Operators carrying out quality control activities for the services referred to in Legislative Decree 18/99 provided by providers or self-handlers**


9.1.16 Providers/Self-Handlers intending to carry out one or more ground assistance services referred to in Appendix “A” of Legislative Decree 18/99 for which certification/authorization is not envisaged in accordance with the provisions of the ENAC Regulation, or the Company which exclusively carries out quality control activities for the services referred to in Legislative Decree 18/99 provided by providers or self-handlers, must submit an application of entry to the Managing Company, inserting, for information, the ENAC Territorial Management for any relevant assessments, declaring the performance of the aforementioned activities and appending at least one valid agreement with an airline operating at the airport (except for exclusively self-produced services).

9.1.17 The request must be addressed to Società Aeroporti di Roma S.p.A. Business Unit Aviation.

9.1.18 Following receipt of the application, a meeting will be called between the Managing Company and the Operator (which may also take place online or by telephone) for the analysis and definition of all aspects inherent to the start of the activity. Where necessary, further meetings may also be scheduled to analyse individual specific aspects with particular reference to requests for goods/spaces and regulatory compliance.

9.1.19 The Operator’s activity cannot commence without the signing of an agreement regulating the specific activity carried out. This contract will contain the description of the activity carried out, any guarantees to be presented to cover the contractual obligations, the definition of the third-party liability insurance policy to cover the risks, the penalties for breaches of the regulations in force, the Regulation and the agreement itself, as well as the termination clauses of said agreement. The limits of the third-party liability insurance policies are specified in Appendix 9.2, depending on the activities carried out. In case of carrying out uncertified/unauthorized ground assistance services, the signing of the agreement is also a necessary condition for the possible signing of the sub-concession agreement(s) and/or loan(s) for the use of airport assets.

9.1.20 Compliance with this Regulation does not exempt the Operator from obligations assumed in the context of any contractual relationships with ADR. Serious breaches of this Regulation may be considered as causes for termination of existing contractual relationships between the Airport Operator and the Operator.

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### Revocation of provider of airport ground handling services Certificate

9.1.21 In case of revocation by ENAC of the provider of airport ground handling services Certificate for the occurrence of the conditions provided for in its Regulation, the Operator shall immediately return the cards issued to exercise his/her activities and, upon request by the Managing Company, release property and areas occupied and functional to the performance of the services for which the suitability as ceased. The Managing Company will provide timely information to the Carriers of the circumstance.

### Exercise of ground handling services

9.1.22 Each Provider (on behalf of assisted airline)/ Self-Provider operating at CIA must provide all the services for which it is certified / authorized, with continuity and regularity, even for non-scheduled, emergency and/or diverted flights and in all operating and weather conditions and throughout the opening hours listed in AIP-ITALY and the entire airport area, guaranteeing a qualified and constant assistance, especially in service that require direct contact with passengers (e.g. check-in, lost & found, information) and in the case of special transport (perishable goods, dangerous goods and live animals). Without prejudice to the organisation's acceptability criteria specified in Appendix 5 to ENAC Regulation, the Operators' operating staff must be constantly dimensioned according to the seasonal market share, with reference to the minimum required by Appendix 9.1.1 and adjusted in the event of changes (up or down) thereof exceeding 5%. Each Provider/Self-Handler/Airline operating at CIA must provide its customers (passengers and other airport operators) an adequate level of service in line with that expected at an intercontinental airport, in accordance with the procedures and standards described in the Operating Manual approved by ENAC and assessed and compliant by the Managing Company.

9.1.23 These procedures and standard must describe, inter alia, the methods and goals to be complied with:

- obligation to keep clothing that allows for easy identification of the Company, which is cleaned and worn by staff in a manner consistent with what is established by the Company itself
- obligation to keep the identification card that enables access in accordance with the provisions of the current provisions well exposed
- obligation to relate to the passenger with competence and cordiality, avoiding any kind of inconvenience in any way.
- obligation to comply with defined verbal and written communication standards


9.1.24 Each Provider/Self-Handler must comply with the quality standards within its field of competence (Service Charter and Minimum Airport Requirements) established by ENAC or by ADR with ENAC's prior authorisation described in section 10 of these Regulations, without prejudice to the manager's obligation to maintain the efficiency of the airport systems. If the Operator is unable to comply with the defined standards, he/she shall be obliged to:

- notify the manager in the person of the Duty Station Manger via the contact details specified in Appendix 5.
- notify the customer who will be affected by the disservice, by means of the most effective communication (e.g. updates on the display board in baggage reclaim areas – please see section 9.3.49, local or generalised loudspeaker announcements).

9.1.25 There may be cases in which the Airline, for entirely contingent and unexpected reasons, has not made an agreement with a Provider for carrying out one or more assistance activities on the ground, in specific circumstances. By way of example, in the event of:

#### **1.Delay on arrival/departure or trade union action**

If, for contingency reasons, the Provider is not present at the airport or in any case cannot provide the services to the Customer Airline, the Airline shall notify the Manager for which the Provider shall assist; in the event of failure to provide this notification, it is agreed that the Manager shall ensure the provision of the essential passenger disembarkation services and unloading activities through the Providers present that are willing to provide the service, sending a copy to the Airline of the relevant list. The Airline shall

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inform the Manager of the Provider that will carry out the service. If, at that time, no Operator availability is reported by the Airline or if the Airline does not report any Provider, the Manager shall contact the other operators present at the airport. Once an Operator has been identified, it shall provide the appropriate means and resources for the request. Specifically, the Manager shall point out the need to the handler for the essential services to be carried out within a reasonable time, so as not to affect the rights of passenger. The Manager shall inform the Airline, from time to time, of the name of Provider that will carry out the service. The Operator that carries out the assistance services in the cases specified above can demand payment from the Airline or the Provider representing it at the airport.

### **2. Diversion/Emergency**

If the handler chosen by the Airline operating at the original destination/departure airport is present at the arrival/departure airport, the handler shall be obliged to provide an appropriate assistance service. In the event that the Airline's handler is not present at the airport, the Airline may inform the Manager, with timely notice, of the selected Operator in light of any agreements made in the meantime. If no Operator is reported as being available by the Airline, or if the Airline does not report any Provider, the procedure described for the previous case shall be implemented. The Manager shall monitor the actual compliance with the essential obligations by the handler and shall report any disservice to ENAC.

- 9.1.26 Each Airline and/or Provider shall inform ADR – Flight Control (Appendix 5.1), with a notice period of at least 30 days, of which information channels and which IT tools (e.g. DCS), among those specified in Chapter 8, it will use to submit airport information for the purposes of a correct provision, configuration and authorisation of the computer systems. If this information is lacking, ADR cannot guarantee, within the field of its competence, the correct performance of the operating processes and shall charge for any costs incurred and damage suffered as a result of such omission. (Please see Chapter 12).
- 9.1.27 Each Carrier shall communicate what providers it will be using to perform ground handling services with reference to Annex A to Decree 18/99, this notice must be given at least 15 days before the start of operations of the Carrier at CIA, using the attached form (Annex 8.2), similar information must be given in all cases of change, total or partial of the providers mentioned above, at least 15 days before the change takes place.
- 9.1.28 With regard to the General Aviation Carriers shall comply with the provisions contained in the relevant Notam in force or as may be published in A.I.P. AD2 LIRA.
- 9.1.29 The operator, in order to carry out ground handling services, must be provided with all licenses, certificates of competency and permits required by applicable laws and regulations.  
In particular, it should obtain the Certification required by the Regulations ENAC "Certificate of service airport ground handling", and comply with the provisions of these Regulations. For the catering business particularly what provided by Ord. 5/2003 applies.
- 9.1.30 The Operator agrees to comply with all rules and regulations governing the activities that take place in the Airport of Ciampino, and to comply with all regulations issued and to be issued by the Civil Aviation Authority, the competent authorities and ADR taking fully indemnify the same from any liability, charge or claim directly or indirectly connected with the conduct of such activities.
- 9.1.31 The termination of the contract signed as part of the Access Procedure referred to in chapter 9.1, in the cases provided for by the contract itself, shall imply the termination of any Sub-Licensing Agreements for airport assets, resulting in the obligation to issue an appropriate advance notice of the aforementioned goods by the Operator and may involve the annulment, by ENAC of all access permits for individuals and vehicles, resulting in the obligation of the Operator to return such goods, as well as the revocation of the Certification/Authorization by ENAC. The Provider's activity cannot continue in the event that the contract with the Manager is terminated. The Manager shall inform all Airlines that have a current contract in place with the Provider of the aforementioned annulment. Each Airline shall be required to inform ENAC and ADR in a timely manner of the name of the new Provider chosen to carry out the handling services at the airport, whose activities for the Airline may be initiated in consideration of the

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technical times required for the resulting operating changes related to the change of Service Provider. In the delay of such finalisation, the Airline may apply the procedure referred to in section 9.1.25 above.

9.1.32 In the event of:

- a) **change of ground service provider by an airline,**
- b) **limited number of ground services pursuant to Article 4, paragraph 2 and 12 of Legislative Decree 18/99,**

the Providers that need to provide for further human resources to carry out the ground assistance services at Ciampino Airport shall assess the opportunity to take on, in a priority manner an in proportion to the number of services transferred, the Provider's staff which have ceased working at the airport or reduced their activities due to the change in Provider, provided that this is consistent with the company organisation of the operating Providers, with regard to the number and qualification of staff.

9.1.33 Future measures of the Ministry of Transport, of ENAC and other competent authorities, which have a direct effect on the performance of the services covered by the contract shall not give rise to any claim or claims for compensation from the Operator against ADR.

9.1.34 The operator is aware of the fact that the services provided, as part of essential public services referred to the Laws n. 146/1990 and n. 83/2000, and forecasts of subsequent resolutions of the Guarantee Commission, lead to the Operator the respectful and punctual fulfilment of all obligations under the same regulations, including those of information and communication to users.

#### **Services organization and execution**

9.1.35 The Operator, in fulfilling the obligation to ensure an adequate quality of services provided, at least in line with the quality standards required in the ADR "Service Charter" and the minimum operating airport requirements for essential services provided for in Regulation (Section 10.3), must safeguard also protecting the safety conditions of the airport, the activities of other service providers and users in general and the smooth running of airport operations.

9.1.36 To allow a precise coordination of activities by ADR and airport authorities, the operator must adopt its own operational management, who speaks Italian, which will be available during all hours of operations, and to appoint managers who can be contacted in cases of emergency, even outside normal operating duly authorized representative for the purpose of the provisions in the "Regulation".

#### **Use of vehicles and equipment**

9.1.37 Without prejudice to the acceptability criteria for the purposes of the Certification specified in Appendix 4 to ENAC Regulation in terms of the minimum requirements for vehicles according to the certified categories, the Operators' operating vehicle fleet must be constantly dimensioned according to the seasonal market share, with reference to the minimum requirements provided for by Appendix 9.1.1 and adjusted in the event of variations (up or down) thereof exceeding 5%. The Manager shall carry out checks on the correct size of the fleet and, in the event of non-conformities, shall apply the countermeasures provided for in Chapter 11.

9.1.38 The staff of the Operators authorised to drive the vehicles in the airside area must only use the Company's vehicles and equipment, according to the provisions of Airport Manual. All vehicles and moving equipment used by the Operators shall bear the Company marking and / or logo identification. They will also, with particular reference to the vehicle without number plate, and as such not subject to periodic review by the DMV, be constantly and properly maintained, in accordance with local regulations and international reference standards to safeguard the necessary safety conditions for Staff and efficiency of airport operations. All vehicles circulating in the airport, and particularly in the area airside

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must have, in addition to insurance coverage of law and the facilities provided by Airport Manual , also supplementary insurance coverage related to actual damages that can be caused.


- 9.1.39 The vehicles and moving equipment used by Carriers, Providers / and self-providers will be kept in generally good condition of efficiency, cleanliness and order, even to protect the image of the airport (avoiding, for example sheets not properly secured, very dirty windows, etc..).In particular, the vehicles for the transport of passengers (bus, self-propelled stairs, vehicles for disabled people) should have constructive characteristics and to be kept in such conditions as to provide the passenger with a level of service in line with that expected in an intercontinental airport.
- 9.1.40 It is the responsibility of each Provider / Self-Provider/ Carrier, also in collaboration with ADR, to check for compatibility with existing infrastructure of its own moving equipment and vehicles / ground handling equipment.
- 9.1.41 It is the responsibility of the Carriers that use General Aviation the use of vehicles provided by the Handlers, to transport users to and from the parking stands, as required by the Ordinance No. DCA. 1/82.
- 9.1.42 The operator may not install radio equipment operating in any spectrum without the authorization of ADR. If ADR would permit such installation, all charges, including economic, related to the verification of compatibility will be supported by the operator himself.
- 9.1.43 The Operator agrees to use the vehicles and equipment so as to not pose a hindrance to the movement and the operational airport as a whole, and in full compliance with all procedures, issued by ADR, the Local Civil Aviation Authority and other competent authorities.
- 9.1.44 In particular it is forbidden for the Operator to stop and / or deposit any excess vehicles and equipment, and / or not used, in apron area and along the airport road system.

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## 9.2 HANDLING SERVICE OPERATIONS – CHECK-IN SYSTEMS AND TERMINAL INFRASTRUCTURES

### Allocation/Management/Use of check-in desks

- 9.2.1 On the basis of the total number of check-in desks , their distribution and equipment present in each desk (DCS system , printers, etc.) , specific baggage treatment procedures, constraints imposed by security requirements (ex. flight "at risk" ) and contractual / marketing agreements with carriers / operators , ADR sets out a seasonal plan for the distribution of check-in desks , based on the scheduled traffic and passengers presentation curves per time slot .
- 9.2.2 This program is confirmed, on the day prior to the operation , on the basis of the following information:
- planned flights schedule
  - scheduled times change and / or flights cancellation
  - requests for additional desks
  - any operational criticality
- 9.2.3 In the event of variations compared to the specifications provided in the daily allocation due to changes in the operational situation caused by emergency situations which can impair normal activity , or the saturation of the desks the terms of the contracts and the constraints caused by the location of desk will be always taken into account .
- 9.2.4 The check-in counters must be planned and used according to the following operating modes:
- 1 check-in desk for every 50 passengers who need to carry out check-in operations in Airport
  - Extra-Schengen flights: counters open from STD-180 'to STD - 40'
  - Schengen flights: counters open from STD-120 'to STD - 40'
- 9.2.5 Any claim requesting the allocation of additional desks and / or temporary assignment changes due to operational requirements for scheduled flights , with a minimum of 24 hours advance must be addressed, from 9:00 a.m. to 5:30 p.m. Monday through Friday to the references indicated in Annex 5.1 - prog 1bis. On Saturdays and Sundays and public holidays and / or with less than 24 hours advance requests should be sent to Duty Station Manger CIA ADR (Annex 5.1 - prog . 1).
- 9.2.6 In order to ensure a regular activity , the information between the parties involved must be ensured in case of critical issues or anomalies arising from:
- flight cancellations due to unforeseen events
  - particular situations of overcrowding of desks
  - malfunction and / or damage to equipment or instrumentation that may affect the operations.
- 9.2.7 In order to maximize infrastructure use and to ensure efficient desk allocation and management practices, and due to operational requirements and/or technical problems, ADR reserves the right to establish permanent or temporary changes in any desk allocation, both in relation to the assigned amount, or in relation to the time of use, prior consultation, if possible, with the Providers / Self-Providers / Carriers concerned.
- 9.2.8 The instructions for opening / closing of "dedicated" and "Common" desks must be known in detail by all check-in employees of each Provider / Self-provider (see Annex 9.8)
- 9.2.9 The check-in system adopted shall be capable of generating tags pursuant to IATA standards 740

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- 9.2.10 The type of paper used for tags and/or boarding passes shall be agreed with ADR to verify its compliance with the printers installed, especially in order to avoid unpleasant consequences on the entire baggage sorting system arising from any missed barcode reading.
- 9.2.11 The check-in desk operator shall ensure that the desk is made available to the next user in the best conditions; for such purpose he/she shall remove all the paper material (tags, stickers, boxes etc.) used for check-in operations and dispose of the slips removed from the tags in the appropriate containers. ADR shall be responsible for the daily desk cleaning according to an established timetable. If any urgent cleaning is required, the Provider / Self Provider shall contact the ADR Maintenance (Annex 5.1, # 9).
- 9.2.12 Check-in desk personalisation with mats, handrails, plants or other items for special check-in requirements (e.g. profiling, etc.), unless covered by individual agreements, shall be subject to the prior consent of ADR.
- 9.2.13 General baggage check-in procedures (See also the instructions of use of passenger check-in systems published [www.adr.it](http://www.adr.it) site).
- Check regularly, and in any case before starting check-in operations, tag print quality and barcode centring. If print quality is poor, call immediately the contacts indicated in the sub-section "Action in case of abnormal situations and malfunctioning" of this section and discontinue check-in services until the printer is repaired
  - Verify the functionality of the equipment
  - Remember to the passenger that he can carry only one hand baggage, provided that the sum of the dimensions (width, height, depth) do not exceed a limit set
  - Check for the presence of the passenger's ID label; if it is missing, ask the passenger to stick it on the baggage
  - Remove all existing tags and bar-codes
  - Tag the baggage, making sure that the baggage Tag is not covered by other labels (priority, first-class, short-connection, etc.) removing completely the paper protecting the adhesive
  - Tag as "Heavy" all baggage items weighing more than 27 kg, and report their weight in the tag, for the safety of handling operators
  - Do not place more than two baggage items on the scale simultaneously
  - Advance the baggage by means of the manual pushbutton, tag it and press the automatic button only after tagging
  - Follow conveyor movement, without pushing the baggage onto the collector.
  - Do not send on check-in conveyors oversized baggage (as defined in annex 9.5)
- 9.2.14 Check-in procedures for oversize baggage (See also the instructions of use of passenger check-in systems published [www.adr.it](http://www.adr.it) site).
- check-in operators once assessed that a baggage item is oversize according to the criteria in annex 9.3, performs check-in operations
  - directs the passenger to the conventional RX security checks, informing the ADR Security responsible about the imminent need to control an oversized baggage
  - maximum size of oversized baggage that can be send through the conveyor are up to 1x1x2,5 meters
  - baggages exceeding maximum dimensions above stated cannot be checked-in as baggages but as freight or according to carrier procedures who will have the responsibility of their management
  - the provider or self-provider's personnel alerted by check-in operator will timely collect the baggage at the air-side exits.
  - the transport of oversize baggage from check-in desk to conveyor is not at the care nor expense of adr
- 9.2.15 Check-in procedures for live animals are detailed in Annex 9.4.

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- 9.2.16 Whenever DCS (Departure Control System) operation is interrupted, and however at ADR request, the check-in staff shall use the back-up keypads and their own manual tags compliant with IATA 740 attachment 'F' recommendations.
- 9.2.17 Any requests for special services beyond the scope of normal operations and that are not specifically covered in these regulations (for example inaugural flights, loading / unloading of personality, etc..), must be addressed by the Provider / Self-Provider / Carrier to:
- ADR - External Relations (prog.6 annex 5.1) and / or ADR CIA Duty Station manager (Annex 5.1 prog.1)
  - AMI - Ceremonial of State Office in case of Institutional Flights
- with sufficient time to allow, according to the specific nature of each request, the undertaking of the necessary organization and coordination measures.
- 9.2.18 Any Provider / Self-Provider detecting any abnormal condition or malfunctioning in the check-in systems shall immediately report to ADR CIA Duty Station Manager (all. 5.1 prog. 1) for operative management, in case of local equipment failure report to the ADR Maintenance (all. 5.1 prog 9) and wait for the technicians to arrive without making any repair attempt.

#### **Controlled disposal of baggage/or unwanted items**

- 9.2.19 In order to prevent any evident abandonment of baggage and/or personal items, whether voluntarily or by accident, and to mitigate the frequency of activating the Green Manual, filtering all possible false alarms to reserve the implementation of the emergency plan for cases of actual need, the procedure described below shall be implemented with the use of a foot patrol comprising ADR Security operators who, in close contact with the ADR Security Operating Room and the CPS, shall be able to detect and promptly report situations that may affect the normal conduct of airport activities.
- 9.2.20 The ADR Security patrol shall provide assistance to passengers who declare their desire/need to destroy their baggage or items contained therein, for which purpose the collaboration of all ADR group companies and Handlers is essential.
- 9.2.21 Specifically, the Airport Cleaning company, following a request made by ADR Security, shall retrieve and dispose of the unwanted items, while the handlers, at the time of accepting the baggage, are required to report passengers who intend to destroy their baggage and/or items.

#### **Enforcement procedure**

- a) The ADR SYC dynamic patrol, two hours before the departure of flights for which the event specified in the General Terms and Conditions is most frequent, will take place in the area in front of the check-in desks, in order to provide an effective deterrent to people abandoning their luggage and/or items.
- b) The patrol will ensure that all luggage and/or items are safeguarded by their owners, not permitting their abandonment, not even for a very short period of time.
- c) The company providing ground assistance to passengers, at the time of accepting the checked-in luggage, if there is excess luggage and the passenger is not prepared/has no intention to pay the excess, must immediately contact the ADR information desk (06-65959515) or the ADR Security patrol (347-4163054).
- d) Each airport operator, regardless of their job description, who discovers that a passenger wishes to destroy their luggage and/or items of any kind or directly abandons them, is required to contact the telephone numbers specified in the point above.
- e) The ADR Security patrol, in the presence of the passenger who intends to destroy their baggage or a part thereof, shall contact the Airport Cleaning company to dispose of the items that the passenger does not wish to travel with.
- f) Before the Airport Cleaning company is contacted, the ADR Security patrol will check that the items/luggage are safe to be disposed of, via a visual and manual inspection. After having carried out the check, the

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security staff will affix a disposable numbered seal, transcribing all references to the activity carried out on a special paper form.

- g) The Airport Cleaning company shall take the emptied suitcases, bags and rucksacks bearing the security seal using an exclusive trolley and will deliver the luggage to the sorting area, escorted by the ADR Security patrol.
- h) The site identified for carrying out the procedures described in points e, f and g is located in the vicinity of check-in desk no.15.

### **Modes for envoy of baggage to the sorting systems**


- 9.2.22 The emergency buttons at the check-in desks should be used only when there is danger to people or infrastructures
- 9.2.23 Please note that any failure to comply with proper check-in practices may wreak serious consequences to the operation of the overall baggage sorting and x-raying apparatus, with serious prejudice to operators and passengers.
- 9.2.24 Any baggage departing from Terminal, that must pass through the HBS system, containing picture or photographic film that might be damaged by the special XR (CAT) HBS system machines should be directed in the flow of extra-size baggage, if the films cannot be carried in the hand baggage.
- 9.2.25 In the event of an extended stoppage due to failure/damage of a collector baggage conveyor (i.e. serving many check-in desks), ADR, on a case-by-case basis, according to the resources available shall implement one or a mix of the following alternative procedures:
  - check-in operations will be transferred to the desks in another block
  - check-in operations on the same desks and subsequent transfer of the baggage with its own resources and equipment to the operative collector of the nearest check-in block and/or over-size conveyor after opening of the access door.
  - suspension of check-in operations.
The above procedures will not be implemented if the baggage carousel collector functions at intervals, due to a general slowdown of the sorting system, in this case in fact in operations will be slower but not discontinued, and ADR will agree with the Carriers / Providers / Self-Providers concerned of the actions to be taken to avoid or minimize operational penalties.
- 9.2.26 The Managing Company management responsibility of baggage, related to the departures sorting systems, shall end when the baggage arrives in the bay or on the carousel. Therefore, while the baggage is standing on these facilities it is under the responsibility of the Carrier and its Provider / Self-Provider of handling services.
- 9.2.27 ADR shall address any notice and/or request for information concerning the procedures governed or the equipment dealt with by this section, to the Provider / Self Provider's contact stated in Annex 5.2, # 6 (a telex contact should be stated, among others) or, in particularly significant or critical circumstances, to the contact stated in Annex 5.2, # 10.

### **Allocation/Management/Use of Boarding gates**

**This section deals with information flows and the arrangements for the allocation process of passengers boarding and disembarking gates.**


#### **Boarding gates**

- 9.2.28 The use of passenger boarding gate shall be in accordance with all current regulations and legislation, and according to the procedures described in Annex 9.7. The procedures for granting authorization to the

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use of boarding gates are provided in the procedure for issuing airport access passes referred to in point 6.1.1. The boarding gates are connected to an alarm system reporting to the Police Control Room.

- 9.2.29 On the basis of the total number of boarding gates, their location and facilities available at each exit, the attribution rules for security and / or customs constraints, the contractual agreements in force with the operators, ADR establishes a seasonal distribution plan of boarding gates on the basis of scheduled traffic in line with the infrastructural conditions.
- 9.2.30 This plan is confirmed, on the day preceding the operation, on the basis of the following information:
- scheduled departure times
  - scheduled times change and / or flights cancellation
  - any operating problems that may delay the release of the assigned boarding gates
  - trade /operating agreements related to time engagement and location
- 9.2.31 Such allocation is to be intended as indicative and not binding, and may be changed anytime for operational and/or technical requirements; in such event ADR shall immediately inform the Carriers, Provider / Self-Provider about the change implemented. Moreover ADR, by order of the Authorities (e.g. DA, Ceremonial and Police) may anytime change the gate allocation informing Carriers, Providers / Self-Providers in the way recommended by the above Authorities.
- 9.2.32 In case of need of change compared to daily assignment plan due changes in the operational situation caused by emergency situations, which can impair the normal activities, or by the saturation of the boarding gates (delays on flights departure), contractual conditions and constraints arising from the location of the departure gates will always be taken into account.
- 9.2.33 In order to ensure a regular activity, the information between the parties involved must be ensured in the presence of critical issues or anomalies arising from:
- cancellations or diversions during the operating day
  - change in the schedule of arriving flights
  - malfunction and / or failures to equipment or instrumentation that can compromise the operational activity
- 9.2.34 The allocation of boarding gate simultaneously with the arrival of the aircraft is displayed by DISAR system
- 9.2.35 Any gates assignment requests and / or temporary assignment changes due to operational requirements for scheduled flights, with a minimum of 24 hours must be addressed, in time 9:00 a.m. to 5:30 p.m. Monday through Friday to the references given in Annex 5.1 prog. 1bis. On Saturdays and Sundays and public holidays and / or less than 24 hours in advance and for specific requirements of gate assignment for special flights referred to daily operations, should be sent to ADR CIA Duty Station Manager (Annex 5.1 - prog. 1).
- 9.2.36 Gate personalization in special circumstances (e.g. inauguration flights), unless provided for by individual agreements, shall be preventively agreed with ADR-External Relations and with ADR CIA Duty station Manager (all. 5.1 – prog. 6 e 1)
- 9.2.37 Each Boarding Gate shall be available unless otherwise agreed with ADR, according to the timetable in Annex 9.6
- 9.2.38 Boarding gate availability shall cease 5 minutes after the STD or the last ETD known upon start of boarding; any further use of boarding gates shall be immediately requested to the ADR CIA Duty station

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Manager (Annex 5.1, # 1), that shall resolve whether to grant such further use or to identify an alternative solution for the purposes of overall boarding operations efficiency.

9.2.39 Boarding gates shall be left free from materials of any kind after their use.

9.2.40 Boarding and landing gates shall be opened and closed by the Provider / Self-Provider concerned by means of the devices in use (see annex 9.7)

### Action in case of abnormal situations and malfunctioning

9.2.41 Any malfunction in the systems dealt with in this section shall be immediately reported to CIA ADR Duty Station Manager (annex 5.1 prog.1) for operative management and to Maintenance (annex 5.1 prog. 9 ) for repair, waiting for the technicians to arrive without making any repair attempt

### Communications by ADR

9.2.42 ADR shall address any notice and/or request for information concerning the procedures governed or the equipment dealt with by this section, to the Provider / Self Provider's contact stated in Annex 5.2 # 1 and 6 (a telex contact should be stated, among others) or, in particularly significant or critical circumstances, to the contact stated in Annex 5.2, # 10.

### PUBLIC INFORMATION SERVICE

**This section deals with the following public information services and their management:**

- **FIDS Information System Monitors, located in the terminals and in adjacent areas**
- **Voice announcements (general and local)**

**The FIDS System provides, with different formats and levels of detail according to the area the monitors are installed in, information on incoming and outgoing flights (timetables, boarding gates, dedicated check-in desks, etc.) as well as general information on air carriage regulations, strikes, weather or air traffic problems, etc.**

9.2.43 ADR, as the Management Company, being responsible for the information to the public on the CIA airport, delivers it directly or defines the criteria with which it must be provided.


9.2.44 The general audio announcements, that is not referred to a single boarding gate, are spread throughout the Terminal, on the departure and arrival side, in Italian and English through the use of the Aviavox software. The dissemination area of each advertisement is that of interest for the type of message.

9.2.45 ADR will guarantee all general announcements regarding air transport regulations, possible strikes, current weather or traffic congestion problems, etc.

9.2.46 ADR will also guarantee announcements regarding changes or information relating to processes that fall under its direct management (for example, baggage delivery belt change).

9.2.47 Announcements for boarding, delayed departure, delayed arrival, flight cancellation and gate change are automatically distributed by ADR in the areas of interest upon the occurrence of the respective event All other general flight announcements will be made by ADR at the request of the Service Provider / Self Handler / Carrier at the ADR Information Desk.

9.2.48 Attachment 8.6 shows, for the most frequent types of announcements on request, the quantities (number of announcements) of reference to contain the noise pollution at the airport and quickly meet the

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requests received; each Service Provider / Self-Handler / Carrier is requested not to exceed, in ad requests, as far as possible, the aforementioned quantities.

- 9.2.49 Only the DA and the Public Security authorities will be able to request the making of announcements, including names, for reasons other than those related to flight management.
- 9.2.50 Any announcements requested by Service Providers / Self-Manufacturers / Carriers, referring to flight management but different from those normally distributed (see Annex 8.6), may be made by ADR only if compatible with a correct management of information to the public.
- 9.2.51 All announcements will be made by ADR in compliance with current legislation, with particular reference to the European Regulation 2016/679 "GDPR" - and Legislative Decree no. 196/03 and subsequent amendments and additions.
- 9.2.52 The local announcement systems, located at the gates, may only be used by the staff of the Service Provider / Self-Handler assigned to board the flight or, in case of special needs, by the Carrier's staff.
- 9.2.53 Local announcements must be made through the use of the Aviavox software present on each PC at the gate station. Only if it is not possible to use this software due to unavailability of the same, announcements can be made via local microphone. The instructions for using the Aviavox system can be found in the "Technical instructions" published on the website [www.adr.it](http://www.adr.it).
- 9.2.54 The contents of the announcements must refer exclusively to the flight boarding operations.
- 9.2.55 The announcements must be clear and concise; as far as possible, repetitions of the same announcement and overlaps with announcements from other gates and with general announcements must also be avoided.
- 9.2.56 Announcements may be made in the language of the country of destination of the flight, as well as in Italian and English.
- 9.2.57 All announcements must be made in compliance with current legislation, with particular reference to the 2016/679 European Regulation "GDPR" - and Legislative Decree no. 196/03 and subsequent amendments and additions.
- 9.2.58 A Carrier will be allowed to make public announcements of a general nature with the Carrier as its informing subject in the following and only cases:
- CAUSE: strikes, assemblies or in general situations of union agitation of the Carrier's staff (or of its subsidiaries) OR significant failures of Carrier-owned systems that only influence the whole of the Carrier's operating activities (for example information systems )
  - CONDITIONS: delays of more than 30 minutes actually consolidated or already foreseen (entered on the public information systems) AND AT THE SAME time an event involving more than 5 flights in the day (otherwise the information must be managed in the manner and messaging already scheduled for each flight).

The request for the announcement (which can be reported on FIDS and / or disseminated via audio) must be made to the Capo Scalo ADR (annex 5.1 - prog. 1), with which the text and the relative dissemination methods must also be agreed , to guarantee the protection of mutual and third-party interests, the correctness and accuracy of information, consistency with other official sources available and the correct use of the centralized information dissemination infrastructure, without prejudice to the liability of the Carrier on what has been declared as direct information provider.

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Examples of standard texts:

*The Carrier is sorry to announce that, due to a union agitation (or assembly) of its staff (nature of the staff and any stopover) from (hour) to (hour) flights may be delayed or canceled until (hour)*

*The Carrier is sorry to announce that, due to a malfunction of its systems (nature of the system) flights may be delayed or canceled (or operations of (nature of operations) may be slowed down with the possibility of delaying flights).*

### **Management of anomalies, malfunctions and critical operating situations**

- 9.2.59 Each Service Provider / Self-Handler / Carrier who detects any anomaly or malfunction on the public information systems dealt with in this paragraph must immediately notify the Chief Scalo ADR, awaiting the arrival of the technicians without attempting restoration operations (Annex 5.1 - prog. 1) due to follow-up.
- 9.2.60 In the event of a malfunction of the FIDS system and / or the general audio announcement system, ADR, also in consultation with the main Carriers / Providers / Self-producers involved, will take the measures deemed most appropriate to guarantee the best possible level of information to the public (e.g. the positioning of ADR facilitators in several points of the Terminals), without prejudice to the need for collaboration of all the Operators concerned, with each other and with ADR, to minimize any inconvenience and inconvenience for passengers.
- 9.2.61 In the event that only the FIDS are malfunctioning, in addition to the facilitator, information announcements of the anomaly of the systems are provided and an indication to contact the information desks for more information. ADR will take care of informing the Carriers / Providers / Self-producers concerned on the actions taken to deal with the critical issues that have occurred.

### **Notices and requests between Operators and ADR**


- 9.2.62 Providers / Self Providers / Carriers shall address all particularly significant issues concerning public information to ADR CIA Duty Station Manager ((all. 5.1 prog.1)
- 9.2.63 ADR shall address any notice and/or request for information concerning the procedures governed by this section to the Provider / Self Provider's contact stated in Annex 5.2, # 7 (a telex contact should be stated, among others) or, in particularly significant or critical circumstances, to the contact stated in Annex 5.2, # 10.

### **Boarding and disembarking weapons and ammunition**

- 9.2.64 As regards boarding and restitution of weapons and ammunition in the possession of passenger, you should refer to the provisions of the "PROCEDURE FOR TRANSPORT OF FIREARMS AND / OR AMMUNITION IN THE POSSESSION OF PASSENGERS" attached to this Regulation (App. 9.5).

### **Passengers and hand luggage Security Control**

- 9.2.65 The Security Control locations consists of No. 6 access gates, each with their metal detectors dedicated to passengers , identified with consecutive numbering from No. 1 to No 6. each of them is equipped with a special arched metal detector, in addition to a gate named 1 Bis. This gate benefits from a dedicated path and, downstream of this, an automatic system is installed for the access control of various persons other than passengers.
- 9.2.66 Gate 1 Bis is dedicated to various persons other than passengers and airport supplies. The entry only of passengers assisted by the "ADR Assistance" company is also permitted.

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- 9.2.67 Passenger assistance, carried out by the ADR Assistance company, can access Gate 1Bis, in which case, before reaching the security control area, ADR Assistance will need to verify/register the boarding pass of the assisted person with the security staff at the electronic ticket barrier, to then head towards Gate 1 Bis in order to undergo the security checks.
- 9.2.68 The entry of children on a buggy shall take place through a glass door next to the electronic ticket barriers, in which case, their boarding passes shall be checked using a PDA.
- 9.2.69 In order to regulate the flow of passengers and provide security precautionary instructions, in the area immediately in front of the security control a passenger gathering area is provided, bordered by glass walls. Upstream of this area verification of the travel document of the passengers are checked through 4 electronic ticket barriers, portable barcode readers and/or manually in accordance with European Regulation 2016/679 "GDPR" - and Legislative Decree no. 196/03, concerning the "protection of persons and other subjects regarding the processing of personal data".
- 9.2.70 The security guard based at the electronic ticket barriers, in order to check the validity of boarding passes, shall ensure that all passengers obtain authorisation by the aforementioned ticket barriers or portable boarding pass readers (PDAs) in order to gain access and that the passengers pass the ticket barriers one at a time, in a linear manner as required by the machine.
- 9.2.71 In the event of problems with the boarding pass that prevent check-in from being completed, the passenger must be directed to the relevant airline. If, on the other hand, the problem is caused by a malfunction of the reading equipment, the security officer will proceed with a visual check of the boarding pass.
- 9.2.72 If there is a passenger with over-sized luggage, the passenger shall be directed to another barrier (not the electronic ticket barriers) in order to ship the luggage. Having dealt with the shipping procedure, the passenger shall return to the ticket barriers to present their boarding pass and then enter the passenger gathering area.
- 9.2.73 If a passenger expresses an intention to exit the sterile area, they may do so only via gate 1 Bis. In this case, the security guard will record the passenger's exit through a portable reader dedicated to "exits".
- 9.2.74 In the event of a high concentration of passengers, in order to decompress the security filters, should the gates dedicated to passengers be insufficient to regulate their flow, gate "1 Bis" may be used for passengers and staff to proceed at the same time, duly integrating the security guards at gate "1 Bis" itself.

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### 9.3 HANDLING SERVICE OPERATIONS – BAGGAGE MANAGEMENT SYSTEMS

#### Allocation/Management/Use of baggage systems and HBS

In this paragraph are dealt with outgoing baggage air side sorting and control procedures , as required by ordinances attached to the Airport Security Program and how to use its facilities ( baggage collection conveyors, oversized baggage conveyors and 100%security system).

#### General and baggage flow

9.3.1 The system is designed to handle outgoing baggage that are introduced at the check-in desks , channeled towards two transport lines Line 1 and Line 2 , through the 100% Hold Baggage security Screening control system and finally arrive on the final sorting carousels .  
The standard 100% baggage control of each line is made by automatic control with 1st and 2nd level machine and eventual further control by an Airport Security operator. The oversized baggage , introduced in a 'special transport line is controlled with a conventional X-ray machine .  
At the carousels are installed two Conventional X- Ray machines that can be used as a possible back-up system in case of performance degradation or malfunction .

#### Allocation

9.3.2 On the basis of the possibility of use of the facilities and infrastructure ( eg connection with check-in counters , positions of x-ray ) , legal restrictions or operators, Carriers or the Civil Aviation Authority special requests for baggage handling , as well as the contract agreements with operators, ADR provides a seasonal program on the basis of scheduled traffic . This programming takes into account the use of check-in desks .

9.3.3 This programming is confirmed , on the day prior to the operation , on the basis of the following information :

- scheduled departure times
- change of scheduled times and / or cancellation of flights
- actual facilities availability (eg, scheduled maintenance )
- any unforeseen changes in regulatory requirements


9.3.4 In the event of the need for changes than expected during the daily assignment caused by changes in the operational situation , contractual conditions will always be taken into account.

9.3.5 In order to ensure a regular activity , the information between the parties involved must be ensured in the presence of critical issues or anomalies arising from:

- any problems that can cause delays in the facility release
- change in flight schedule
- malfunction and / or damage to equipment or instrumentation that may affect the operations.

#### Baggage Collection

9.3.6 Near the baggage collection carousel approach positions are assigned by ADR for trolleys / containers relative to each Provider/ Self-producer , according to the needs expressed and the operational availability.

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- 9.3.7 Each Provider / Self-producer will have to use the assigned space and remain in the collection carousel only for the time strictly necessary for the performance of baggage collection activities of each flight , avoiding to leave dollies in the area.
- 9.3.8 If a Provider / Self-producer, in case of unusual and transient operational requirements, needs additional approach positions or different than those assigned , may seek agreement with other operators in the area , in appropriate coordination with them to ensure that no baggage activity of any Provider / Self-producer present, at the time and later, in baggage collection area is penalized, you can otherwise ask for the different approach positions for scheduled flights , with a minimum advance of 24 hours, from 09:00 to 17:30, Monday to Friday at references given in Annex 5.1 - prog 1bis. On Saturdays and Sundays and public holidays and / or with less than 24 hours advance requests should be addressed to the Ciampino ADR Duty Station manager (Annex 5.1 - PROG.1 ) . The possibility to satisfy the request will be considered on a case by case basis and will be communicated to the Provider / Self-producer reference indicated in the Annex 5.2 - prog.5 (a telex contact should be stated, among others).
- 9.3.9 ADR may nevertheless arrange , for temporary and special operational requirements, an allocation different from that previously assigned , giving timely notice to each Provider / self-producer interested in the reference indicated in the Annex 5.2 - prog 5.
- 9.3.10 Each Provider / self-producer will have to collect baggage from the air-side conveyor belt and from the oversized baggage conveyor belt simultaneously to check –in operations, in appropriate coordination with other parties that may be present in the area in order to prevent that missed or untimely withdrawals have an impact on the overall check-in and outgoing baggage handling operations, and for safety in the workplace. In case of default , to safeguard the proper functioning of the baggage handling , ADR reserves the right to remove from the conveyors uncollected baggage and to put in place any other actions , leading , if necessary, to stop defaulting Provider’s/self-producer’s check-in operations, in accordance with the DCA provisions and providing immediate notification of the same Provider / self-producer and to the Carrier concerned, following charge to the defaulting of incurred costs and damages.
- 9.3.11 The baggage collection carousel must be used in accordance with the instructions laid down by ADR.
- 9.3.12 ADR shall collect and delivery the baggage trays from the collection area for outgoing baggage to the departure block (check-in desks). The Provider / Self Provider during the course of its activity, shall handle the trays with the due care in order not to damage them.

#### **Oversized baggage collection and live animals**

- 9.3.13 Oversize baggage and live animals will be collected at the exit from the dedicated conveyor or at the exit reserved to live animals at the same time of check-in operations.
- 9.3.14 Baggage collected at the exit from oversized baggage conveyor will be x-rayed at the appropriate X -ray machine installed on site.
- 9.3.15 Baggage that does not originate from the oversized conveyor and live animals will be carried to the ADR Security control point which will submit baggage to x-ray control and live animals to an alternative inspection

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9.3.16 The oversized baggage can be delivered, as described in detail in Annex 9.3, through the appropriate conveyor.

#### **X-rayed baggage requiring further inspection**

9.3.17 Any baggage item that, after being x-rayed, requires to be subject to manual inspection will be opened at the presence of the Police and passenger. For such purpose ADR Security will ask the contact stated in Annex 5.2, # 5 of the Provider / Self Provider of the passenger check-in service involved, to summon the passenger with a voice announcement. After the manual inspection the Provider / Self Provider, unless otherwise instructed by the Police, shall redirect the baggage to its destination flight.

9.3.18 Any baggage giving rise to suspicion from the x-ray control will be delivered to the Police for the required control procedures.

#### **Baggage reconciliation**

9.3.19 Carriers wishing to reconcile the outgoing hold baggage using ADR Security Companies shall agree the relevant procedures in advance, subject to the applied charges.

9.3.20 Carriers wishing to reconcile the outgoing hold baggage by them selfs or using other Security Companies shall ensure that reconciliation operations are carried out without interference with the activities of other operators, complying with the provisions in force.

9.3.21 As regards the passenger / baggage reconciliation the provisions of PNS must be complied with.

#### **Tag less baggage**

9.3.22 Baggage and found properties management shall apply.


#### **Managing anomalies, malfunctions and critical operating situations**

9.3.23 The baggage , improperly accepted, that will come from the check-in desk at the entrance of the sorting and 100% safety systems and that due to their shape or type , are not suitable for management within the system itself will be set aside , and about this the Provider / self-Provider will be notified (Annex 5.2 prog.5 ) , which will provide for the carriage of such baggage at a workstation dedicated to oversized baggage x-ray control.

9.3.24 The baggage that might be damaged or opened within the sorting and 100% security systems will be repackaged by the Security ADR , and about this will be given prompt notice to Provider / self-Provider indicated in the Annex 5.2 prog.5 for the necessary information to the passenger.

9.3.25 In the event of failure of one or more X -ray machines or total failure of the sorting and 100% safety systems baggage control will be provided as required by current and future regulations , rules and EU, national and local laws enacted from any party who has title. In any case, ADR on the basis of the status and present operational availability, will promptly inform the Carriers / Providers and self-Providers concerned, about the actions being taken . The latter will have to follow the instructions and directions given by the ADR , to avoid or minimize operational penalties . ADR will implement one or a combination of the following alternatives :

- Transfer of baggage on the line with X -ray machines in operation
- baggage X-ray control through oversize and conventional machines
- check-in operations suspension

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- 9.3.26 The case of extended downtime for failure / damage of baggage conveyor collector (which serves more check-in counters) that connects the terminal to its collection baggage carousel, is dealt with in point 9.2.25.
- 9.3.27 ADR shall not be responsible for any longer time required to handle the baggage checked-in disrespecting the rules provided for in these Regulations
- 9.3.28 Any Provider / Self-Provider detecting an abnormal condition, malfunctioning or stop due to a fault / damage of a plant( oversize baggage conveyor baggage conveyor collector, etc.) shall immediately report it to the Maintenance for intervention and to ADR CIA Duty Station Manager (Ann. 5.1, # 1-9), for operational management, and wait for the technicians to arrive without making any repair attempt.

#### **Notices and requests by Operators**

- 9.3.29 Carriers, Providers and Self Providers shall address any notice and/or request concerning daily routine activities other than the ones described in the paragraphs above and concerning the procedures governed herein to the ADR CIA Duty Station Manager (Ann. 5.1, # 1)

#### **Notices by ADR**

- 9.3.30 ADR shall address any notice and/or request for information concerning the operational processes regulated or systems discussed in this paragraph, with particular reference to critical operating situations, including any technical , operational and management measure established by ADR to safeguard the overall functionality of the operations of baggage handling to the Provider / Self Provider's contact stated in Annex 5.2, # 5 (a telex contact should be stated, among others) or, in particularly significant or critical circumstances, to the contact stated in Annex 5.2 prog 10.

#### **Allocation/Management/Use of baggage claim conveyors**


**Are dealt with in this paragraph the procedures for baggage claim and use of conveyors on which the arrival baggage are entered by the service Providers / Self-Providers and collected by the passengers, with its ancillary facilities (eg gates for oversized baggage claim).**

**These conveyors and facilities are located on the Arrivals Terminal.**

**As for the baggage arrived at CIA not collected by the passengers and / or lacking in identifying tag , Ministerial Decree No. 252 of 1 /8/ 67 and the paragraph Lost Property Management provide regulatory reference.**

#### **Baggage claim**

- 9.3.31 ADR provides a seasonal program of reference based on the availability of facilities and infrastructure, special baggage handling requests by operators or by State authorities (eg positioning request by the Customs) , to restrictions imposed by law and agreements with operators. This program is confirmed on the business day on the basis of flights actual arrival times.
- 9.3.32 This allocation shall be updated (confirmed or changed) starting 5 minutes after ATA of each aircraft, according to the arrival sequence of the various flights, and displayed on DISAR monitors in passenger baggage claim halls and on operating DISAR monitors
- 9.3.33 The allocation of more arriving flights on the same conveyor is performed depending on the availability of the conveyors themselves.

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- 9.3.34 In order to ensure a regular activity , the information between the parties involved must be ensured in case of critical issues or anomalies arising from:
- change in flight schedule
  - any problems that can arise from delays in the previous user activity
  - malfunction and / or damage to equipment or instrumentation that may affect the operations.
- 9.3.35 In case of special operational problems and in order to optimize passenger service, ADR may however establish a different conveyor allocation pattern than the one previously disclosed, updating immediately the information displayed on DISAR monitors. If the passengers of the flight concerned are already in the baggage claim hall, a voice announcement will be given too.
- 9.3.36 Any requests , motivated by operational needs and referring to the daily operations, of the assigned delivery conveyor change , must be carried out by the Service Provider / Self-provider concerned to the Duty Station Manager CIA ADR (Appendix 5.1 - PROG.1 ) . ADR will examine the possibility of granting it consistent with the overall operational requirements .
- 9.3.37 Baggage dolly pathways and air-side stop-along areas are indicated by signs posted near the conveyors; each Provider / Self-Provider shall follow the pathways, position the dollies properly, start unloading the baggage onto the conveyors following the relevant directions annexed hereto. All these operations, and the next ones until all the baggage for that flight have been collected by passengers, shall be carried out in due co-ordination with other operators working in the area, with a view to safety and to the proper overall performance of baggage claim operations.
- 9.3.38 For operational purposes, a conveyor may be assigned to more than one flight at the same time. In this case, the baggage shall be unloaded onto the conveyor according to the order of arrival of the dollies.
- 9.3.39 All Providers/Self-Providers shall stop in the areas alongside the conveyors only for the time required to load/unload the baggage on the conveyors, and refrain from leaving empty dollies in the area.
- 9.3.40 The unloading of baggage on the conveyors should be made as soon as possible. If, for operational problems , it is not possible to begin or complete the delivery within 20 minutes from ATA , the Provider / Self-Provider shall promptly notify the Duty Station Manager CIA ADR (Appendix 5.1 - PROG.1 ) , who may provide for the conveyor reallocation.
- 9.3.41 Each Provider / Self-Provider will still be responsible luggage taken by the aircraft arrival until the placing of them on tapes in return.
- 9.3.42 Each Provider / Self-Handler must supervise the positions assigned to it during the operating hours of the flights assigned with sufficient personnel to carry out the handling of baggage.

#### **Oversized Baggage and live animals with the passenger claim**

- 9.3.43 A baggage is considered oversized when it has the characteristics described in the Annex 9.4.
- 9.3.44 The oversized baggage and live animals with the passenger will have to be brought by the Provider / Self-Provider near the delivery conveyor.

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### **Boarding and disembarking weapons and ammunition**

9.3.45 As regards boarding and restitution of weapons and ammunition in the possession of passenger, you should refer to the provisions of the "PROCEDURE FOR TRANSPORT OF FIREARMS AND / OR AMMUNITION IN THE POSSESSION OF PASSENGERS" attached to this Regulation (App. 9.5).

### **Unclaimed baggage handling , baggage without identifying tag ,**

9.3.46 With regard to the handling of baggage not collected by the passengers and luggage without identifying tag reference is set out in Paragraph Lost Property Management.

### **Rush baggage management**

9.3.47 In accordance with EU Regulation 1998/2015, in the event of unaccompanied luggage (Rush Luggage) to be redirected to another destination, Providers / Self Providers shall redirected them according to the procedure described below.

1. The Provider/Self-Handler, after having confirmed the need to re-route a bag without an owner/accompanist, to be sent to another destination, shall re-label it with a Label stating the text "Rush Bag" with all specifications necessary in order to load the bag for the new destination (flight number, destination, date, passenger name).
2. The Provider/Self-Handler shall keep an updated record of re-routed baggage with all the information necessary to trace the history of the baggage.
3. The Provider/Self-Handler, before physically re-routing the "Rush" bag, will inform the state bodies (G.d.F. e Customs Agency) of the imminent embarkation, in order to allow for any actions/assessments of the case by the latter.
4. The Provider/Self-Handler shall be responsible for subjecting the "Rush" bag a controllo radiogenic checks prior to entering the Air-Side area. The aforementioned action may be guaranteed by placing the bag on the conveyor belt at BHS line 1, located on the platform outside of the Non-EU arrivals room.
5. The Provider/Self-Handler will then collect the "Rush" bag dal the belt, sorting the bags to take them on board, ensuring their loading.
6. The entire procedure shall not interfere with normal airport processes.

### **Action in case of abnormal situations and malfunctioning**

9.3.48 Any Provider / Self-Provider detecting an abnormal condition, malfunctioning or stoppage due to failure/damage in the baggage claim systems shall alert – and wait for the technicians to arrive without making any repair attempt, the Duty Station Manager CIA ADR (Appendix 5.1 - PROG.1).

9.3.49 If the stoppage of a baggage claim conveyor cannot be repaired at once, due to failure or damage, ADR, in order to minimize inefficiency, shall assign a new conveyor to the Provider / Self-Provider involved, and display such information on the DISAR monitors (for operators and the public). If the passengers of the flight concerned are already in the baggage claim hall, a voice announcement will be given too. The Provider / Self-Provider involved shall displace the baggage from the failed conveyor onto the new conveyor assigned in the air-side area; ADR staff will do the same in the land-side area and inside the airport (e.g. in tunnels).

9.3.50 Any Provider / Self-Provider detecting an operational fault in baggage sorting at claim shall immediately alert the Duty Station Manager CIA ADR (Appendix 5.1 - PROG.1) for the necessary actions.


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### Notices and requests by Operators

9.3.51 Carriers, Providers and Self Providers shall address any notice and/or request concerning daily routine activities other than the ones described in the paragraphs above and concerning the procedures governed herein to the Duty Station Manager CIA ADR (Appendix 5.1 - PROG.1).

### Notices by ADR

9.3.52 ADR shall address any notice and/or request for information concerning the procedures governed or the equipment dealt with by these Regulations, to the Provider / Self Provider's contact stated in Annex 5.2, # 4 (a telex contact should be stated, among others) or, in particularly significant or critical circumstances, to the contact stated in Annex 5.2, # 10.

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## 9.4 HANDLING SERVICE OPERATIONS – AIRSIDE AREA

### Passengers Boarding

- 9.4.1 Passenger boarding procedures are regulated in accordance with the provisions of the Airport Manual.
- 9.4.2 Passenger pre-boarding operations, for flights where walk-in boarding is permitted, may be carried out in accordance with the following operational procedures:
- For first wave flights or for flights with more than 50' turnaround, pre-boarding operations may begin at ETD-40';
  - For flights with less than or equal to 50' turnaround, pre-boarding operations may begin at ETD-30', and in any case not before the ATL of the flight.
- 9.4.3 The limitations on pre-boarding operations referred to in point 9.4.2 may be temporarily modified, as communicated to the Handler by the Airport Managing body, due to severe weather conditions.
- 9.4.4 It's forbidden to start the operations of embarking passengers in the absence of a shuttle bus where it is necessary for the operations.
- 9.4.5 If a flight is canceled and passengers on the same flight are already present at the boarding Gate, they must necessarily be boarded on shuttle buses and transported to arrivals. In case of flight with destination outside the EU, before boarding passengers on the shuttle buses, the Provider shall:
- inform the passengers who have purchased goods at the Duty Free, to return to the same shop for the return of the goods;
  - notify the Customs for the actions of its own competence.
- 9.4.6 The Handler shall verify in advance the correct configuration of the tensator barriers, ensuring their proper management for the entire duration of pre-boarding and boarding operations, in order to guarantee the separation of arriving and departing passenger flows and prevent any risk of mixing. In particular, the Handler shall:
- configure the tensators to ensure clear passenger routing, preventing unauthorized deviations and crossings;
  - ensure continuity of flow segregation throughout the area involved in operations, keeping the tensators correctly positioned and tensioned, and avoiding unnecessary openings;
  - promptly restore the correct configuration of the tensators in case of displacement, impacts, or alterations due to operations, taking immediate measures to maintain separation;
  - interrupt or suspend operations if it is not possible to ensure routing along designated paths and flow separation, promptly informing the Airport Managing Body in accordance with established procedures.

### Passenger Disembarkation

- 9.4.7 Passenger disembarkation procedures are regulated in accordance with the provisions of the Airport Manual.
- 9.4.8 The Handler shall verify in advance the correct configuration of the tensators, ensuring their proper management for the entire duration of disembarkation operations, in order to guarantee the separation of Schengen and non-Schengen passenger flows, as well as the separation between arriving and departing passengers, preventing any risk of mixing.
- In particular:
- in the case of a flight arriving from a Schengen airport, passengers shall be directed to the dedicated ramp marked "Schengen Arrivals";

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- in the case of a flight arriving from a non-Schengen airport, passengers shall be directed to the dedicated ramp marked “Extra-Schengen Arrivals”.

The Handler shall therefore:

- configure the tensors to ensure clear passenger routing, preventing unauthorized deviations and crossings;
- ensure continuity of flow segregation along the entire disembarkation path, keeping the tensors correctly positioned and tensioned, and avoiding unnecessary openings;
- promptly restore the correct configuration of the tensors in case of displacement, impacts, or operational alterations, taking immediate measures to maintain separation;
- interrupt or suspend operations if it is not possible to ensure routing along designated paths and flow separation, promptly informing the Airport Managing Body in accordance with established procedures.

9.4.9 It's forbidden to start the operations of disembarking passengers in the absence of a shuttle bus, where it is necessary for the operations.

9.4.10 For disembarkation operations of passengers arriving from Schengen countries, the opening of the sliding door providing access to the baggage reclaim hall is enabled by the Handler using the dedicated badge reader installed at the beginning of the access ramp. The door may be opened exclusively at the start of disembarkation operations and only for the time strictly necessary to complete them.

At the end of the disembarkation operations, once it has been confirmed that all passengers have entered the baggage reclaim hall, the Handler shall use the same badge reader to close the door and restore the area's security conditions.

A red indicator light is installed above the door to signal that access to the baggage reclaim hall is enabled (red light: door active/open).

#### **Use of drinking water supply and sewage discharge systems**

9.4.11 The stations dispensing drinking water and the aircraft waste water discharge station are free to use even if placed in military area. Each Provider / self-provider will have to access with their vehicles of assistance according to the instructions and rules of use on site or otherwise indicated by ADR, stopping only for the time strictly necessary to the operations of supply / discharge , avoiding interference , for operational reasons and safety , with the activities of other staff in the area and , in particular , leaving the sewage discharge systems clean and ready for next use.

#### **Managing anomalies, malfunctions and critical operating situations**

9.4.12 Each Provider / self-provider who detects any anomaly or malfunction on supply / discharge systems or spills of liquids near them shall immediately inform the ADR Maintenance (Annex 5.1 - prog.9 )

#### **Communications and requests between operators and ADR**

9.4.13 Any notice and / or request related to the daily operations , other than those specifically described above and, concerning matter regulated in this paragraph shall be sent to the Duty station Manger CIA ADR (Appendix 5.1 - PROG.1)

9.4.14 Any notice or request for information concerning the operational processes regulated or systems discussed in this paragraph will be addressed by ADR to the Provider / self-provider reference indicated in the Annex 5.2 - prog.3 (a telex contact should be stated, among others) or , for cases of particular importance or criticality , to the reference indicated in the Annex 5.2 - prog . 10

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### **Material, waste and airside FOD management**

9.4.15 Pending the implementation by the Managing Company of a special procedure in the SMS the matter is regulated in Section Environmental protection.

### **Health care**

9.4.16 The Ministry of Transport, through the Local Airport Authority of Ciampino, has awarded the company Aeroporti di Roma the responsibility for providing medical care in the management of "states of emergency and accident at airport." (Article 7 of the Convention n.2820/74 between the Ministry and Aeroporti di Roma). The activity of First Aid is expressed also in ensuring medical assistance 24 hours a day for passengers and all airport operators.

9.4.17 In the case of flights arriving and / or departing, for which the captain has requested, via "Control Tower" health care intervention by First Aid, ie for which has been reported the presence of passengers suffering from diseases which require the presence of one or more health operators for boarding or disembarking, the medical staff arrived for such scope must enter in the aircraft before the start of the other passengers disembarking/boarding operations.

9.4.18 The cabin crew must take care to ensure that the medical staff can immediately reach the passenger in need of their assistance, inviting the other passengers to remain seated and keep the aisles clear of all obstacles , as long as the assisted passenger is not disembarked from the aircraft .

9.4.19 Any failure to comply with the above provisions will be reported to the DA by medical staff , who will provide for imposition of penalties laid down by , or, in the case of risk of spreading infectious disease , with judicial proceedings.

9.4.20 Entry into airport sterile areas, to ambulances carrying out organs transport with specialized medical staff and to ambulances carrying patients, with or without the presence of a doctor, is allowed, according to the procedures attached to these Regulations (Annex 9.14).


### **Aircraft fuel storage and distribution system**

9.4.21 The airport is equipped with a system for storage and distribution of aviation fuel consisting of reservoirs located outside the airside area in military zone

9.4.22 The management and maintenance of the entire system is entrusted to the oil companies operating at the airport that are required to perform the practices of inspection and control in accordance with their Operation Manual.

9.4.23 The oil companies ensure that air carriers are regularly and timely supplied of jet fuel through the direct supply of products with tankers.

9.4.24 The access and control of the aforementioned tankers is regulated by the Procedure contained in Annex 9.13.

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### Refueling operations to aircrafts

Refer to Airport Manual

### Refueling operations to vehicles

9.4.25 The use of the vehicle fuel distribution system is illustrated in the Instructions published on the website [www.adr.it](http://www.adr.it)

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## 9.5 CARGO AND MAIL HANDLING

### General

9.5.1 Without prejudice of anything contained herein, all Providers shall in any case abide by all and every EU, national and local law, provision or regulation now in force or to be enacted by any subject having authority thereto on the activities covered herein. Reference shall be made in particular to the the letter of the Ministry of Finance – Customs and Indirect Taxes Department – Central Management of Customs Services – DIV.II/SD – Ref. 240/N of 24/2/1995.

### Moving equipment

9.5.2 The dollies property of the ramp Provider/Self-Provider i.e. baggage/cargo carts, pallet and container dollies shall be enough in number as to ensure, even in traffic peaks, the proper performance of cargo and mail handling services (including military mail) to/from the aircraft; such dollies shall always be maintained efficient, free of assembly materials and tags relating to previous operations and be such as to allow the transportation of all types of cargo and mail goods in safety, avoiding tippage and loss of items, and avoiding any damage to the items, especially those caused by exposure to weather.

### Special cargo

9.5.3 For the transportation of special cargo (e.g. hazardous substances, live animals, perishable goods, weapons, ammunition, valuables) Providers shall abide by all rules, provisions and EC, national and local regulations, in force and to be enacted in the future by any authority entitled thereto and in particular to Airport Manual. With reference to live animals the EU Regulation no. 1/2005 applies In particular, the transfer from and to the aircraft shall be carried out by adequately trained personnel and with the due precautions to avoid any damage to people, to the cargo being carried, to the environment and to the surrounding infrastructures. ADR reserves the right to ask Providers/Self-Providers to produce documents certifying the specific training of the staff employed for the purpose.

9.5.4 If Providers/Self-Providers wished to use the service of the ADR Security for the transport of weapons and the values to and from the aircraft, a written request will be sent to that effect before the block of the aircraft, by the Carrier or delegate subject to the proper reference (all.5.1 – prog.4)..

### Perishable cargo


9.5.5 Perishable cargo (e.g. perishable foodstuffs) shall have priority in the transfer from/at aircraft. In particular, the ramp Provider/Self-provider and, if other than the latter, the Provider/Self-provider in charge of loading/unloading the flight and the cargo Operator , in case of delay in departure and/or in aircraft loading/unloading operations, shall act in co-ordination between them and implement the necessary action to prevent cargo deterioration.

### Postal Values

9.5.6 With regard to the transport of dispatches-value, the Provider should follow all regulations, rules and regulations with EU, national and local now in force or to be enacted by any subject having authority thereto. The Service Provider shall also be suitably coordinate, for transportation to and from the plane, with the Security Company responsible for escorting.

### Action in case of abnormal situations and malfunctioning and critical situations

9.5.7 Any abnormal situation detected with reference to airport infrastructures (roads, signs, etc..), must be immediately reported by Operator to the ADR Maintenance (Appendix5.1 - prog. 9).

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9.5.8 Any report not specifically covered in this paragraph and relating to anomalies or special operating situations related to outgoing and incoming cargo and mail handling activities, will be addressed by Duty Station Manager ADR CIA to the reference specified by the operator with the Annex 5.2 - prog.9.

9.5.9 Anyway the Operator will be liable to any person concerned, and in particular to the client carrier of each fault on the outgoing and incoming cargo and mail (eg denied boarding, loss, damage) resulting from failure or improper implementation of the provisions in this paragraph.

#### **Cargo and mail transport to aircraft**

9.5.10 The Service Provider / Carrier / Self-provider, shall retain the documentation for the goods and outgoing mail holding it available for any requirement of ADR, according to the provisions of Circular ENAC APT-08B.

9.5.11 The ramp Provider / Self-provider, will take care with its own equipment, of the transport of cargo, mail and related documents, at the departing aircraft, for delivery to the Provider / Self-provider responsible for loading the aircraft (if different from itself) and / or carrier.

On the way to the aircraft, the ramp Provider / Self-provider, in addition to complying with all regulations and guidelines on airport roads, must ensure that the load is kept under the conditions in which it was taken, and particularly protected against weather.

Once close to the aircraft, the ramp Provider / Self-provider, you will need to coordinate properly with the Carrier and the Provider / Self-provider responsible for the load of cargo and mail on aircraft, if different from himself, so that operations load are conducted on time and as planned, without interference with the activities of other entities in the area, for safety at work and the proper course of overall operations management of freight and mail.

9.5.12 In the event that the Customs and / or the Guardia di Finanza, at its point of control, perform audits involving the dismantling, even partially, and the subsequent rearrangement of the load, such operations will be carried out at by and paid by the Provider.


#### **Cargo and mail transport from aircraft**

9.5.13 The ramp Provider / Self-provider will be fully responsible for the goods and incoming mail towards the Carrier and any other interested parties, in addition to complying with all regulations and guidelines on airport roads, must ensure that the load is kept under the conditions in which it was taken, and particularly adequately protected against weather.

9.5.14 The ramp Provider / Self-provider will ensure the delivery of all the incoming goods and mail for each flight. The Provider / Self-provider will place the dollies with cargo and mail, released from towing equipment, at the delivery areas, without interfering with the activities of other entities in the area, for safety at work and the proper course of overall operations management of the goods.

9.5.15 According the Civil Aviation Authority provisions prot. N. 0033756 / CLZ of 04/01/2014, the former goods passage, adjacent to the General Aviation, for the sole logistics purpose for the exit of goods incoming directly to the "Temporary Custody" warehouse, managed by B.A.S., may be opened by Guardia di Finanza staff subject to telephone call by the same company. It should be noted that the opening hours of the passage in question will be around 07.30 a.m. from Monday to Friday.

9.5.16 The Service Provider / Carrier / self-producer must submit the appropriate documentation for the goods and incoming mail for any requirement of ADR, according to the provisions of Circular ENAC APT-08B.

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## 10. SERVICE QUALITY

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## 10.1 QUALITY STANDARDS PROVIDED IN THE ADR SERVICE CHARTER

- 10.1.1 Aeroporti di Roma, as manager of the airport of Ciampino, prepares and publishes the Charter of Services of the airport according to the principles contained in the ENAC document "THE QUALITY OF SERVICE IN THE AIR TRANSPORT - THE STANDARD SERVICES CHARTER GUIDELINES" .
- 10.1.2 Aeroporti di Roma provides in the Service Charter overall levels of quality that intends to ensure within the services performed directly or through third parties. To ensure an adequate level of information to passengers for each service is indicated the responsible to provide the promised level of quality.
- 10.1.3 The quality levels for the reference year of the Services Charter are defined according to the real performance achieved in the previous year, which are verified through appropriate monitoring, both on account of traffic forecasts and the events that have influence on airport's operations.
- 10.1.4 The service standards so defined are the quality objectives that Aeroporti di Roma aims to ensure to customers on the reference year of the Service Charter and must therefore be respected by all airport operators.
- 10.1.5 Contracts or acts of engagement governing the mutual relations between Airport Managing Company and other airport operators must comply with the provisions of the Service Charter, making explicit reference to the indicators and related standards that are defined in each year, provide an appropriate system of penalties for cases of non-compliance of quality standards in order to encourage compliance and, where possible, improve services offered to passengers at the airport.

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## 10.2 ADR SERVICE CHARTER COMPLIANCE CONTROL PROCEDURES

10.2.1 According to what is defined in the ENAC document "THE QUALITY OF SERVICE IN THE AIR TRANSPORT - THE STANDARD SERVICE CHARTERS - GUIDELINES", Aeroporti di Roma periodically performs, directly or through external company, the monitoring of the quality of all services performed by its personnel and / or by third parties listed in the Service Charter of Ciampino in order to verify compliance with the standards defined.

10.2.2 The levels of provided and perceived quality service monitoring are planned and implemented according to methodological and statistical principles contained in the document ENAC "THE QUALITY OF SERVICE IN THE AIR TRANSPORT - THE STANDARD SERVICE CHARTERS -METHODOLOGY".

In particular:

- For indicators for which standards are expressed by variables, the determination of the sample for objective controls is made in accordance with the UNI ISO 3951. Determining of the level of performance delivered is calculated on the base of requirements of UNI ISO 4725 standard (extension of the results of the Charter of Control the entire universe of reference, for the proportion of 90% and confidence level of 95%);
- For indicators for which standards are expressed by attributes, determining the standard for objective controls is made in accordance with the UNI ISO 2859. Determining the level of performance delivered is calculated based on the requirements of UNI ISO 4725 standard (extension of the results of the Charter of control the entire universe of reference, for the proportion of 90% and confidence level of 95%);
- for indicators concerning functionality and availability of infrastructure facilities, the data is provided by ADR systems and cover the entire universe;
- For indicators for which standards are expressed as the level of passenger satisfaction, the sample size to be interviewed is determined by sampling error of 2,5% with a confidence level of 95% and in proportion to traffic at Ciampino (reference : Tagliacarne boards and table for universes consisting of more than 100,000 units). The percentage of passengers satisfied is obtained from the total of respondents who gave positive responses compared to total respondents.

### Procedures for monitoring results communication

10.2.3 Aeroporti di Roma sends periodically, according to the effect and evolution that the monitored phenomenon has on the operations or on customer satisfaction and according to the type of the indicator and / or the mode of collection, the monitoring results to the operators ( ENAC/AOC/ carriers / handlers) to the extent of their competence.

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## 10.3 MINIMUM REQUIREMENTS FOR ESSENTIAL SERVICES IN THE AIRPORT

### Airport Minimum requirements

- 10.3.1 According to the ENAC document Circular APT 19 "Airport Regulations for airports", at Ciampino Airport, the following indicators related to the minimum operating requirements for essential services in the airport have been identified:
- Delivery time for the last baggage
  - Queue time at check-in
  - Waiting time at security checks
  - Waiting time for the first passenger descend
  - Functionality / availability of facilities for the management of baggage delivery and passenger check-in, namely: maintenance technician intervention time from the fault call in the equipment failure event
  - On time departure flights performance.
  - Time for PRM assistance on departing
  - Time for PRM assistance on arriving
  - Toilets common surfaces cleanliness
- 10.3.2 For each indicator, the value of the standard in force is shown in the table in Annex 10.1

### Control Methodology


- 10.3.3 It 's necessary to ensure that the methods, organization and working practices adopted to carry out inspections relating to compliance with the Airport Minimum Requirements ensure maximum transparency, objectivity and impartiality towards all operators. In this context, it is essential to clearly specify the procedures to be adopted. These methodologies must be consistent with the provisions of the Civil Aviation Authority legislation in force and in particular with the indications contained in the Circular ENAC Apt 19 and GEN 06.

#### a) Operating modes for carrying out the checks

- 10.3.4 Another essential element to ensure the objectivity and fairness of the controls is that the arrangements made for conducting the surveys are completely objective, transparent and consistent over time. For each service to be monitored, therefore, the checks must be conducted according to standardized methods, to ensure:
- controllability and rigorous procedures
  - uniformity of behaviour of the detector (positioning, in terms of time and place, the detector for the observation / recording mode data, etc..)
  - appropriate tools for data recording (the surveys are carried out through the use of detection cards prepared on tablets).
- This will ensure maximum transparency and objectivity in carrying out monitoring and, at the same time, the necessary traceability of the phenomenon observed.


### Organization responsible for controls

- 10.3.5 In accordance with the provisions of current legislation and the ENAC directives, control of the airport minimums is carried out by ADR SpA, through the Quality function, by ENAC or by the airport duty manager ADR, or by the structures available to the Post Holders who carry out objective checks according to the method described above.


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### Management and means of transmission of the results of controls

- 10.3.6 Once the objective checks have been carried out, ADR S.p.A. sends a communication to the supplying bodies whose services have registered service levels that do not comply with the Airport Minimums.
- 10.3.7 The providers involved must send ADR S.p.A a response within the week following the notification of the disservice, specifying the causes and the measures they intend to implement to improve the performance.
- 10.3.8 The results of the checks carried out by the Operator on the minimum airport requirements may entail:
- the convening of the providers in a short time for a joint analysis of the phenomenon encountered and the definition of the necessary countermeasures;
  - the start of inspections on the organizational and technical structure of the defaulting handler;
  - the application of the provisions of Chap. 11.
- 10.3.9 In the event of repetitiveness of the reported outages or non-compliance with what has been agreed, with regard to corrective actions, ADR S.p.A. report to D.A. local events encountered so that it can proceed as defined in the ENAC GEN06 Circular.
- 10.3.10 In this regard, it is specified that in the event that it is deemed necessary to proceed with the application of penalties for the disservices found, "disservice" must be understood as the overall operating situation observed for each service and not the number of observations registered not compliant with the Airport Minimums (e.g. failure to comply with the waiting time at check-in for flight X and not the number of passengers in the queue who carried out the check-in operations for flight X in times greater than the defined standard).
- 10.3.11 ADR S.p.A. sends to D.A. every month an information note on the progress of the monitoring activity carried out at the Ciampino airport and subsequently the summary report of the receipts received to the notifications sent to the interested recipients.

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# 11. CONTROL, INTERDICTION AND PENALTIES

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## 11.1 RESPECT OF REGULATIONS CONTROL AND ACTIONS

- 11.1.1 Without prejudice to the powers conferred by law to state agencies, The Managing Company staff shall, in the regular course of their duties and / or within specific checks, carry out controls on compliance with the provisions of these Regulations.  
If, in applying these controls, are detected non-compliant behaviour or violations to the Regulations including their appendices or any other connected document or expressly referred to, the Managing Company, as required by art. 705 of the Navigation Code, may take action against operators concerned in one or several of the following ways:
- Application of interdiction measures
  - Implementation of corrective procedures or recovery with the charging of costs
  - Charge for compensation for any damage
  - Application of fines and/or other measures provided for in the applicable contracts
  - Proposal to ENAC to apply penalties and/or other measures
- 11.1.2 In the event of non-compliant behaviour or breach of the contents of the Regulations, resulting in critical operating situations, or possible compromise of the normal conduct of operating activities, or hazard to persons or to the integrity of the airport buildings and facilities, or detriment to safety and security, the Duty Station Manger ADR or other ADR staff of the Agency responsible for managing the infrastructure, the area or activities concerned, can implement the interdiction measures aimed at the continuity and security of the affected processes, as governed in the specific paragraph.
- 11.1.3 In order to proceed with the notification of violations of any kind with respect to the provisions of these Regulations, or any other document related thereto or expressly referred to, the staff of the Managing Company may, where necessary, collect the data and documentation (including, where possible, date and time, names of persons and companies involved, airport environment, description or photographic documentation of the event) and, therefore, report their coordination structure.
- 11.1.4 The Manager shall challenge the breach by writing to the operator responsible for the breaches. In the notification of accusation, the Manager may also demand the actions to be implemented against the operator to avoid a repetition of the non-compliance.
- 11.1.5 The operator concerned, within 15 days of the date of the accusation, may formulate any comments regarding the claim and accusation and is required, when requested, to report the corrective measures required.
- 11.1.6 The Manager, after 15 days of the accusation, according to the content of any response and the nature/severity of the breach, if the justifications used by the operator are not deemed satisfactory, shall take the due actions provided for by the contract signed, such as, for example, the application of fines, to the termination of the contract, in the cases provided for by the contract itself, previously referred to in Chapter 9.1.
- 11.1.7 The severity of the breach is established in relation to the subject governed by the Regulations. By way of example but not limited to the following breaches being deemed a "severe":
- Health and safety of persons
  - Safety
  - Security
  - Environmental protection
  - Failure to comply with the instructions in the Service Charter or Minimum Airport Requirements
  - Rules of access and circulations of persons and vehicles
  - Emergencies
  - Information (including lack of information to passengers with regard to quality parameters)
  - National and international legislation


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- Procedures for using infrastructure

- 11.1.8 It is, however, established that any breach that takes place within the air-side area of the airport, regardless of the type of breach, shall be deemed “severe”.
- 11.1.9 In the event of severe breaches, the Manager may report the breaches to ENAC, proposing the application of penalties and/or other measures against the operator or party concerned. ENAC shall assess the request and shall inform the Manager and operator of the resolutions in that regard.
- 11.1.10 In the event of minor breaches, if repeated over time, the same procedures for severe breaches shall be applies.
- 11.1.11 In all cases of breach and/or non-compliance with the prohibitory measures, the Manager reserves the right, where possible and necessary, to implement, with its own resources or firms appointed by it, corrective measures by charging the operators responsible for the costs incurred plus 15% and for any damages suffered.
- 11.1.12 The charging of costs for the recovery interventions and compensation for any damages suffered relating to the areas and systems used by various operators (such as, for example, check-in desks, boarding gates, baggage systems, gates) shall be carried out against the last operator to use the area or system prior to the reporting to the Manager or discovery of the abnormality by the Manager itself. This measure shall be applied against the obligation of the operators to use the infrastructure in a correct manner, report any damages and check the operation of systems before commencing their activities.
- 11.1.13 Without prejudice to the provisions referred to in the paragraphs above in this Chapter 11.1, ADR shall be entitled to apply, under the applicable Contract in force with the Provider, the fines provided for therein, following a written claim of the related non-compliances, to which the Provider shall give its due justifications.
- 11.1.14 No fine can be applied in the case of non-compliance or breach resulting from cases of force majeure or in any case due to a cause not attributable to the Provider.

### **Operator auditing activities**

- 11.1.15 Without prejudice to the activities referred to in Chapter 5.6, the Manager shall, in addition, carry out an audit on the airport operators in order to check their compliance with these Regulations and, specifically, the processes governed by these Regulations, where such auditing activity has previously been referred to (e.g. Environmental Protection, Training).
- 11.1.16 ADR, as regards to the audits, shall prepare a Programme on an annual basis and shall ensure its transmission to the parties concerned, to the Airport Management and to the ENAC Certification Team. The Audit Programme specifies the processes subject to the checks, the procedures for carrying them out and the expected time frames. The audits comprise a systematic, schedules and shared examination of the processes and procedures relating to the section concerned, mainly focusing on checking compliance with the regulatory requirements and the correct implementation of the required and regulated activities.
- 11.1.17 ADR can carry out additional checks to those referred to above, following a notification to the Operator concerned.
- 11.1.18 If the checks reveal non-compliances (or findings), these shall be described and analysed in a final report that will be sent to the Operators. Depending on the nature of the findings, these may be specified in the reports for recording such non-compliances.

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- 11.1.19 Each company subjected to audits is obliged to provide the Manager with the documentation required and to follow-up with the corrective actions identified, according to the established time frames.
- 11.1.20 In the event of failure to comply with the above requests, the Manager shall apply the remedies provided for by the contract and/or those permitted by law (application of fines, termination of the contract, compensation for damage etc.).
- 11.1.21 In the event of severe non-compliances and, specifically, due to breaches of the legislation in force, these shall also be reported to ENAC and to the customer Airline as the Provider's contractor.


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## 11.2 INTERDICTION MEASURES

- 11.2.1 The interdiction measures are actions arranged by the Managing Company with the aim of a direct effect on the activity of individuals who operate at the airport in order to restore compliance with the provisions of these Regulations.
- 11.2.2 The interdiction measures apply both to the operators, or to their individual employees.
- 11.2.3 The interdiction measures are determined as described in section 11.1.2, by the supervisory staff of the Managing Company either in the presence and absence of staff of the defaulting party. If the personnel of the defaulting party is present there is the obligation of mutual identification for the purposes of the subsequent actions, claims and / or appeals to ENAC. The refusal of identification by the staff represents a serious breach of the Regulations for which is held jointly and severally liable the Operator.
- 11.2.4 The interdiction measures may be communicated only verbally in situations of imminent danger or compromise operations or other situations which are of urgent nature.
- 11.2.5 The interdiction measures ordered by the Managing Company must be immediately implemented by the Operator and / or employees concerned. Failure to comply is a serious offense to the Regulations by the Operator and, in cases of urgency, even by its individual employees.
- 11.2.6 The Managing Company shall in no way be held responsible for any consequences with respect to any person arising from the interdiction measures applied against violations of the Regulations. Any consequences of any nature arising from interdiction measures cannot therefore give rise to claims for compensation or damages for business interruption, for the non-availability of facilities, infrastructure, goods and services for airports and their operational consequences.  
Where the breach of the provisions of the Airport Regulations by the Operator results in interruptions to the operating activities, the Managing Company may request the intervention of other Operators present at the airport (according to the provisions of the procedure referred to in point 9.1.25), providing notification to the Airline and to ENAC, excluding cases of interruption due to trade union action.
- 11.2.7 Against interdiction measures the Operator may appeal ENAC-DA presenting his case and informing at the same time the Managing Company. The Civil Aviation Authority-DA pronounces on the fairness or not of interdiction measures taken by the Managing Company in relation to what is prescribed by the Regulations.
- 11.2.8 The interdiction measures are defined in relation to the specific situation in place and, by way of example, may consist of:
- Immediate discontinuation of a specific activity by the defaulting party with eventual recovery of the same only in a proper manner;
  - Invitation to comply promptly with respect to specific aspects of the Regulations;
  - Suspension of any authorizations for use and / or access granted by the Managing Company to the operator and maintenance personnel of the same up to rectify the situation;
  - Wary to use of unsuitable equipment and vehicles with a proposal to the DA of immediate withdrawal of its access permit;
  - Removal of vehicles, equipment and / or other goods or materials;
  - Segregation of areas and / or buildings and equipment damaged or misused.
- 11.2.9 In the following cases, the Managing Company may, inter alia, apply the specific measures indicated:

### **Violations of provisions on circulation in the airside area by the individual Operator's employee**

- Suspension of the ongoing activity and check of driving license

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- In the event that the person has no license, inhibition of activity, formal notice to Civil Aviation Authority and warning to the Operator
- Otherwise, resumption of activity in proper manner

#### **Evidence of vehicles/ground equipment in dangerous parking**

- request to Operator for immediate removal
- In case of failure to comply forced removal of the vehicle/equipment according to the required procedures

#### **Evidence of vehicles/ ground equipment with serious and obvious irregularities**

- Formal notice to the Operator not to use vehicle until full recovery
- Proposal to DA for the immediate withdrawal of circulation permit of vehicle

#### **Inadequate or negligent use of equipment**

##### **- By individual employees**

- Suspension of the ongoing activity and possible resumption of activity in proper manner
- In severe cases, immediate suspension or restriction of the use of equipment (eg suspension of authorizations to manoeuvre the loading bridges, the opening of the gates and / or access to restricted areas)
- Request Operator's documentation providing evidence of training in the use of facilities or infrastructure by person / s responsible for the violations and corrective action to be implemented
- Maintenance of suspension until regularization

##### **- By an Operator**

- Depending on the circumstances: the suspension of operations in progress (eg stop accepting passengers) or invitation to comply (eg unloading BHS bays and baggage belts)
- The circumstances will be subject to specific information to / from Carrier / s concerned
- In the case of baggage sorting infrastructure Managing Company can also arrange for removal of baggage (also unsorted) and their placement in areas from which must be taken by operators at their own expense

#### **Failure to provide information**

- Request for correction and / or immediate dispatch of information
- In the event of non-compliance, integration and/or correction of minimum operating information that may be available to correctly inform passengers.
- The situation may be subject to communication to Airlines that may be concerned
- In the event of failure to send the DUJ messages on arrival and departure within the established time frames, or failure to correct the data, the data relating to the maximum configuration of the aircraft with which the flight is operated, in terms of passengers, shall be entered into the Airport Computer System. Consequently, the invoicing of airport fees, airport taxes, security costs, centralised infrastructure and other assets and/or services closely related to the flight operations, shall be carried out according to the aforementioned data.

#### **Damage to buildings and / or facilities**

- Segregation and interdiction areas, buildings and / or facilities until restore

#### **Abandoned waste and FOD**

- Request for immediate removal of waste and cleaning the affected area
- In the absence, removal by ADR after identification, where possible, of the carrier concerned or, alternatively, the Provider for the charge of costs

#### **Spillages detected in aircraft taxi areas (excluding spillages dealt with in the aircraft refuelling procedure) Provider present**

- Checks the taxi area compliance
- Possible suspension of activities
- Possible request to move vehicles/equipment away from the area.
- Implements the remediation of the affected area
- Charges costs to the Provider responsible for the spillage if the event was reported as required by the Airport Regulations.

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- On charging the costs, demands a penalty from ENAC and the application of contractual fines to the Provider responsible for the spillage if it did not report the event according to the requirements of the Airport Regulations.

**Provider not present**

- Checks compliance of the taxi area
- Implements remediation of the affected area
- Charges costs, demands penalties from ENAC and the application of contractual fines to the last Provider to have used the area.

**Failure to remove training material and airline material at the gates after the completion of boarding activities**

- Asking the Provider to immediately remove the material from the area concerned
- Failing this, removal by ADR and subsequent charging of costs and application of the measures provided for in section 11.1.1.


**Assessment of Provider performance**

11.2.10 Periodically, the Manage shall publish an assessment of Provider performance according to the following factors:

- Safety compliance
- Compliance with quality indicators
- Compliance with environmental protection
- Compliance with the Airport Regulations


By calculating a set of Key Performance Indicators defined with ENAC and reported to the User Committee.

A constantly insufficient performance in relation to a minimum threshold may result in the suspension/revocation by ENAC of the Provider's Certificate for ground assistance services.


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## 11.3 PENALTIES

- 11.3.1 Under Article. 705 paragraph 2) Lett. e of C.d.N., the Managing Company has the duty to verify "the compliance to the requirements of the Airport Regulations by private providers of airport services, in order of issue of the penalties provided in the regulations."
- 11.3.2 The obligation to comply with the requirements of the Regulations must be understood as referring not only to the procedures contained therein, but also to those mentioned in it.
- 11.3.3 In case of violations of the Regulations made by private operators, the procedure provided for in these Regulations will apply. The investigation and the complaint may be accomplished by the Managing Company while the imposition of penalties will be made by ENAC.
- 11.3.4 The verification of compliance with the Regulations by the public operators operating the airport is entrusted with Enac, also through its peripheral joints. The Managing Company may, in matters within its responsibility, report to ENAC any deviation that may affect the safety or otherwise the regular airport operations.
- 11.3.5 In case of failure to comply with the provisions contained in the Regulations, or recalled by it, the provisions of art. 1174 of C.d.N. will apply
- 11.3.6 In case of failure to comply with the provisions relating to noise abatement procedures, reported to ENAC / DA by the Managing Company, the ENAC/DA will ascertain the violations for the subsequent contestation and imposition of the sanction in application of Article 3 of the Presidential Decree 496/97.
- 11.3.7 According to Law 24 November 1981, n.689, after having received a copy of the investigation, the Airport Director applies this procedure and, if he deems the extremes, by appropriate ordinance/injunction, imposes the sanction, against which it is permitted recourse to the "Giudice di Pace". Otherwise it will issue order for dismissal.


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## 12. ANNEXES

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## Annex 4.1 – General Aviation Traffic Management Procedure

Ref. to document published on [www.adr.it](http://www.adr.it)


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## Annex 5.1 – List of ADR contacts

PROG.	REQUEST/NOTICE	CONTACT	REF. (dial 06-6595 before for external calls)
1	<ul style="list-style-type: none"> <li>– Anomaly management</li> <li>– Malfunctions and critical operative events</li> <li>– Liquid waste</li> <li>– Station information</li> <li>– Baggage claim conveyors management</li> <li>– Baggage systems</li> <li>– Gates and check – in desks use</li> <li>– Check – in desks allocation</li> <li>– Inaugurations flights</li> </ul>	CIA station manager	TEL 9453 FAX 9355 Mobile 3357422867  <a href="mailto:caposcalocia@adr.it">caposcalocia@adr.it</a>
2	<ul style="list-style-type: none"> <li>– Information notice for flight planning; check-in desks, gates and baggage systems.</li> <li>– Scheduling and changes at least 24 h in advance.</li> <li>– Mon to Fri from 09.00 to 17.30</li> </ul>	Planning	TEL 9500 FAX 9589 TLX CIASPXH <a href="mailto:clearancecia@adr.it">clearancecia@adr.it</a>
3	<ul style="list-style-type: none"> <li>– Equipment parking and storage areas, use of aircraft stands, taxiways and runways</li> </ul>	Operational safety supervisor	TEL 9339 FAX 9339  <a href="mailto:supervisorisarcia@adr.it">supervisorisarcia@adr.it</a>
4	<ul style="list-style-type: none"> <li>– Notices about security matters</li> </ul>	ADR Security Operations Room	TEL 9327 Mobile 3357275507 FAX 9468 <a href="mailto:coordinatorepresidiosicurezza@adr.it">coordinatorepresidiosicurezza@adr.it</a>
5	<ul style="list-style-type: none"> <li>– Notices on procedures</li> </ul>	Ciampino ADR Manager	TEL 9511 FAX 9589 Mobile 3316227786 <a href="mailto:paolo.giannobile@adr.it">paolo.giannobile@adr.it</a>
6	<ul style="list-style-type: none"> <li>– Notices on inauguration flights and events</li> </ul>	External Relations	TEL 3497 FAX 5128 <a href="mailto:relazionipubbliche@adr.it">relazionipubbliche@adr.it</a>
7	<ul style="list-style-type: none"> <li>– Voice announcements</li> <li>– Public information</li> </ul>	Information desk	TEL 9515 <a href="mailto:informationdeskcia@adr.it">informationdeskcia@adr.it</a>
8	<ul style="list-style-type: none"> <li>– Notices about space/office subletting and information for radio-frequency equipment</li> </ul>	Real Estate Ciampino	TEL 366.588.7249 <a href="mailto:Laura.Gasparini@adr.it">Laura.Gasparini@adr.it</a>
9	<ul style="list-style-type: none"> <li>– Notices about telecommunication equipment and systems failure</li> </ul>	Maintenance ADR	TEL 3434 for equipment and infrastructure failure TEL 5151 for IT systems and telecommunication equipment failure

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10	<ul style="list-style-type: none"> <li>– Aircraft stands allocation</li> <li>– Flight management faults and aircraft failures</li> <li>– General Aviation PPR and clearance management (when Flight Planning is closed)</li> <li>– ADR information system</li> </ul>	ADR flight control	TEL 9297-9298 FAX 9299 <a href="mailto:aptcoordinationcia@adr.it">aptcoordinationcia@adr.it</a>
11	<ul style="list-style-type: none"> <li>– Levying airport charges</li> </ul>	levying point ADR	TEL 9390 FAX 9200 <a href="mailto:ufficiocassacia@adr.it">ufficiocassacia@adr.it</a>
12	<ul style="list-style-type: none"> <li>– Notices on car parking</li> </ul>	Control Room	TEL 9411
13	<ul style="list-style-type: none"> <li>– AG meeting room booking</li> </ul>	Post Holder Terminal	Cell. 348.2399722 <a href="mailto:andrea.delgiudice@adr.it">andrea.delgiudice@adr.it</a>
14	<ul style="list-style-type: none"> <li>– Cleaning</li> </ul>	Airport Cleaning	TEL 5534 <a href="mailto:salaoperativa@airportcleaning.it">salaoperativa@airportcleaning.it</a> Fax 7878
15	<ul style="list-style-type: none"> <li>– PRM assistance</li> </ul>	Operative reference	TEL 9578 <a href="mailto:assistemzaprncia@adrassistance.it">assistemzaprncia@adrassistance.it</a>
16	<ul style="list-style-type: none"> <li>– ADR First AID</li> </ul>		TEL 9350

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## ANNEX 5.2 – List of Operator Contacts

**Company:** \_\_\_\_\_

PROG.	TYPE OF NOTICE	CONTACT OR DELEGATED COMPANY (*)	NUMBERS (**)
1	Operational information on flights, allocation and use of stands and gates		
2	Notices on vehicle and equipment parking lots and storage areas		
3	Notices on water supply and sewage discharge installations for tank trucks		
4	Notices on incoming baggage and relevant systems		
5	Notices on outgoing baggage and relevant systems		
6	Notices on check-in systems		
7	Notices concerning the information to the public		
8	Notices on Special Assistance Lounges and electric vehicles for passenger transport		
9	Notices on cargo and mail handling activities		
10	Notices and advice on particularly significant or critical operational circumstances		

(\*) Please state the Department (or person) within the company you require notices to be addressed to, or the company (e.g. the handler) appointed by you to receive such notices

(\*\*) Please always state, among others, a telex number



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## ANNEX 5.3 – Providers list


IATA code  
bilett./trilett.

Carrier/Provider

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N°	Activity	Provider / Self-Provider / Carrier	Notes
1	Ground Handling		
2	Passengers check-in		
3	Ticketing		
4	Lost & Found arrivals assistance		
5	Special Assistance		
6	OPS aircraft loading/unloading		
7	Baggage claim		
8	Transfer to aircraft		
9	Departing baggage management		
10	Weight & balance		
11	Administration and supervision		
12	pax e Crew transport		
13	cleaning		
14	Aircraft waste water management and water supply		
15	Freight/mail		
16	Freight/mail transport		
17	Fuel and oil refuelling)		
18	Aircraft maintenance		
19	Aircraft external cleaning		
20	Catering		
21	Security services		

Send the completed form to ADR SpA Fax n ° 06/65959400

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## Annex 5.4 – Delay Procedure – Technical annex


### Technical annex 1

Il file dovrà essere redatto dal vettore, rispettando gli standard sotto riportati:

- Operational flight date
- Carrier and flight number
- From (FCO )
- To (destination airport – trilitteral code)
- Scheduled flight local time (H24 format to input 09.00PM must be 21.00)
- Delay code 1
- Amount of minutes of delay code 1 (integer)
- Delay code 2
- Amount of minutes of delay code 2 (integer)


*Example*

Date	Flight No	From	To	Scheduled Departure Time LOC	Actual Departure Time LOC	Departure delay first code	First departure delay amount	Departure delay second code	Second departure delay amount
GG/MM/AAAA	XX #####	FCO	XXX	HH.MM	HH.MM	##	#	##	#

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## Annex 5.6 – Door-to-door waste collection service management procedure

Ref. to document published on [www.adr.it](http://www.adr.it)

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## Annex 5.7 – Procedure for the transfer of airport supplies within the Terminal

Ref. to document published on [www.adr.it](http://www.adr.it)

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## Annex 5.8 – Ciampino Airport Coordination Committee Rules of Procedure

Ref. to document published on [www.adr.it](http://www.adr.it)

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## Allegato 8.1 - ADBM – AMB Data entry comands

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## ANNEX 8.4 – Handling support Operative Notes

- 1      **LIVE ANIMALS**
- 2      **PERISHABLE GOODS**
- 3      **RADIOACTIVE GOODS**
- 4      **HUMAN REMAINS**
- 5      **VIP PAX**
- 6      **BLIND PAX**
- 7      **STRETCHERS**
- 8      **WHEELCHAIR**

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**Annex 8.5 – Form to insert new Company and/or Aircraft**

Registration marks .....

A/C type .....

M.T.O.W .....

Seat number .....

Hold capacity Kgs .....


Stage .....

Operator .....

**Administrative address**  
 .....  
 .....


**Post code** ..... **Fax number** .....

**Phone number** .....


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## Allegato 8.6 – Tipologie Annunci Audio


GRUPPO ANNUNCI	TIPO ANNUNCIO	TESTO ENG	QUANTITA' DI RIFERIMENTO	MODALITA' DI DIFFUSIONE
BOARDING	IMBARCO	<airline> flight <number> to <destination> will board through gate <number>.	1 / volo	Automatico
	IMBARCO IMMEDIATO	<airline> flight <number> to <destination>; immediate boarding at gate <number>.	1 / volo	Manuale
	LAST CALL	Last call for <airline> flight <number> to <destination>; immediate boarding at gate <number>.	1 / volo	Manuale
	CAMBIO GATE	Attention please, for a gate change. <airline> flight <number> to <destination> will depart from gate <number>.	1 / volo	Automatico
PASSENGER SEARCH	RICERCA PASSEGGERI	<airline> flight <number> to <destination>. All passengers are requested to proceed to <location> <number>.		Manuale
BAGGAGE	VARIAZIONE NASTRO RICONSEGNA BAGAGLIO	Attention please, for a change of baggage belt. Aeroporti di Roma / <handler> informs passengers arriving from <origin> on <airline> flight <number> that the baggage will be delivered at carousel <number>.	1 / volo	Automatico
	RITARDO RICONSEGNA BAGAGLIO	Aeroporti di Roma / <handler> informs passengers arriving from <origin> on <airline> flight <number> that the baggage delivery will be delayed, due to <reason>.		Manuale
FLIGHT INFO	RITARDO VOLO IN PARTENZA	<airline> flight <number> to <destination> will depart at <time>, due to <reason>.	1 / volo	Automatico
	RITARDO VOLO IN ARRIVO	<airline> flight <number> to <destination> will arrive at <time>, due to <reason>.	1 / volo	Automatico
	CANCELLAZIONE VOLO IN PARTENZA	Aeroporti di Roma regrets to inform passengers that <airline> flight <number> to <destination> has been cancelled. For further information, please report to the airline ticket desk.	Ogni 30' nelle 2 ore precedenti l'ETD	Automatico
	CANCELLAZIONE VOLO IN ARRIVO	Aeroporti di Roma regrets to inform passengers that <airline> flight <number> from <origin> has been cancelled. For further information, please report to "Aeroporti di Roma" information desk.	Ogni 30' nelle 2 ore precedenti l'ETA	Automatico
	DIROTTAMENTO SU ALTRO AEROPORTO	Aeroporti di Roma informs passengers that <airline> flight <number> from <origin> has been diverted to <alternative>. For further information, please report to <location>.	1 / volo	Manuale
	DIROTTAMENTO ATTIVITÀ VULCANICA	Aeroporti di Roma informs passengers that due to volcanic activity, all departing flights to <airport> may be affected by limitations and may be diverted to <alternative>.	/	Manuale
CHECK-IN	ACCETTAZIONE CHECK-IN	Aeroporti di Roma informs passengers on <airline> flight <number> to <destination> that check-in will take place at check-in desk <number>.	1 / volo	Manuale

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GRUPPO ANNUNCI	TIPO ANNUNCIO	TESTO ENG	QUANTITA' DI RIFERIMENTO	MODALITA' DI DIFFUSIONE
GENRALE MESSAGES	BAGAGLIO	Aeroporti di Roma informs all passengers not to leave their own luggage unattended.	ogni 30' dalle 04:30 alle 23:59	Automatico
	TARGHETTA	Aeroporti di Roma reminds all passeggers that it is mandatory to apply name, address and destination on their luggage.	/	Manuale
	MALFUNZIONAMENTO DISAR	Aeroporti di Roma informs all passengers that due to an information system breakdown, all passengers are kindly requested to report to the "Aeroporti di Roma" information desk	/	Manuale
	VIETATO FUMARE	Aeroporti di Roma informs all passengers that in this airport smoking is not allowed	/	Manuale
	ESERCITAZIONE ANTINCENDIO	Aeroporti di Roma informs all passengers that a fire drill is now in progress	/	Manuale
	FERMO TEMPORANEO SISTEMI DI ACCETTAZIONE	Aeroporti di Roma informs all passenger that due to a temporary check-in system failure, boarding and check-in formalities could be delayed.	/	Manuale
	AVARIA CONDIZIONAMENTO	Aeroporti di Roma informs all passengers that due to failure of air conditioning system there are working in progress to restore it	/	Manuale
	ASSEMBLEA CREW	Aeroporti di Roma informs all passengers that due to a crew meeting, flights may be delayed or cancelled	/	Manuale
	SCIOPERO GENERALE	Aeroporti di Roma informs all passengers that due to a general strike, flights may be delayed or cancelled	/	Manuale
	SCIOPERO HANDEL R	Aeroporti di Roma informs all passengers that due to a handler's strike, flights may be delayed or cancelled	/	Manuale
	SCIOPERO AIRLINE	Aeroporti di Roma informs all passengers that due to an airline strike, flights may be delayed or cancelled	/	Manuale
	SCIOPERO CONTROLLORI TRAFFICO AEREO	Aeroporti di Roma informs all passengers that due to an air traffic controller strike, flights may be delayed or cancelled.	/	Manuale
	SCIOPERO TAXI	Aeroporti di Roma informs all passengers that due to taxi drivers strike, taxi service is temporarily unavailable different means transportation are available	/	Manuale
	RITARDO CONTROLLI SICUREZZA	Aeroporti di Roma informs all passengers that at the security check-points might occur delays. We apologize for any inconvenience.	/	Manuale
	RITARDO CONDIZIONI METEO	Aeroporti di Roma informs all passengers that due to adverse weather conditions, departures and arrivals may be delayed.	/	Manuale
RITARDO ENAV	Aeroporti di Roma informs all passengers that due to a slowdown in the ENAV operations system, flights departures and attivals could be delayed	/	Manuale	
RITARDO ENEL	Aeroporti di Roma informs all passengers that due to an electrical black-out of the Enel network, check-in formalities may be delayed	/	Manuale	
SECURITY CHECKS	All passengers already checked in, carrying only hand baggage, are kindly requested to proceed to the security control.	/	Manuale	

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GRUPPO ANNUNCI	TIPO ANNUNCIO	TESTO ENG	QUANTITA' DI RIFERIMENTO	MODALITA' DI DIFFUSIONE
	TERMINAL EVACUATION	Attention please, all passengers are kindly requested to leave calmly the terminal, using the main exits. Please do not leave your baggage or other items unattended.	/	Manuale
	NIIGHT CLOSURE	Aeroporti di Roma informs all passengers that the departure terminal will be closed from 23:00 till 4:00 a.m. Arrivals terminal will be closed from 00:30 (half past midnight) till 5:30 a.m.	ogni 30' dalle 18:00 alle 23:59	Automatico
	CAA ANNOUNCEMENT ON PAX RIGHTS	Aeroporti di Roma informs all passengers, that in the event of denied boarding, flight cancellation or delay of at least 2 hours, it's possible to get the "charter of passenger's rights" at the check in counter or at the boarding gate, in particular with regard to compensation and assistance.	/	Manuale

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## Annex 9.1 – Start-up check-list

### Start-up Information/Fulfillments Check-list

Send at least 30 days before the start-up of ground handling activities (unless otherwise noted) the following information and / or perform the following acts:

#### Certification

- Submission of the airport ground assistance service provider certificate and related certification specification or authorisations issued by ENAC, where applicable.
- Indication of activities subject to entrustment to certified providers or operational agreements of an urgent nature pursuant to the current ENAC Regulation for the Certification of Airport Ground Assistance Service Providers

#### Operations


- Carriers list with expected date of start-up

#### Station Information

- Copy of customer communications in which the carriers state they have determined to entrust the assistance services to the Operator
- Copy of communications in which the carriers clients delegate the Operator to the keeping of load plans
- Reference to a telex no. active and inserted into the circular pertaining DL telex, in the event of activation of Emergency Plan at the airport
- Other operational telex references
- DCS that will be used and need for connection to the CUTE system
- Channels / information tools used for the transmission of Station information, check of the possibility of interfacing DCS with the Station systems
- Need and installation of terminals in terms of: system printers, ADBM, OVP, sita-telex, DISAR
- Signing contracts for essential information services for the Handling activities.
- LOGO to be exhibited in the information systems into a format as directed
- Communication of names and references of the Operations Manager and other operational references listed in Annex 7.1 to the Airport Regulations

#### Terminal infrastructures

- Need for check-in counters (total number, type of use: yearly / hourly)
- Need for Ticket counters
- Need for lost and found positions
- Need for warehouse / box
- Arrangements about management of originating and transit baggage and assignment of stalls at infrastructures
- Indication and any request for assignment of left behind baggage management premises

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- LOGO signs to be displayed in the right format as directed
- Request enabling of staff by sending list of names and card ref. to Civil Aviation Authority for:
  - Use gates
  - Access to regulated areas

#### Spaces in subletting

- Request for spaces in subletting
- Request for utilities

#### Safety and personal


- Request for issue of personal permission to access with attached declaration following ENAC Circular and send staff to the security courses.
- Arrangements for managing staff canteen with evidence of sign of contracts before the beginning of activities.

#### IMPLEMENTATION OF DECREE. 81/08

- Certification of formally appointed Head of the Prevention and Protection with their addresses
- Certification formally appointed Physician (if applicable) with their addresses and statement that the staff is regularly subjected to health monitoring
- Document assessment of risks to safety and health at work
- List names of employees and photocopy of LUL or Required Unified Lav Declaration
- DURC
- Certain Certification of staff training (including training in the use of the Centralized Infrastructure and Information Systems)
- Certain Certificate of delivery to staff of personal protective equipment (where required by the risk assessment document)
- List of vehicles and equipment used in the airport (where present) with attached certification of compliance
- List all hazardous agents classified under Title IX chapt I.II that are used and / or stored at the facilities of the airport

#### Ministerial Decree 10/03/98 IMPLEMENTATION

- Fire risk assessment document of all premises
- Certain certification of the specific training of staff responsible to implement measures for fire prevention, fire fighting and emergency management with regard to airports that are considered high-risk workplaces
- Certain certification of knowledge by all staff of:
  - a) actions that must be put in place in case of emergency
  - b) procedures for evacuation of the workplace that must be implemented by workers and other present persons
  - c) provisions to request the intervention of the Fire Department, the Emergency Department, State Police and to provide the necessary information on their arrival
  - d) specific measures to assist disabled people
  - e) Emergency Plan for workplaces occupied by more than 10 employees

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#### IMPLEMENTATION OF DECREE. 155/97

- Manual HACCP in case of sale and / or supply of food

#### Vehicles / equipment

- For the purpose of verifying compliance with the regulations and consistency with the fleet of aircrafts and the flight operations to be served, deliver complete fleet list, with the following information / documents for each unit in the fleet:
- make, model, year of construction
- information of where are kept the manufacturer's manual, the technical and administrative documentation (CE, first installation declaration, etc..), Of these documents may be requested evidence
- Provision of fleet for verification of compliance with current legislation (Laws, Ordinances Civil Aviation Authority, etc..)
- Provide proof of appropriate insurance relating to the fleet
- Documentation certifying that it has been verified the compatibility of the fleet with the airport infrastructure and in particular check the compatibility of tractors and trucks with baggage infrastructures
- Declaration that vehicles are compliant to applicable law, even about airports, and that their maintenance will be performed in accordance with the regulations and as provided by the manufacturer through appropriate maintenance contracts, of which evidence may be requested
- Need for vehicles stalls: number and location preference
- Need for Chargers stalls: number and location preference
- Arrangements and any need for refueling
- Request for vehicles permission

#### Environment Protection


- Communication magnitude of the amount of daily / monthly waste for disposal
- Communication mode of waste disposal and toilet tank car sanitation with evidence of entering into contracts before the beginning of activities
- Evidence of training to employees in environmental matters
- Need for and identification of a possible area for roll-off waste collection container with ADR support

#### Allocation and use of assets

- Administrative fulfillments preparatory to entering into contracts (insurances, guarantees, etc..)
- Subscription of contract for the use of common use goods and centralized infrastructure
- Subscription of contracts for the terminal infrastructures
- Subscription of contracts for the regulation of subletted spaces and utilities

#### Safety Management System

- Indication if the operator has a Safety Management System
- Reference of the Safety Manager or alternatively the references of manager of safety operation/equipment
- Name of the delegate to any participation in the Safety Committee

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## Annex 9.2 - Third-party liability policy ceiling for ground assistance activities and quality control activities

The agreements regulating the relationship between ADR and the Ground Assistance Service Providers referred to in Appendix A of Legislative Decree 18/99, as well as those with the companies that carry out quality control activities of the assistance services provided by providers and self-handlers, are expected to enter into policies to cover the risks linked to the activity carried out at Ciampino Airport.

Based on the provisions of the current ENAC Regulation for the Certification of Airport Ground Assistance Service Providers (hereinafter ENAC Regulation) relating to certified providers of ground assistance services (including self-handlers) and based on an analysis of the risk for the categories of activities described in aforementioned Appendix A, but not subject to certification, integrated with the aforementioned quality control activities, the following minimum values of the third-party liability policy ceilings have been defined.

### **Ceiling of €5 million.**

This range includes certified services and services provided in self-handling mode that are carried out only with individuals and uncertified activities that are less risky than those carried out without the use of vehicles circulating airside, far from significant infrastructures/systems and from aircraft taxi areas and/or areas such as office spaces and similar.

The ceiling applies in agreements with uncertified Providers, with Companies that carry out quality control activities and with certified Providers and self-handlers in the following cases:

**Cat. 1 Administrative ground assistance and oversight (also carried out in self-handling mode), supplemented with the quality control of the services provided by providers or self-handlers.**

**Categories subject to certification (or in self-handling mode) the services of which are carried out only with individuals, such as, for example, those of Cat. 2 Passenger assistance**


If the above activity involves the use of proprietary or third-party vehicles in the airside area, the ceiling must be raised to €10 million to cover the risks associated with airside circulation. In the latter case, the policies must comply with the provisions of the airside vehicle access procedure.

### **Ceiling of €75 million.**

This range includes activities that take place outside of the movement area.

The ceiling applies in agreements with certified providers and self-handlers that carry out activities with vehicles that do not access the Movement Area.

If the activity involves the use of proprietary or third-party vehicles in the airside area, the risk associated with traffic must also be covered in the policy for a ceiling of €75 million. In the latter case, the policies must comply with the provisions of the airside vehicle access procedure.

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**Ceiling of €130 million.**

This range includes activities that take place on the aircraft stand and in contact with significant infrastructures/systems and aircraft.

The ceiling applies in agreements with uncertified providers and self-handlers for the following category:

**Cat. 8 Aircraft maintenance assistance**

**Cat. 7.1 limited to warehousing and control of the quality and quantity of supplies**

If the activity involves the use of proprietary or third-party vehicles in the airside area, the ceiling may have a sub-ceiling of €10 million to cover only the risks associated with airside circulation. In the latter case, the policies must comply with the provisions of the airside vehicle access procedure.

**Ceiling of €150 million.**

This range includes activities that take place within the movement area.

The ceiling applies in agreements with uncertified providers and self-handlers for the following categories:

**Cat. 3 Baggage assistance**

**Cat. 4 Cargo and mail assistance (for any activities carried out in the movement area)**

**Cat.5 Runway operations assistance**

**Cat. 6 Cleaning and airport services assistance**

**Cat. 7.2 The supply of oil and other liquid substances.**

**Cat. 9 Air operations and crew management assistance**

**Cat. 10 Ground transportation assistance**


**Cat. 11 Catering assistance**

If the activity involves the use of proprietary or third-party vehicles in the airside area, the risk associated with traffic must also be covered in the policy for a ceiling of €150 million. In the latter case, the policies must comply with the provisions of the airside vehicle access procedure.

**Ceiling of €375 million.**

Airside activities of subcategory 7.1 fall into this range.


The ceiling applies in agreements with uncertified providers and self-handlers for the following category:

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**Cat.7.1 The organisation and execution of refuelling and recovery, including storage, quality and quantity control of supplies**

If the activity involves the use of proprietary or third-party vehicles in the airside area, the risk associated with traffic must also be covered in the policy for a ceiling of €375 million. In this latter case, the policies must comply with the provisions of the airside access procedure.

In the event that a provider (or self-handler) is certified (or authorised) for more than one category or sub-category, the value of the ceiling with the higher amount applies.

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## Annex 9.3 – Oversize baggage check-in

**BAGGAGE IN ARRIVAL OR DEPARTURE ARE TO BE CONSIDERED OVERSIZED AND SHOULD BE DISPATCHED TO THE OVERSIZE EQUIPMENT IF:**

- THEIR CONTAINER IS VERY FRAGILE OR LIKELY TO BREAK AND LET THE CONTENTS LOOSE (E.G. CARDBOARD OR GLASS)
- THEY EXCEED THE FOLLOWING DIMENSIONS: 40 x 70 x 110 cm
- THEY WEIGH MORE THAN 40 KG
- THEY HAVE SHARP CORNERS THAT COULD DAMAGE THE CONVEYOR BELTS (E.G. CASES FOR TOOLS OR PHOTO & FILM MATERIALS)
- THEY MIGHT BE DAMAGED WHEN HANDLED ON AUTOMATIC HANDLING SYSTEMS

FOR EXAMPLE, ALWAYS USE OVERSIZE CONVEYORS FOR:


CAR SPARES, TV SETS, CANS AND TINS, UMBRELLAS, COMPUTERS, HI-FI EQUIPMENT, WHEELCHAIRS, WOODEN OR METAL BOXES , WALKING AIDS, PUSH CHAIRS, PERAMBULATORS, GOLF CLUBS, SURFS, SPORTS GEAR, MUSICAL INSTRUMENTS, BICYCLES, TUBES AND SACHELS, FRAGILE OBJECTS AND WEAPONS.

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## Annex 9.4 – Live Animals check-in


### LIVE ANIMALS CHECK-IN PROCEDURE

- CHECK-IN AGENT ONCE PERFORMED THE CHECK-IN OPERATIONS SENDS THE LIVE ANIMAL THROUGH THE SUITABLE SERVICE PASSAGE.
- CHECK-IN AGENT INFORMS THE RAMP PROVIDER/SELF-PROVIDER ABOUT CHECKING OF LIVE ANIMAL AND ALLERTS FOR THE TIMELY COLLECTING OF THE LIVE ANIMAL AT THE CONVEYOR IN AIRSIDE AREA.
- THE TRANSPORT OF LIVE ANIMALS FROM CHECK-IN DESK TO SERVICE PASSAGE IS NOT AT THE CARE NOR EXPENSE OF ADR

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<b>Annex 9.5 – Procedure for the transportation of firearms and/or ammunition by passengers</b>
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## Annex 9.6 – Gate Availability Times

AIRCRAFT TYPE	AVAILABILITY START TIME (see note *)
ATR AT4 AT5 AT7 CNJ CRJ CR1 CR7 DH1 DH8 D38 EM2 EM4 ERJ F28 SF3 SW3 SH6 S20 TU3 TU4 YK4 OTHER SIMILAR AIRCRAFT	<b>25 MINUTES</b>
ARJ AR1 AR7 AR8 B15 DC9 D9S D93 D95 D95 F28 F50 F70 100 142 146 737 73A 73G 73S 732 733 734 735 736 738 73M 73Q D9C D9F 73F 14F OTHER SIMILAR AIRCRAFT	<b>25 MINUTES</b>
714 727 72S 722 M80 M81 M82 M83 M87 M88 M90 72M 72Q 72F 72X OTHER SIMILAR AIRCRAFT	<b>30 MINUTES</b>
B72 DC8 D8S IL6 IL7 IL8 IL9 TU5 32S 318 319 320 321 738 739 757 752 75A D8M 70C 70M D8C D8F IL7 70F 75F OTHER SIMILAR AIRCRAFT	<b>30 MINUTES</b>
AB3 AB4 AB6 SSC 310 312 313 767 762 763 764 D1C D10 ILW L10 L15 M11 330 332 333 74L 741 742 743 747 340 342 343 744 777 772 773 D1M M1M 74C 74E 74M AN4 AN6 D1F L1F M1F 74F 76F OTHER SIMILAR AIRCRAFT	<b>40 MINUTES</b>

**NOTE (\*)**

Availability start times are in minutes before STD or last ETD communicated by Carrier to ADR.

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## Annex 9.7 – Gates Use

### PROCEDURES FOR THE USE OF PASSENGERS BOARDING GATES

#### GENERAL

The equipments used for opening doors (alarmed or not) of the gates served or not by loading bridges are proximity card readers where authorized operators can perform the procedures for boarding and landing of passengers which are described below.

Proximity card readers installed for each embarkation area are as follows:

**Boarding Area A (Schengen):** Boarding Reader installed at Departures level

**Boarding Area B (Extra-Schengen):** Boarding Reader installed at Departures level.

**Important:** The procedures for opening / closing gate must be performed with the same card.

### PROCEDURE TO PERFORM OPENING AND CLOSING GATES ACCESS DOORS DURING BOARDING OF PASSENGERS

#### HANDLING OPERATOR


Performs the following tasks :

- checks for any abnormal situation that must be promptly reported to the CIA Maintenance tel . 9333 ;
- predisposes correctly the Tensator ( queue guide poles ) according to the passengers flow provided so as to prevent their access in restricted areas ;
- awaits for the arrival of the shuttle buses and communicate to staff the information necessary to manage the flow of passengers;
- puts the authorized card near the reader and waits for the gate to open to allow the passage of passengers to shuttle buses ;
- at the end of boarding checks the regularity of the process ;
- At the flight closing puts the same authorized card used for opening near the reader and waits for the door to close. If you have a different card, the procedure will not be closed.

The boarding procedure is considered completed.


#### PASSENGERS DISEMBARKING

For the purposes of the requirements of the Airport Security Program, at the end of the disembarking operations of a flight in arrival from Third Countries not listed in Appendix 4-b of EU Reg. 1998/2015, the personnel of the Carrier or its ground handling service provider must inspect the passenger bus in order to ensure that all passengers on board have left the bus and carry out a security check to

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exclude, with reasonable certainty, the presence of prohibited items. The inspection must be carried out immediately after the last passenger has disembarked from the bus.

In the foreseen cases and / or in the presence of a prohibited article, the office of Air Border Police tel. 06 6595 9444 must be immediately informed.

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## Annex 9.8 – Use of Check-in Desk

### CHECK-IN COUNTER TELEINDICATORS TRANSACTIONS FOR DCS " ARCO" SYSTEM USERS

#### " DEDICATED" MANAGEMENT

YE PRIMARY FUNCTION CODE FOR COUNTER OPENING / CLOSE

#### Input format "Counter Opening "

YEPvvnnnnnn /ggte\*nn

Ex: **YEPDS00942/20TE\*27**

Input decoding

**P** Departure  
**vv** Carrier ( 2 alphanumeric characters)  
**nnnnn** flight number (from 1 to 5 numeric characters)  
**/** Separator  
**dd** Day of the month (1 to 2 numeric characters)  
**te** pass through type identifier  
**\*** identifier font counter opening  
**nnn** counter number (1 to 3 digits)

#### Input format " Counter close "

YEPvvnnnnnn/ggte @ nnn


[Es. YEPDS00942/20TE@27](#)

20

Closing counter n . 27 with DS942 dedicated flight of the day

Decoding input

**P** Departure  
**vv** Carrier ( 2 alphanumeric characters)  
**nnnnn** flight number (from 1 to 5 numeric characters)  
**/** Separator  
**dd** Day of the month (1 to 2 numeric characters)  
**te** pass through type identifier  
**@** identifier font counter close  
**nnn** counter number (1 to 3 digits)

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**WARNING !**

**DEDICATED COUNTERS MUST BE ABSOLUTELY CLOSED WITH THE FLIGHT WITH WHICH THEY HAVE BEEN OPENED**

**CHECK-IN COUNTER TELEINDICATORS TRANSACTIONS FOR DCS " ARCO" SYSTEM USERS**

**"COMMON " MANAGEMENT**

**YT PRIMARY FUNCTION CODE FOR OPENING / CLOSE COUNTER**

**Input format "counter opening "**

YT\*nnnGxx

Ex: **YT\*27G8C**            **Opening counter n . 27 Easyjet common flight**

decoding input

- \*            Counter Opening
- nnn**        counter number (1 to 3 digits)
- G**            identifier font counter opening
- xx**         common code ( 2 alphanumeric characters)


**Input format "counter close "**

YT@nnn

[Es.YT@027](#)            Counter No . 27 close

decoding input

- @**            identifier font counter close
- nnn**        counter number (1 to 3 digits)


	<p style="text-align: center;"><b>G.B. PASTINE</b> <b>CIAMPINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</p>	ANNEXES	REVISION 2
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**Annex 9.13 – Procedures for controlling aircraft refuelling vehicles at Ciampino Airport.**

Whereas, at Ciampino Airport, the tankers responsible for supplying fuel access the sterile/critical area of the airport, transiting from a specific gate located in an area exclusively owned by the Aeronautical Military and considering that, as required by the applicable legislation, these vehicles and their occupants must be subjected to screening, it is hereby notified that, as of 12/12/2015, the procedure described below must apply:

1. This procedure applies to the refuelling companies pursuant to the National Programme for Civil Aviation Security. The tankers and operators present on board must bear eligible authorisation for access, issued by the ADR enrolment office.
2. The access of each refuelling vehicle under the terms and condition referred to in point 1 above in this document must be notified in advance, by the company that owns the vehicle, to the ADR security operating room (tel 06 6595 9565) with a minimum notice period of 10 minutes;
3. Once access is agreed via the procedure referred to in the preceding point, the vehicle, originating from the military area, shall be positioned at the point specified in the attached plan and marked by appropriate vertical signage on a red background stating "check point";
4. ADR shall ensure, within the agreed times, the sending of Security staff, with G.P.G. status, of the security company contracted by the Manager to the check point. These shall be equipped with portable metal detectors that will carry out the screening of the vehicle and its occupants in accordance with the applicable legislation and according to the procedure distributed to its State Bodies. Both the vehicles and their occupants cannot access beyond the aforementioned check point until the check is completed;
5. On completion of the check and where no abnormalities are discovered, the vehicle and its occupants shall be granted access;

It should be noted that this procedure is only applicable to the tankers referred to in point 1; normal service vehicles belonging to private operators originating from the military areas which, to access the sterile area, must transit via the South Gate, are excluded.

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### Annex 9.14 – Procedures for access of ambulances in sterile airport areas

**Ambulances transporting organs with a specialized medical team on board.**

The concerned Handling company will inform the Police, responsible for security checks and prevention and, following any provisions received, will take care of the access and assistance of the ambulance accompanying it with its own vehicle and personnel in the internal airport area to the aircraft parking area.

**Ambulances transporting patients, with or without the presence of a physician on board.**


For these needs, the local health units, associations or companies that manage these activities must send in a timely manner a notice to the handling company, which will inform the Police, responsible for the security and prevention checks and, after observing the eventual dispositions received, will take care of the access and assistance of the ambulance accompanying it with own vehicle and personal in internal airport area to the parking of the aircraft, guaranteeing the presence of staff who will have to escort her subsequently to the exit of the customs gate.

Allegato 1



CARATTERISTICHE FISICHE (m) RWY 15/33	
DIMENSIONI	15 33
RWY	2200 x 45 2200 x 45
SWY	---
CWY	156 x 180 208 x 180
RWY STRIP	2000 x 200 2000 x 200
RESA	50 x 54 50 x 54
DISTANZE DICHIARATE (m)	
TORA	15 33
TODA	2200 2200
AODA	2359 2411
LDA	2200 2200

 Aeroporti di Roma Direzione Generale	<b>AEROPORTO "G.B. PASTINE" CIAMPINO (ROMA)</b>	 ENAC Autorità Nazionale per l'Aviazione Civile
<b>MANUALE D' AEROPORTO</b> A.P.RO2 PIST'A 15/33 CARATTERISTICHE FISICHE & GEOMETRICHE	<b>TAVOLA 2</b>	

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## Annex 10.1 – Airport Minimum Requirements Table

### INDICATORS AND AIRPORT MINIMUM REQUIREMENTS FOR CIAMPINO

<i>INDICATOR</i>	<i>STANDARD</i>
Delivery time for last baggage	35'
Queue time at check-in	35'
Waiting time at security checks	15'
Waiting time for descend of the first passenger	4'
Failure Response Time	10'
Departing flight delay	20' excluding delay upon arrival
Time for PRM assistance <i>on departures</i>	25' from request
Time for PRM assistance <i>on arrivals</i>	10' from descend of the last passenger
Toilets common surfaces cleanliness (average score)	Less than 2,1 (score: 1=very bad 4=good)

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## **13. TECHNICAL INSTRUCTIONS (omitted in the english version)**