



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
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PREVAIL

TABLE OF  
CONTENTS

REVISION 5

Last update  
12/01/2026

pag. 1–0

## 1. TABLE OF CONTENTS

<b>1. TABLE OF CONTENTS .....</b>	<b>1-0</b>
<b>2. REVISION SCHEDULE .....</b>	<b>2-0</b>
<b>2.1 Summary schedule of revised pages.....</b>	<b>2-1</b>
<b>2.2 Revision state of Station Regulations sections.....</b>	<b>2-12</b>
<b>3. INTRODUCTION .....</b>	<b>3-1</b>
<b>3.1 INTRODUCTION .....</b>	<b>3-2</b>
<b>4. STATION REGULATIONS .....</b>	<b>4-0</b>
<b>4.1 OBJECT AND SCOPE OF THE DOCUMENT.....</b>	<b>4-1</b>
<b>4.2 UPDATING AND MANAGEMENT .....</b>	<b>4-2</b>
<b>4.3 THE CARRIER'S OBLIGATIONS.....</b>	<b>4-3</b>
<b>4.4 ANNEXES .....</b>	<b>4-5</b>
<b>4.5 GLOSSARY .....</b>	<b>4-6</b>
<b>5. GENERAL RULES .....</b>	<b>5-0</b>
<b>5.1 GENERAL RULES .....</b>	<b>5-1</b>
General rules of conduct .....	5-1
Training .....	5-2
Advertising in the airport.....	5-3
Air conditioning of sub-concession spaces open to the public in the Terminals .....	5-3
Measure to protect the safety of free-roaming animals and to mitigate risks relating to their presence on airport grounds.....	5-3
Baggage and found properties management .....	5-3
Baggage incidentally fallen in the aprons.....	5-4
Access of people at the Baggage Hall and the Lost & Found offices .....	5-4
Tagless baggage warehouse management .....	5-4
Safety / health in the workplace, fire prevention and emergency management.....	5-6
Airport Security .....	5-6
Environmental Protection .....	5-7
Emergency response and vehicle maintenance .....	5-10
External washing of aircrafts .....	5-12
Convening User Committee .....	5-12
Assistance to passengers with reduced mobility (PRM) .....	5-13
INFORMATION ON THE PROCESSING OF PERSONAL DATA.....	5-13
Smoking Ban .....	5-14
<b>5.2 MANAGEMENT OF CHARGES AND CREDIT .....</b>	<b>5-2</b>
General section.....	5-2
Airport charges, airport taxes, security charges, centralized infrastructure and other goods and / or services which are closely related to flight operations.....	5-2
Fees for ground handling services.....	5-3
<b>5.3 INFRASTRUCTURE MANAGEMENT .....</b>	<b>5-17</b>
Airport operational activities coordination .....	5-19
Parking stands assignment .....	5-19
Capacity for aircraft parking areas.....	5-20
Management of aircraft parking areas .....	5-20
Use of parking spaces by handlers.....	5-21
Management of anomalies, malfunctions and critical operating situations .....	5-21
<b>5.4 AIRPORT CLOSURE .....</b>	<b>5-22</b>
<b>5.5 DETECTION AND VERIFICATION OF DELAY CODES .....</b>	<b>5-23</b>

<b>6. AIRPORT PASSES .....</b>	<b>6-0</b>
<b>6.1 ACCESS PASSES ISSUE .....</b>	<b>6-1</b>
Access to technical areas/service tunnels by ADR Group contractors .....	6-2
<b>6.2 REGISTERED VEHICLES AND GROUND EQUIPMENT PASSES ISSUE .....</b>	<b>6-3</b>
Procedure for issuing passes .....	6-3
Management and use of electrical vehicles/equipment in the terminals .....	6-3
<b>6.3 ISSUE OF AN AIRPORT DRIVING PERMIT .....</b>	<b>6-5</b>
<b>7. AIRSIDE CIRCULATION.....</b>	<b>7-0</b>
<b>7.1 MOVEMENT OF VEHICLES AND PERSONS ACROSS THE APRON AREAS (CIRCULATION) .....</b>	<b>7-1</b>
<b>8. STATION INFORMATION .....</b>	<b>8-0</b>
<b>8.1 STATION INFORMATION .....</b>	<b>8-1</b>
General .....	8-1
Clearance .....	8-1
Flight turnaround .....	8-2
MVT Message .....	8-2
DUV Message and load-sheets .....	8-3
Load-sheets .....	8-3
Airport Data Log .....	8-4
Code sharing flights .....	8-4
Other operational messages .....	8-4
Sending of aircraft ID information .....	8-4
“Boarding time”, “Now boarding”, “Closed flight”, “Boarding cancelled”, “Desk Open/Closed” and “Notice to the public” information .....	8-5
“Terminal” and “Check-in counter no.” .....	8-5
Other information required for charging (invoicing) .....	8-5
Action in case of abnormal situations and malfunctioning .....	8-5
Test flights and training flights .....	8-5
<b>9. HANDLING OPERATIONS .....</b>	<b>9-0</b>
<b>9.1 OPERATOR OBLIGATIONS .....</b>	<b>9-1</b>
Access procedure for certified Providers/Carriers and Self-Handlers .....	9-1
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 .....	9-3
Revocation of provider of airport ground handling services Certificate .....	9-4
Exercise of ground handling services .....	9-4
Services organization and execution .....	9-6
Use of vehicles and equipment .....	9-6
Waste on board temporary storage areas .....	9-7
<b>9.2 GROUND SERVICE OPERATIONS - PASSENGER CHECK-IN AND TERMINAL FACILITY SYSTEMS .....</b>	<b>9-10</b>
Counter assignments .....	9-10
Check-in Counter Opening/Closing .....	9-10
Check-in Counter Use/Management .....	9-10
Special requests .....	9-11
Baggage check-in .....	9-11
Handling malfunctions, irregular and critical operating situations .....	9-11
Notices and requests between Operators and ADR .....	9-12
Malfunction notices .....	9-12
Counter assignments .....	9-12
Transfer Counter Use/Management .....	9-12

Notices and requests between Operators and ADR.....	9–13
Boarding gate assignments .....	9–13
Boarding gate Use/Management.....	9–13
Baggage chutes.....	9–15
Handling malfunctions, irregular and critical operating situations.....	9–15
Notices and requests between Operators and ADR.....	9–15
Public Announcements and Information .....	9–16
Handling malfunctions, irregular and critical operating situations.....	9–17
Notices and requests between Operators and ADR.....	9–18
Use of the special assistance lounges .....	9–18
Handling malfunctions, irregular and critical operating situations.....	9–18
Notices and requests between Operators and ADR.....	9–18
Boarding and restitution of weapons.....	9–18
Transportation of airport operators and passengers to and from the Satellite .....	9–19
Satellite Contingency Plan .....	9–19
V.I.P. Passenger assistance.....	9–19
Unaccompanied minors assistance .....	9–19
Handling of strollers and/or private wheelchairs during boarding and disembarking from loading bridge	9–19
The Managing Body's activities of control .....	9–19
<b>9.3 GROUND SERVICE OPERATIONS - BAGGAGE HANDLING SYSTEMS.....</b>	<b>9–20</b>
GENERAL PROVISIONS.....	9–20
Local Baggage Committee (LBC) .....	9–20
Baggage Information Messaging .....	9–20
Hold Baggage Screening (HBS) System and manual baggage screening (the provision apply to all HBS systems T1, T5 and Pier E).....	9–20
Baggage Reconciliation .....	9–21
Unlabelled Baggage .....	9–21
Boarding and restitution of weapons.....	9–21
Left Baggage .....	9–21
COB Procedure .....	9–21
Rush baggage .....	9–22
Use of trays .....	9–22
Notices and requests between Operators and ADR.....	9–22
Malfunction notices .....	9–22
OUTBOUND BAGGAGE HANDLING.....	9–23
TERMINAL 1.....	9–23
Baggage check-in and X-ray screening .....	9–23
Oversize baggage and live animals .....	9–23
Location assignments .....	9–24
Collection procedures .....	9–24
Back-up procedures.....	9–24
TERMINAL 3.....	9–25
Baggage check-in and X-ray screening .....	9–25
Oversize baggage and live animals .....	9–26
Location assignments .....	9–26
Collection procedures .....	9–27
Back-up procedures .....	9–27
TERMINAL 5.....	9–29
Baggage check-in and X-ray screening .....	9–29
Oversize baggage and live animals .....	9–29
Baggage collection.....	9–29
Location assignments .....	9–29
Collection procedures .....	9–30

Back-up procedures .....	9-30
Crew baggage management at the Crew Gate (located in T1) .....	9-31
Outbound baggage .....	9-31
Baggage on arrival .....	9-31
<b>HANDLING OF TRANSFER BAGGAGE</b> .....	9-31
Procedures common to all transfer types .....	9-31
Transfers of weapons and ammunition .....	9-32
Transfer baggage intake .....	9-32
<b>BAGGAGE CLAIM</b> .....	9-33
Baggage claim conveyors .....	9-33
Regulations common to all baggage claim conveyors .....	9-33
Baggage claim of oversize baggage and live animals .....	9-34
Handling malfunctions, irregular and critical operating situations .....	9-34
Handling of uncollected baggage .....	9-34
The Managing Body's activities of control .....	9-35
<b>9.4 GROUND SERVICE OPERATIONS - AIRCRAFT</b> .....	<b>9-36</b>
Loading bridges and stationary apron equipment .....	9-36
a) General regulations .....	9-36
Regulations common to all equipment .....	9-36
Use of the equipment .....	9-36
Procedures for using the A.P.U. .....	9-37
Handling malfunctions, irregular and critical operating situations .....	9-38
b) Loading bridges and visual docking guidance system .....	9-38
c) 400 Hz and pre-conditioning system .....	9-38
<b>USE OF SUPPLY OF DRINKABLE WATER AND DISINFECTANT FLUID TO TANK TRUCKS -</b>	
<b>DISCHARGE OF AIRCRAFT SEWAGE EQUIPMENT</b> .....	9-39
Action in case of abnormal situations and malfunctioning .....	9-39
Notices and requests between Operators and ADR .....	9-39
Material, waste and FOD airside management .....	9-40
Health care .....	9-40
Storage and distribution system for aircraft fuel .....	9-40
Quantity and quality control of the product dispensed .....	9-40
Action in case of abnormal situations and malfunctioning .....	9-41
Refueling operations (the subject is regulated in the Airport Manual - E-15-MOV18) .....	9-41
Refueling vehicles via tanker in airside .....	9-41
Minimum and reduced times of service .....	9-42
The Managing Body's activities of control .....	9-42
<b>9.5 PROCEDURES IN COMMON TO CARGO AND MAIL HANDLING ACTIVITIES</b> .....	<b>9-43</b>
General .....	9-43
Vehicles parking and cargo handling common areas .....	9-43
Special cargo .....	9-43
Perishable cargo .....	9-43
Quay .....	9-44
Quay ramps .....	9-45
Quay platforms .....	9-45
Veterinary Block .....	9-45
Mortuary .....	9-47
ETV .....	9-48
Direct Delivery .....	9-50
Action in case of abnormal situations and malfunctioning and critical situations .....	9-51
Notices and requests between Operators and ADR .....	9-51
Moving equipment .....	9-51
Transfer Cargo and Mail .....	9-52

Action in case of abnormal situations and malfunctioning and critical situations .....	9–52
<b>9.6 OUTGOING AND INCOMING CARGO AND MAIL .....</b>	<b>9–53</b>
Cargo and mail transport to aircraft .....	9–53
Cargo and mail transport from aircraft .....	9–53
Cargo with abnormal assembly .....	9–53
Lacerations, tampering .....	9–53
Re-entry of cargo and mail from apron .....	9–54
<b>10. SERVICE QUALITY .....</b>	<b>10–0</b>
<b>10.1 QUALITY STANDARDS PROVIDED IN THE ADR SERVICE CHARTER .....</b>	<b>10–1</b>
<b>10.2 ADR SERVICE CHARTER COMPLIANCE CONTROL PROCEDURES .....</b>	<b>10–2</b>
<b>10.3 MINIMUM REQUIREMENTS FOR ESSENTIAL SERVICES IN THE AIRPORT .....</b>	<b>10–4</b>
<b>11. CONTROL, DISQUALIFICATION AND PENALITIES .....</b>	<b>11–0</b>
<b>11.1 RESPECT OF REGULATIONS CONTROLL AND ACTIONS .....</b>	<b>11–1</b>
<b>11.2 DISQUALIFICATION MEASURES .....</b>	<b>11–3</b>
<b>11.3 PENALTIES .....</b>	<b>11–7</b>
<b>12. ANNEXES .....</b>	<b>12–0</b>
<b>13. TECHNICAL INSTRUCTIONS (omitted in the English version) .....</b>	<b>13–0</b>



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

UPDATINGS

REVISION 5  
Section rev.3

Last update  
12/01/2026

pag. 2-0

## 2. REVISION SCHEDULE

## 2.1 Summary schedule of revised pages

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
08/02/2019	Entire document	Rev. 5 of the Airport Regulations approval. 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 directly related to the Regulations, replacing where necessary a reference to the Manual itself; b) elimination of reference to the ENAC Ordinances in the Regulations. The references to those no longer applicable have been eliminated and the relevant texts of those still valid are directly reported in the document.
13/02/2019	Annex 6.1	Modification of the procedure for issuing airport passes following ENAC / DA ENAC-ELA-12/02 / 2019-0016078-P and ENAC-ELA-13/02 / 2019-0017011-P orders.
18/03/2019	Pag. 5-22	Addition of the SAM (SafeControll Apron Management System) as a new source for the collection of AIBTs and AOBTs acquired through the A-VDGS ADB SAFEGATE Model T1 optical guide.
21/03/2019	Pag. 9-1 and new annex 9.2 pag 12-38	Adoption by ENAC / DA, with note prot. ENAC-ELA-21/03 / 2019-0032863-P, of the new Annex 9.2 relating to the limits of liability of TPL policies for ground handling services
31/03/2019	Pag. 9-21	Operations start-up of new check-in counters at Terminal 1
03/05/2019	Annex 8.6	Annex update with procedures for gates 51 and 52
03/05/2019	Pag. 5-13	Comma 4. METHOD OF TREATMENT of Chap. INFORMATION ON THE PROCESSING OF PERSONAL DATA update.
26/03/2019	Pag. 5-20 e 12-14	Procedures for the temporary limitation of the airport capacity further to operational irregularities update (Annex 7.8)
15/05/2019	Pag. 9-9	Check-in counter closing times modified
25/03/2020	Pag. 9-35 and 9-36	Procedures in case of APU failure in arriving or departing update
18/12/2020	Pag. 9.40	Refueling vehicles via tanker in airside update
18/12/2020	Pag.10-3 and 10-4	Section Quality update as for Regulations of Ciampino airport
21/01/2021	Annexes 5.1 and 7.2	ADR references updated
09/02/2021	Annex 5.6	Adjustment to the new PSN update



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2-2

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
09/02/2021	Annex 6.1	Update of Statements in lieu contained in Annexes 3-7 (Rev. 0 of Annex 6.1 mantained)
17/02/2021	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands	Chapters 5 and 6 updated
02/03/2021	Annex 5.6	Annex 8 updated
02/03/2021	Annex 6.1	Annex 14 updated (Rev. 0 of Annex 6.1 mantained)
02/03/2021	Annex 6.2	Chapter 7 points e) and f) and chapter 8 par.3 updated
16/03/2021	Annex 9.4	Adjustment to the new PSN update
07/10/2021	Annex 6.2	Chapter 4 and chapter 8 par.2 updated
18/11/2021	Technical Instructions for visual docking guidance systems, 400 hz equipments and air conditioning equipments in remote aircraft stands	Title of the instruction updated, contents of chapter 5 (operation of the new VDGS T1) updated and references to the T3 visual docking systems no longer in use cancelled.
18/11/2021	Annex 5.6	Chapters 7 and 11 updated, added new chapter 12 and new annexes 7a, 7b, 11 and 12
20/03/2022	Pag. 9-39	Point 9.4.17 deleted (marshalling operations), following the approval of this update by ENAC DA with note prot. ENAC-ALA-11/03/2022-0029325-P
20/03/2022	Pag. 9-19	New point 9.2.89 for the handling of strollers and/or private wheelchairs during boarding and disembarking from loading bridge, following the approval of this update by ENAC DA with note prot. ENAC-ALA-11/03/2022-0029327-P
20/03/2022	Technical Instructions for handlers' use of PRM personal wheelchair and stroller descent and lift systems	New Technical Instructions following the new point 9.2.89
20/03/2022	Pag. 6-1 and 6-2	References to the current edition of the Civil Aviation P.N.S.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2-3

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
04/04/2022	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands	updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-11/03/2022-0029327-P Hold Brake and Chock On functions implemented on visual docking guidance systems (ref. pag. 38 e 39)
04/04/2022	Technical Instructions for visual docking guidance systems, 400 hz equipments and air conditioning equipments in remote aircraft stands	Hold Brake and Chock On functions implemented on visual docking guidance systems (ref. pag. 33 e 34)
19/05/2022	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands	New stands Q300 implemented following the opening of Pier A from 19/05/2022
27/07/2022	Annex 5.6	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
27/07/2022	Annex 6.1	Chapters 6, 9, 10, 11, 16 and 24 and annexes 1 – 9B, 14, 15, 16 and 18 updated following the approval of this update by ENAC DA with note prot. ENAC-ALA-22/07/2022-0090766-P
27/07/2022	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands	Par. 9.2.9 updated
11/08/2022	Pag. 9-13	New point 9.2.36 for the right routing of the flow of passengers from non-Schengen countries, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/08/2022-0099432-P



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2-4

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
11/08/2022	Pag. 9-40	Point 9.4.18 updated with new instructions for the transfer of passengers in the event of total failure of the automated people mover system (APMS), following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/08/2022-0099432-P
11/08/2022	Instructions for the transfer of passengers in the event of total shutdown of the automated people mover system (APMS)	New Technical Instructions following the update of point 9.4.18
21/10/2022	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands	Par. 8.3, 9.2.8, 9.2.11 and 9.6.2 updated
08/11/2022	Technical Instructions for visual docking guidance systems, 400 hz equipments and air conditioning equipments in remote aircraft stands	Par. 6.2.1 and 6.2.2 updated
03/02/2023	Annex 5.6	Chapters 7 and 12 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-31/01/2023-0011930-P
03/02/2023	Annex 6.1	Chapters 9 and 10 updated, added new paragraph 23.1 and new annexes 14B and 23, following the approval of this update by ENAC DA with note prot. ENAC-ALA-31/01/2023-0011930-P
03/02/2023	Pag. From 9.38 to 9-40	Procedures in case of APU failure in arriving or departing updated (points 9.4.15 e 9.4.22), following the approval of this update by ENAC DA with note prot. ENAC-ALA-31/01/2023-0011930-P
03/02/2023	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands	Revision following the update of points 9.4.15 e 9.4.22 of Airport Regulations



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2-5

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
08/05/2023	Annex 8.6	Initial part 'Use of gates procedures' updated
08/05/2023	Pag. from 9-0 to 9-55	Chapter 9 layout updated
01/06/2023	Pag. 4-9	Glossary updated with the definition of APOC (Airport Operations Center), following the approval of this update by ENAC DA with note prot. ENAC-ALA-31/05/2023-0070373-P
01/06/2023	Pag. 5-3	New point 5.1.13 for the air conditioning of sub-concession spaces open to the public in the Terminals, following the approval of this update by ENAC DA with note prot. ENAC-ALA-31/05/2023-0070373-P
01/06/2023	Pag. 9-33 and 9-34	Points 9.3.110-114 and 9.3.116 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-31/05/2023-0070373-P
01/06/2023	Technical Instructions for the use of the baggage handling systems	Full revision of the technical instruction, following the approval of this update by ENAC DA with note prot. ENAC-ALA-31/05/2023-0070373-P
24/08/2023	Annex 6.1	Chapters 2, 7, 9, 10 and 11 updated and new chapter 26 and annex 24 added, following the approval of this update by ENAC DA with note prot. 0107979/ALA dated 18/08/2023
15/11/2023	Pag. 6-1	Point 6.1.1 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Pag. 6-2 and 6-3	Point 6.2.3, 6.2.5 and 6.2.6 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Pag. 9-1, 9-2 and 9-3	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 DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	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 DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Pag. 9-3 and 9-5	Paragraph 'Use of vehicles and equipment' updated (points 9.1.22 and 9.1.30), following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2–6

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
15/11/2023	Pag. 9-6	Paragraph 'Exercise of ground handling services' updated (point 9.1.35), following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Pag. 9-18	Points 9.2.78-79 and 9.2.81-82 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Pag. 9-37 and 9-38	Point 9.4.15 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Pag. 9-39	Points 9.4.26-27 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Pag. 9-54	Point 9.6.9 updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Annex 6.2	Chapter 7 lett. e) upfated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Annex 9.1	Par. 'Certification' updated, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Annex 9.2	Full revision of Annex 9.2 'Third-party liability policy ceiling for ground assistance activities' renamed 'Third-party liability policy ceiling for ground assistance activities and quality control activities, following the approval of this update by ENAC DA with note prot. ENAC-ALA-10/11/2023-0147038
15/11/2023	Technical Instructions for visual docking guidance systems, 400 hz equipments and air conditioning equipments in remote aircraft stands	Chapter 7 deleted, Par. 8.2.11 and 8.2.13 updated and par. 8.2.14 added
20/02/2024	Annex 5.6	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
20/02/2024	Annex 6.1	Chapters 4, 5, 6, 10, 11, 16 and Annexes 1, 10, 11, 12, 15, 16, 17, 23, 24 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-16/02/2024-0022303-P
20/02/2024	Annex 6.2	Chapter 4 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-16/02/2024-0022303-P
20/02/2024	Pag. 6-1 and 6-2	References to the current version of the Civil Aviation P.N.S. updated and typos corrected



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2-7

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
20/02/2024	Technical Instructions for the use of the baggage handling systems	Par. 1.3 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-16/02/2024-0022303-P
19/03/2024	Annex 5.8	New annex 5.8 'Fiumicino Airport Coordination Committee Rules of Procedure' added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/03/2024-0035594-P
19/03/2024	Annex 6.2	Par. 8.4 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/03/2024-0035594-P
19/03/2024	Annex 9.4	Chapter 3 updated and new chapter 7 added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/03/2024-0035594-P
19/03/2024	Pag. 5-20	New point 5.3.21 added, related to the establishment of the Airport Coordination Committee, following the approval of the new Annex 5.8
19/03/2024	Pag. 8-1	Point 8.1.8 updated, following the approval of the new Annex 5.8
19/03/2024	Pag. 9-37	New point 9.4.9 added, related to the introduction of the apron contingency service, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/03/2024-0035594-P
30/05/2024	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-23/05/2024-0074628-P
30/05/2024	Pag. 9-49 and 9-51	Points 9.5.55 and 9.5.70 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-23/05/2024-0074628-P
30/05/2024	Annex 5.7	Par. 5 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-28/05/2024-0077140-P
30/05/2024	Annex 6.2	Par. 5.2 and 7 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-23/05/2024-0074628-P
30/05/2024	Annex 9.4	Par. 4.2 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-23/05/2024-0074628-P
30/05/2024	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft	Par. 8.2.8 and 8.2.9 updated

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
14/06/2024	stands Pag. 9-37	Point 9.4.9 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-12/06/2024-0085944-P
14/06/2024	Annex 9.8	New annex 9.8 'Apron contingency service operational procedure' added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-12/06/2024-0085944-P
14/06/2024	Instructions for the transfer of passengers in the event of total shutdown of the automated people mover system	Technical/organizational revision of the entire Instruction, following the approval of this update by ENAC DT with note prot. ENAC-ALA-12/06/2024-0085944-P
27/08/2024	Pag. 5-1	Point 5.1.1 lett. j) updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/08/2024-0120129-P
27/08/2024	Pag. 9-19	Point 9.2.90 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/08/2024-0120129-P
27/08/2024	Pag. 9-46	Point 9.5.19 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/08/2024-0120129-P
27/08/2024	Annex 6.1	Par. 11.1 lett. b) updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/08/2024-0120129-P
27/08/2024	Technical Instructions for handling personal PRM strollers and wheelchairs at the loading bridges	Technical Instructions updated and renamed according to the update of point 9.2.90, following the approval of this update by ENAC DT with note prot. ENAC-ALA-13/08/2024-0120129-P
18/12/2024	Annex 5.6	Chapters 6, 7, 12, 13, 14, 18, 19, 22 and Annexes 1 and 8 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-17/12/2024-0185997-P
18/12/2024	Pag. 9-14	New point 9.2.41 added, related to boarding gate use/management, following the approval of this update by ENAC DT with note prot. ENAC-ALA-17/12/2024-0185997-P
07/02/2025	Pag. 5-3	New point 5.1.14 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-06/02/2025-0017293-P
07/02/2025	Pag. 5-25	Point 5.5.4 updated and new point 5.5.7 added, related to the detection and verification of delay codes, following the approval of



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2-9

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
		this update by ENAC DT with note prot. ENAC-ALA-06/02/2025-0017293-P
07/03/2025	Pag. 8-5	Point 8.1.36 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-05/03/2025-0031446-P
18/03/2025	Annex 6.1	Chapters 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-14/03/2025-0037092-P
18/03/2025	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands	New par. 8.2.15 and chapter 11 added and par. 8.9 updated
03/04/2025	Annex 5.8	Chapters 4, 5 and 6, following the approval of this update by ENAC DT with note prot. ENAC-ALA-02/04/2025-0046982-P
21/05/2025	Pag. 5-1	Point 5.1 lett. i) updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-20/05/2025-0071081-P
03/06/2025	Annex 6.1	Annex 14 updated, following ENAC DT note prot. ENAC-ALA-15/05/2025-0068716-P
03/06/2025	Annex 5.6	Annex 8 updated, following ENAC DT note prot. ENAC-ALA-15/05/2025-0068716-P
30/07/2025	Instructions for the use of supply stations for aircraft drinkable water	Revision of the entire Instruction, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/07/2025-0107446-P
30/07/2025	Pag. 9-39	Point 9.4.29 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/07/2025-0107446-P
30/07/2025	Pag. 5-12	Points 5.1.101 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/07/2025-0107446-P
30/07/2025	Pag. 5-21	Points 5.3.29 and 5.3.31 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/07/2025-0107446-P
30/07/2025	Pag. 9-3	New point 9.1.20 added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/07/2025-0107446-P
30/07/2025	Annex 5.6	Chapters 7, 8 and 12, following the approval of this update by

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
30/07/2025	Annex 6.1	ENAC DT with note prot. ENAC-ALA-25/07/2025-0107446-P  Chapters 5, 10 and 11 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/07/2025-0107446-P
30/07/2025	Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands	Chapter 5 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-25/07/2025-0107446-P
06/10/2025	Annex 6.1	Par. 9.1 and 16.1 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-03/10/2025-0142002-P
06/10/2025	Pag. 6-1	Point 6.1.1 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-03/10/2025-0142002-P
06/10/2025	Technical Instructions for visual docking guidance systems, 400 hz equipments and air conditioning equipments in remote aircraft stands	Chapters 4, 5, 6 and 7 updated and new Chapters 3 and 8 added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-03/10/2025-0142002-P
03/12/2025	Pag. 5-2	New point 5.1.1 lett. p) added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-01/12/2025-0173931-P
	Pag. 5-25	Points 5.5.4, 5.5.5 and 5.5.6 updated and previous point 5.5.5 deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-01/12/2025-0173931-P
	Pag. from 6-1 to 6-3	Points 6.1.1 and 6.2.1 updated and new point 6.1.2 added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-01/12/2025-0173931-P
	Pag. from 9-36 to 9-38	Points 9.4.8 and 9.4.18 updated and previous point 9.4.9 deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-01/12/2025-0173931-P
	Pag. 9-51	Points 9.5.70, 9.5.71 and 9.5.72 updated and previous point 9.5.71 deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-01/12/2025-0173931-P
	Annexes 5.4, 6.1, 6.2 and 9.8	Annexes 5.4, 6.1, 6.2 and 9.8 deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-01/12/2025-0173931-P



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2-11

<b>Effective date</b>	<b>Pages</b>	<b>Contents</b>
12/01/2026	<b>Pag. 5-7</b>  <b>Pag. 9-19</b>  <b>Pag. 9-39</b>  <b>Annex 9.3</b>  <b>Annex 5.6</b>  <b>Annex 10.1</b>  <b>Instructions for the transfer of passengers in the event of total shutdown of the automated people mover system</b>  <b>Technical Instructions for loading bridges, visual docking guidance systems, 400 hz equipments and air conditioning equipments in aircraft stands</b>	<p>Point 5.1.51 updated, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/12/2025-0187863-P</p> <p>New point 9.2.88 added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/12/2025-0187863-P</p> <p>Point 9.4.18 deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/12/2025-0187863-P</p> <p>New Annex 9.3 added, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/12/2025-0187863-P</p> <p>Annex 5.6 deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/12/2025-0187863-P</p> <p>Indicator 'Tempo di attesa per discesa primo passeggero' updated for phase 1, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/12/2025-0187863-P</p> <p>Instructions deleted, following the approval of this update by ENAC DT with note prot. ENAC-ALA-29/12/2025-0187863-P</p> <p>Par. 1, 2.2.1, 4.1, 6.2.2 and 6.2.3 updated and new par. 6.2.1 added, due to changes in technical</p>



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 2-12

## 2.2 Revision state of Station Regulations sections

INDEX	REV.0	REV.1	REV.2	REV.3	REV.4	REV.5
Section 1 - TABLE OF CONTENTS	*	*	*	*	*	
Section 2 – REVISION SCHEDULE	*	*	*	*		
Section 3 - INTRODUCTION	*	*	*	*		
Section 4 – STATION REGULATIONS	*	*	*	*		
Section 5 – GENERAL RULES	*	*	*	*		
Section 6 – AIRPORT PASSES	*	*	*	*	*	
Section 7 – AIRSIDE CIRCULATION	*	*	*	*	*	*
Section 8 – STATION INFORMATION	*	*	*			
Section 9 – HANDLING OPERATIONS	*	*	*			
Section 10 – QUALITY OF SERVICE	*	*	*	*		
Section 11 – CONTROL, DISQUALIFICATION AND PENALTIES	*	*	*	*		
Section 12 - ANNEXES	*	*	*	*		
Section 13 – TECHNICAL INSTRUCTIONS	*	*	*			



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

INTRODUCTION

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 3-1

### **3. INTRODUCTION**

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>INTRODUCTION</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 08/02/2019	<b>pag. 3–2</b>

### 3.1 INTRODUCTION

These Airport Regulations have been prepared for the Airport of Fiumicino by Aeroporti di Roma SpA, as the Airport Managing Company, with input from ENAV for their tasks, 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 it mandatory through an order.

In these Airport Regulations and the documents annexed to it or in it recalled, a reference to the Airport Precinct Management is to be considered as made to the ENAC local articulation of Fiumicino.

In the present Airport Regulations and in documents attached thereto or therein mentioned, any reference to the DA 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 DA 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.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

STATION  
REGULATIONS

REVISION 5  
Section rev.3

Effective Date of this  
page 15/11/2023

pag. 4-0

## 4. STATION REGULATIONS

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION REGULATIONS</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this page 08/02/2019</b>	<b>pag. 4-1</b>

## 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 Fiumicino 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 Fiumicino airport are required to comply with this Regulation and shall be subject to the penalties provided specifically for non-compliance or breach (ref. Sec.11).
- 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.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION REGULATIONS</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this page 08/02/2019</b>	<b>pag. 4-2</b>

## 4.2 UPDATING AND MANAGEMENT

- 4.2.1 Each page of these Regulations reports the progressive revision number of the section as a whole and the effective 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 Aeroporti di Roma S.p.A. provides the necessary publicity and diffusion, including informatic means, of the Regulations and subsequent updates.
- 4.2.3 The updated document is posted on the website [www.adr.it](http://www.adr.it) .
- 4.2.4 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.
- 4.2.5 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 simultaneous notification to the DA.
- 4.2.6 To ensure timely and effective performance of its duties, the Managing Company may issue, if warranted by the situation, implementing provisions, explanatory and / or the matters contained in the Regulations. These provisions will be issued through documents called "Operational provisions of the Managing Company" that will be brought to the attention of airport operators concerned and the DA. Operators are required to enforce those provisions, subject to their right of recourse against them, at DA. The "Operational provisions of the Managing Company" will be the subject of evaluation and possible adoption by the DA during the periodic updates of the Regulations

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION REGULATIONS</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this page 08/02/2019</b>	<b>pag. 4-3</b>

## 4.3 THE CARRIER'S OBLIGATIONS

- 4.3.1 The Carrier is the entity holding the air transport contract which benefits from ground assistance services provided by the handler and uses the airport infrastructures; this part of the Airport Regulations is therefore dedicated to the Carrier's commitments to the airport Operator concerning the use of the infrastructures and the choice and use of the handler.
- 4.3.2 Every Carrier working in FCO must avail of service suppliers capable of:
- guaranteeing that all ground assistance services provided to the latter on a continuous and regular basis, even for unscheduled and/or emergency flights, under all operational and meteorological conditions and throughout the opening times of the airport as provided in AIP-ITALIA as well as the entire airport area;
  - providing qualified and constant assistance, in particular regarding services entailing 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) also in compliance with the obligations undertaken by Carriers under Regulation (EC) no. 261/2004 and by the Charter of Passenger's rights.
- 4.3.3 In order to allow the Operator to punctually regulate assistance services, the management of infrastructures and coordination of activities envisaged by the Code of Navigation, an air Carrier starting their work at Fiumicino airport is obliged to:
- give evidence, by means of declarations issued by their handler, who shall give the operator a copy thereof, that they have seen the Airport Regulations and accept the contents thereof;
  - make sure that their Suppliers observe the quality standards of competence (Charter of Services and Airport Minima) established by the ENAC or ADR subject to authorisation from ENAC described in section 10 of these Regulations, without prejudice to the Operator's obligation to maintain the efficiency of airport systems;
  - make sure that, in the cases in which its Supplier is unable to observe the defined standards, it shall: (i) notify the operator in the person of the Station Duty Manager by means of the references indicated in attachment 5.1 prog. 1; (ii) notify its passengers who shall suffer the disruption, indicating the reasons for the latter, where possible, by means of the most effective means of communication (e.g. updating the display in the baggage collection area - see point 9.3.104, local or generalised public announcements);
  - make sure that their Suppliers observe the parameters of attachment 11.1, at the least, when supplying the services;
  - preventively and periodically verify that the equipment used by their Suppliers are compatible, by number and characteristics, with their own type of aircraft, passengers, baggage and goods that are transported and guarantee the service levels required under the Airport Regulations.
- 4.3.4 Each Carrier must provide ADR with all the information required by ADR before they start work at FCO, specifically:
- of which suppliers they shall avail for carrying out the ground assistance services pursuant to A of Legislative Decree 18/99;
  - of which informative channels and IT equipment (e.g. DCS), amongst those indicated in Chapter 8, they shall avail for transmitting airport information, any exceptions concerning the methods of payment envisaged in paragraph 5.2, operating information and operational references;
- 4.3.5 All information must be given to ADR at least 30 days before the Carrier begins operations at FCO. The same information must be given in all cases of variation, total or partial, of the Suppliers pursuant to the above, at least 30 days before the variation takes place. In the case of unplanned Flights or those unforeseeable when original scheduling took place, the information hereabove must be communicated with sufficient prior notice (72 hours from Monday to

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>STATION REGULATIONS</b>	<b>REVISION 5</b> <b>Section rev.3</b>
		<b>Effective Date of this page</b> 08/02/2019	<b>pag. 4-4</b>

Friday and by Friday for flights scheduled on Saturdays, Sundays and Mondays) to allow ADR to prepare all that is required for processing the flight.

- 4.3.6 Each Carrier shall provide the department assigned by ADR (attachment 5.1 prog. 12 and prog. 17), if not already sent beforehand, with attachments 7.1 and 7.2, duly compiled, which are essential for information flows related to airport activity to be managed correctly. Such attachments shall be sent to ADR again every time changes in content occur.
- We point out, in particular, that in progressive number 11 of attachment 7.1, each Carrier must enter the name of a Manager who is constantly on call during the carrier's periods of operation at FCO, who may be contacted by ADR for communications and/or consultation concerning situations of particular importance or criticality. This person shall have the necessary decision making power to be able to cover such role. Furthermore, each Carrier shall communicate the emergency number or numbers pursuant to the provisions in force at the Airport.
- The references pursuant to attachment 7.1 are effectively required by ADR in order to ensure, inasmuch as competent, that the related processes are carried out correctly.
- 4.3.7 The Carrier shall undertake to update the lists pursuant to the above and to notify the Operator of the latter with at least 30 days' prior notice.
- 4.3.8 The Carrier shall make sure that their Suppliers are certified and/or declared suitable by ENAC for each of the services to be performed, in conformity with the provisions of Regulation "Supplier's Certificate of ground assistance airport services".
- 4.3.9 The commitments and verifications stated in this paragraph represent an essential condition for activity to be carried out at the airport; the Carrier's operativity equates to acceptance and declaration that they have fulfilled the latter.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

STATION  
REGULATIONS

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 4-5

#### 4.4 ANNEXES

- 4.4.1 All documents attached to this Regulation or with which it makes explicit reference, form an integral and substantial part of it.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>STATION REGULATIONS</b>	<b>REVISION 5</b> <b>Section rev.3</b>
		<b>Effective Date of this page</b> <b>15/11/2023</b>	<b>pag. 4–6</b>

## 4.5 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 ENAC Territorial Management of Lazio (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 takeoff, 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 maneuvering 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 its behalf or representation
- CARRIER / Any natural or legal person involved in the air carriage of passengers, mail or cargo from/to the Fiumicino 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 (or SERVICE 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)

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION REGULATIONS</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this page 15/11/2023</b>	<b>pag. 4–7</b>

- **SELF-PROVIDER** (or **SELF-HANDLER**) / 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
- **FCO** / The Fiumicino 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)
- **FIDS** (Flight information display system) 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 subject to security checks.
- **LAND SIDE** / airport area (roads, parts of terminals) different from the AIR SIDE AREA
- **AIRPORT AREA** / Regulated areas of movement (air side) and areas open to the public (land side) on which the specific jurisdiction of DA exerts
- **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
- **EPI** / The Italian Post Company SpA.
- **APO** / Allied (Forces) Post Office - The Post Office for mail handling of U.S. Forces in NATO bases in Italy (see letter from the Ministry of Finance - Department of Customs and Indirect Taxes - Central Directorate of Customs Services - DIV.II / SD - Prot 240 / N of 24.02.1995)
- **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, refueling, parking and maintenance. This area is distinct from maneuvering through appropriate signaling (Apron Link).
- **AIRCRAFT STAND OR STAND** / A specific area of an airport used for the parking of an aircraft.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION REGULATIONS</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this page 15/11/2023</b>	<b>pag. 4–8</b>

- **RUNWAY** / A defined rectangular area on the airport used for landing and takeoff 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:
  - (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.
- **USERS COMMITTEE** is an advisory body set up by the Managing Body of the airport pursuant to art. 8 of Legislative Decree 18/99 whose members are the carriers that use the services of the airport that participate directly or through representative organizations
- **CUTE** (Common User Terminal Equipment) is a centralized infrastructure that enables airport operators to perform all operational procedures (check-in, transit, loading, etc.) using the DCS (Departure Control System) connected to it.
- **DCS** (Departure Control System) Company Information System, which manages all the operations necessary for handling of passengers and baggage. (Eg. Flight management, check-in passengers, baggage registration, pre and post flight messaging etc..)
- **ADBM** (Airport Data Base Machine) The ADBM system is a homogeneous area of applications and systems that collects and integrates all the subsystems to support the management of activities of the airport.
- **ASA** (Aircraft Safety Area)
- **ESA** (Equipment Service Area) holding area for ramp equipment.
- **ERA** (Equipment Restriction Area) area of limited access for ramp equipment.
- **RHP** - (Runway Holding Position) Defined position intended to protect a runway, an obstacle limitation surface, or an ILS / MLS critical / sensitive area at which taxiing aircraft and vehicles shall stop and wait, unless otherwise authorized by the control tower of the airport.
- **AIRPORT MANUAL** - Document prepared in compliance with the requirements of Regulation (EC) no. 1139/2018 and the 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 aircraft and / or its occupants in the areas characterised by the movement of aircraft or adjacent to them. The document therefore contains all the procedures to be applied:
  - for the safe use of infrastructures that can cause damage to aircraft and its occupants;
  - for the safe execution of Airside operations;
  - for the safe execution of the maintenance activities of the infrastructures and systems that support the flight infrastructures.
 The Airport Manual and related annexes, in their updated version, are made available to all the organizational units of the Airport Operator, to the subcontractors of services and in general to all public and private entities whose activities have an impact on the certification requirements related to the preservation of operational safety requirements (safety).
- All entities, both private and public, have the obligation to comply with the Airport Manual requirements in order to carry out their activities in compliance with European and national legislation in force.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

STATION  
REGULATIONS

REVISION 5  
Section rev.3

Effective Date of this  
page 15/11/2023

pag. 4-9

It is therefore obligatory to all those who work in the airside to apply the obligations contained in the procedures, operating instructions and any other document contained in the Airport Manual

In the following of this Airport Regulations for some contents, please refer to specific parts / sections of the Airport Manual, and subsequent amendments and / or additions, which contain the procedures to be applied.

- **SAM - SafeControl Apron Management System**  
This is a new source for the collection of AIBTs and AOBTs acquired through A-VDGS ADB SAFEGATE Model T1.
- **APOC (Airport Operations Center):** ADR Centralised Control Room unites all the individual Control Rooms present in the airport to date in a single space and puts the main airport stakeholders in contact.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

GENERAL RULES

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 5-0

## 5. GENERAL RULES

 <p><b>AEROPORTI DI ROMA</b></p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p><b>GENERAL RULES</b></p>	<p><b>REVISION 5</b>          Section rev.3</p>
		<p><b>Effective Date of this</b>          page 12/01/2026</p>	<p><b>pag. 5-1</b></p>

## 5.1 GENERAL RULES

### General rules of conduct

5.1.1 Each Entity working at the Rome Fiumicino airport shall:

- a) carry out its activities in full compliance with all current and future Community and national legislation, of all the Ordinances and Regulations issued and to be issued by ENAC, including its peripheral branches and any other competent authority on the airport, as well as all the Procedures, Regulations and Operating Provisions, current and future, issued by ADR in its capacity as Airport Operator, in the field of occupational safety, operational safety of infrastructures and flight systems and environmental protection, also subject to all limitations and restrictions deriving from operating in the airport area;
- b) be aware of these Regulations before starting the activity;
- c) respect, as well as ADR, these Regulations, both for the activities carried out directly and for the activities carried out using any third parties in relation to which it is obliged to provide adequate information about the contents of the Regulation itself;
- d) respect and enforce by all those working on its behalf the bans and behavioral obligations in force at the airport, contained in these Regulations or established with a specific provision issued by anyone entitled; it must also keep the areas it uses clean and tidy;
- e) employ professionally qualified and trained personnel in adequate quantity to ensure constant efficiency of the services provided at Fiumicino airport;
- f) to respond for the actions of its employees, or in any case of the persons appointed by, also in relation to third parties, so as to relieve ADR from liability deriving from any damage or harassment caused by the employees themselves;
- g) get the employees to wear a uniform that, in a clear and homogeneous way, allows the immediate identification of the company to which they belong and keep well exposed the identification card that enables access according to the provisions in force;
- h) get the employees engaged in airside to wear high-visibility clothing. Such high visibility garments must be worn in the movement area, even within the infrastructures with access from the air side (eg BHS, HBS, Cargo City etc.), regardless of the weather conditions and light conditions. High-visibility clothing must comply with the technical specification referred to in the D.M. 09/06/1995;
- i) immediately report to the competent Bodies (Fire Brigade, Police, First Aid, etc.) any situation of imminent danger and / or accidents related to persons and things, informing immediately after ADR/CEA (Annex 5.1 prog. 21) and Civil Aviation Authority;
- j) avoid circulating with internal combustion engine vehicles in closed areas, particularly in baggage claim and collection areas, in order to avoid the accumulation of waste gases toxic for the operators, unless specifically authorised by ADR;
- k) avoid cluttering the emergency exits, areas in front of the equipment designed to deal with emergencies (eg fire hoses, fire extinguishers, buttons to block the flow of fuel to aircraft) and access to the equipment that could be dangerous in case emergency (eg electric cabins);
- l) respond to their actions and the consequences deriving from them, for damage to persons or property as a result of facts or omissions related to their activities. To cover these risks, it will take out adequate insurance coverage for the risks associated with carrying out their activities at the airport with a company of national importance, for a single left ceiling (compared to the actual damage caused by their activity), also due to serious fault and provide the manager with copy of the policy for the purposes of the "Access and start-up procedure" (see Chapter 9.1). Although subject to the coordination and control of the airport operator they must guarantee the exercise of the activity according to the provisions of the Regulations;
- m) provide all the services for which it is responsible, providing its customers with an adequate level of quality and in line with that expected at an intercontinental airport; in particular: respect any quality standards established by ENAC or by ADR with the prior approval of ENAC, to interact with the passenger with competence and cordiality, avoiding in any way inconvenience of any kind to passengers;
- n) avoid abandoning waste and / or materials of any kind in the airport grounds and avoiding any possible generation of FOD;

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>GENERAL RULES</b>	<b>REVISION 5</b> <small>Section rev.3</small>
		<b>Effective Date of this page</b> <b>12/01/2026</b>	<b>pag. 5-2</b>

- o) report to the Managing Company any event that may have an impact on operations or lead to a reduction in the service level (eg union unrest, unavailability of equipment and assistance equipment, delays in obtaining authorizations), also in relation to the circulation of vehicles and in the presence of impediments to assistance activities. In particular, if several flights are involved in the event, the Service Provider must provide the Operator, with continuity and for the entire duration of the event, all the information related to the single flight and the criticality of assistance expected;
- p) remove equipment used in passenger areas of the terminals after use.

5.1.2 The self - service trolleys allocated outside and inside of the terminals are intended for passengers holding a travel ticket, only use. It's forbidden to all operators withdrawal and use of such equipment.

5.1.3 For airport safety and security purposes of and to ensure correct information to users and to the public in general, it is strictly forbidden to shoot, distribute and publish, by means of any type of media, photos and / or videos made within the terminals and in their immediate vicinity as well as in the airside area of the airport, except when photo and / or video shooting is necessary and closely related to the carrying out of the operations.

Any derogation from the above prohibition may be evaluated, upon written request of the interested party to the airport operator, which will deal about it with the competent authorities.

## Training

5.1.4 All Providers / Self-Providers / Carriers working in the airport of Fiumicino 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 unattendance.

5.1.5 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.

The ground handling service providers and the self-handling users, in accordance with the regulations stated in their Training Manual, subject to certification by ENAC, must adopt a training programme that contains at least:

- (1) The training standards, including course programmes, the frequency of each type of course and the area of activity of the trainees, as well as the training of trainers and assessors;
- (2) A validation process for measuring the effectiveness of the training;
- (3) Initial training;
- (4) On-the-job training;
- (5) Periodic training.

5.1.6 The training programme must also identify the training responsibilities and contain the procedures:

- (1) for the training and supervision of staff;
- (2) to be applied in the event that the staff does not achieve or maintain the required level.

5.1.7 In particular, after the initial training, the following frequency must be scheduled:

- Periodic training:  
at intervals not exceeding 12 months from the completion of the initial training, except for different deadlines if required by the specific duties;
- Update courses:  
when a person has not performed any activity for one year, prior to the expiry of their initial or periodic training, the provider must ensure that the person participates in an update course before starting their activity.

	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	GENERAL RULES	<b>REVISION 5</b> Section rev.3
		Effective Date of this page 12/01/2026	pag. 5-3

- Other training:

The operator must ensure that the staff who have already completed the required training programme and must be assigned to different functions receives appropriate training to cover any differences between the previous and future activities.

- 5.1.8 There must be a proficiency check performed by the assessors every 24 months from the completion of the initial training, to determine the abilities of the staff. Proficiency checks may be carried out under normal and/or emergency conditions, depending on the situation and the specific skills of the person being checked.
- 5.1.9 The Managing Company, each for its jurisdiction, may at any time request the documentation providing evidence of training and regular updating of staff at the airport as part of an audit of the ground handling services, performed with international standard methodologies (eg. IATA - ISAGO).

### **Advertising in the airport**

- 5.1.10 It is 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 enruled by it.
- 5.1.11 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 can not be installed advertising appeals of any kind, except for their distinctive marks.
- 5.1.12 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.

### **Air conditioning of sub-concession spaces open to the public in the Terminals**

- 5.1.13 In the sub-concession spaces open to the public in the Terminals, the air conditioning systems must be configured according to the indications communicated by ADR/APOC, so as to maintain a temperature level that guarantees comfort for passengers and operators.

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

- 5.1.14 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**

#### Baggage

- 5.1.15 Incoming baggages with a regular label, not withdrawn by the passengers from the appropriate delivery belts, if not yet collected by the airlines or the handling service, will be removed, by Aeroporti di Roma, before the arrival of the baggage of the immediately following flight and in any case within two hours from the arrival of the flight to which they refer.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 5-4</b>

- 5.1.16 The baggage removed will be transferred, appropriately stored, in a special area inside the baggage claim room available to handling service providers and airlines who will take care to quickly collect the baggage to start the return procedures.
- 5.1.17 Baggage with a regular receipt which, notwithstanding the reminders, within 23.00 of each day will not have been collected by the carriers and / or their providers, will be removed by ADR and transferred to the respective Lost & Found upon payment of the relative portage fee.
- 5.1.18 Checked baggage without an identifying label, at the time of unloading from the aircraft or at the time of their placement at the redelivery belt, will be identified with a special label stating the date, time, flight number and code of the carrier of origin by the handling companies.
- 5.1.19 Before their removal, any baggage not yet labeled and not picked up by the passengers on the redelivery belts will be subjected to the same labeling treatment of presumed provenance, by Aeroporti di Roma. The management times are those mentioned above.
- 5.1.20 Unlabeled baggage will be introduced into the tagless baggage warehouse operated by ADR with the procedures described below.

#### **Baggage incidentally fallen in the aprons**

- 5.1.21 Every company empowered to manage baggage and ADR Security are obliged to recover the baggage accidentally dropped on the aprons.
- 5.1.22 For baggage found on aircraft aprons, the following procedure is applied by the person who finds the baggage:
- integrity check: if the baggage is not intact, it activates ADR Security (annex 5.1 ref.7);
  - check if the baggage is unlabeled: if the baggage is unlabeled, it takes it to the return conveyor n ° 11;
  - if not, check whether it is arriving or departing: if it arrives, it takes it to the nearest delivery belt;
  - if departing, takes it to the COB of the assistance handler.
- 5.1.23 Baggage, found in the following areas:
- Outdoor areas open to the public, such as: sidewalks, roads, parking lots;
  - Terminal 3 arrivals and departures before security checks and at security checks;
  - Terminal 1 Departures before security checks;
  - Terminal 1 Arrivals with the exception of the baggage claim room of Terminal 1 they will be recovered or reported for recovery by ADR Security (Annex 5.1 prog.7) which, after having verified the security conditions, draws up a specific form specifying the place of discovery and the description of the baggage and arranges for their delivery at the 'Discovered Objects Office at Fiumicino Airport.
- 5.1.24 In case of suspected baggage, the PEA security procedures apply.

#### **Access of people at the Baggage Hall and the Lost & Found offices**

- 5.1.25 The methods of access in the sterile area of those who must pick up the baggage or forgotten / lost personal items, respectively at the baggage claim conveyors and the T1 and T3 Lost & Found offices are described in the Procedure attached to these Regulations (annex 5.7).
- 5.1.26 Access to these areas, after carrying out the required security checks, will take place through the Staff passages of Terminal 1 "Departures" and Terminal 3 "Arrivals" respectively.

#### **Tagless baggage warehouse management**

- 5.1.27 The introduction, registration and eventual return to a baggage handler will be managed by ADR according to the applicable regulations and customs regulations.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 5-5</b>

- 5.1.28 120 hours after the introduction of the baggage in the warehouse, if the baggage has not been delivered to a handler, the customs inspection of the baggage will take place according to the customs procedures provided for the identification of the owner, taking note of the contents of the baggage and in particular the presence of categories of items of customs value.
- 5.1.29 In case of discovery of perishable products and other cases provided for by the regulations, destruction is carried out according to the established procedures.
- 5.1.30 In the event of baggage showing obvious leakage of sewage and leakage of malodorous miasms, ADR will proceed with the disposal in compliance with current environmental protection provisions.
- 5.1.31 After at least 90 days from the date of introduction into the warehouse, the baggage for which the impossibility of return is found will be nationalized and given free of charge to welfare institutes, provided for in the Regional Register of Volunteering filed with the Lazio Region pursuant to Law by the Regional Law. 29/93 upon reopening in the case of content of customs value. In this case the content is managed according to the applicable regulatory and customs regulations.

#### Objects

- 5.1.32 All objects found in the following areas:
- External areas open to the public, such as: sidewalks, roads, parking lots;
  - Terminal 3 arrivals and departures before security checks and security checks;
  - Terminal 1 Departures before security checks;
  - Terminal 1 Arrivals with the exception of the baggage claim room of Terminal 1
- will be recovered or reported for recovery by ADR Security (Annex 5.1 prog.7), which after having verified the security conditions, draws up a specific form specifying the place of discovery and the type of object, and provides for their delivery at the Discovered Objects Office at Fiumicino Airport.
- 5.1.33 In the event of a suspicious object, the security procedures of the PEA shall apply.
- 5.1.34 All objects found in the following areas:
- Internal areas, such as: aprons, runways, movement area;
  - Terminal 1 and 3 Arrivals and Departures after security checks
  - Baggage reclaim room of Terminal 1
- will be recovered or reported for recovery by ADR Security (Annex 5.1 prog.7), which after having verified the security conditions, draws up a specific form specifying the place of discovery the description of the object and of the content, inserts it in a closed and sealed envelope and, in the event that the objects are traceable to an air carrier, will deliver them to the Lost and Found of the self-producer or handling company that performs this service for the aforementioned carrier. Once the time necessary for the search for the legitimate owner by the latter has elapsed, the objects not yet returned, after the expected customs verification, will be transferred to the Temporary Custody Warehouse managed by the Aeroporti di Roma airport in the baggage reclaim room of Terminal 3. In the case, however, they are not attributable to an air carrier, they will be delivered by Airport Security to the Temporary Custody Warehouse managed by Aeroporti di Roma in the baggage reclaim room of Terminal 3.
- 5.1.35 In the case of a suspect object, the security procedures of the PEA apply.
- 5.1.36 The objects coming from areas under customs bond delivered to the Temporary Custody Warehouse managed by the Aeroporti di Roma airport in the baggage reclaim room of Terminal 3, which would prove to have a particular value, will be retained and kept inside it, the other types of objects will be managed according to the applicable regulatory and customs regulations.
- 5.1.37 All the objects found on board the aircraft will be recovered and kept, for the time necessary, in any case not longer than 20 days from the discovery, to carry out the search operations of the owner from the Lost and Found services of the respective companies.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 5–6</b>

- 5.1.38 After this period of time they will be delivered to the Temporary Custody Warehouse managed by the Aeroporti di Roma in the baggage reclaim room of Terminal 3, having completed any necessary customs formalities.
- 5.1.39 Any identity documents delivered to the places established by the present procedures or found at the time of the subsequent checks on the baggage are held within them. In this case, the document number must also be specified on the paper form.
- 5.1.40 The money and currency found at the airport, or inside the baggage or objects and delivered to the Recovered Objects Office or the Temporary Custody Warehouse managed at ADR will be managed according to the applicable regulations and customs regulations. The currency found inside baggage or objects is held within them. In this case, the total currency must also be specified on the paper form.
- 5.1.41 All items and luggage found at the Railway Station and on board the trains will be recovered and kept by FS personnel.
- 5.1.42 The delivery of the objects found to the Discovered Objects Office of Fiumicino airport must be made during the opening hours to the public.
- 5.1.43 During the closing hours of said office, the Airport Security will keep such objects, up to the first day of opening after the discovery, at the baggage depot managed by the Aeroporti di Roma company located in the public area of the arrivals of Terminal 3.

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

- 5.1.44 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.
- 5.1.45 According to current legislation, the terminals are a place with a high fire risk, therefore all Airport Operators who operate within the airport must provide evidence to the Managing Company that their fire-fighters are in possession of certificate of fire training at high risk issued by the Fire brigade National Body.
- 5.1.46 All subconcessionary operators of airport assets must carry out their fire-fighting exercises as required by current legislation and actively participate in the periodic emergency and evacuation exercises organized by the Managing Company.
- 5.1.47 Without prejudice to the responsibilities of individual operators, the Managing Company has the full right 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**

- 5.1.48 The provisions regarding airport security are contained in the Airport Security Program. This document has been prepared in accordance with the Civil Aviation National Security Program.
- 5.1.49 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.
- 5.1.50 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 Fiumicino airport, all aircrafts, parked or taxiing, are in a critical part of the airport.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 5-7</b>

- 5.1.51 With reference to the National Security Program for Civil Aviation 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 established procedure for known suppliers of airport supplies, available in the ID Office section of the website [www.adr.it](http://www.adr.it).
- 5.1.52 It's forbidden to anyone, even if in possession of licensed firearms, to carry firearms during work activities, both in the terminals and airside area unless specifically authorized by Office of Border Police of the airport from time to time.
- 5.1.53 Any communication, referred to daily operations, regarding processes / activities within the ADR Security competence should be addressed to their Operations Room (Annex 5.1 prog. 7).

#### Alarmed doors

- 5.1.54 The alarmed doors located in the airport area, except for the boarding gates, shall be used only when required by the emergency / evacuation procedures. Anyone aware of anomalies of any kind regarding an alarmed door will immediately notify the Border Police (Control Room). In case it's absolutely necessary, primarily for safety reasons, open an alarmed door, this must be previously requested at the same Border Police Operations Room. It is forbidden for any person to make undue use of passenger Terminal safety exits.

#### **Environmental Protection**

- 5.1.55 In the matter of Environmental Protection, please note that ADR has achieved since December 1998, the recognition of ISO 14001 certification, following the introduction of an Environmental Management System relating to activities in the Airport of Fiumicino. Therefore, each operator will cooperate with ADR for the implementation of solutions aimed at continuous improvement of the airport environment, in the items it's made up: air, water, soil and noise. ADR reports that in the website - [adr.it](http://adr.it) – is published the Environmental Policy, for it to be widespread and known to all those who work in airport and remains available to provide any operational environment information, in order to pursue jointly the protection of environmental assets.
- 5.1.56 All airport operators are required to operate in full compliance with current environmental laws, whether EU, national, local and specific orders resulting from the airport authorities. In particular, the staff of airport operators who carry out activities which have or may have impacts on the environment are required to be adequately trained about the proper conduct of their work. Training / information must be aimed at:
- ensure the performance of activities in respect of the requirements of applicable laws;
  - ensure that activities comply with environmental operational provisions of the airport;
  - prevent and, where possible, reduce the environmental impacts arising out of activities.
- 5.1.57 It is forbidden for all airport operators to abandon or throw, even temporarily, on the airport ground the garbage, any type of waste, objects and any solid or liquid material.
- 5.1.58 In case of violation, the operator will be considered responsible according to the art. 192 ("Ban on Abandonment") and 255 ("Abandonment of waste") T.U. Environment. Therefore, immediate recovery, removal and disposal are required, as well as the restoration in use of the area concerned, by the subjects referred to in the previous paragraph. The costs of restoring the areas concerned will also be borne by the operator.
- 5.1.59 Waste materials or debris from excavation or demolition of buildings and pavements existing in the airport, as well as ferrous, glassy, plastic or rubbery residues resulting from such work, must be disposed of in accordance with by law, by the company that carried out the processing itself, with the prohibition of abandonment within the airport area.

 <p><b>AEROPORTI DI ROMA</b></p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p><b>GENERAL RULES</b></p>	<p><b>REVISION 5</b>          Section rev.3</p>
		<p><b>Effective Date of this</b>          page 12/01/2026</p>	<p><b>pag. 5–8</b></p>

#### Special waste

- 5.1.60 Those who carry out activities that generate so-called "special waste" (eg. spent vegetable oils, debris resulting from construction activities, etc.) are considered, under Italian Legislative Decree 152/2006, as amended, "Producers of the waste", therefore they are required, at their own expense, to dispose of all the waste produced by their activities in accordance with current legislation, handling the procedures for obtaining all necessary authorizations which, by written request, must be presented to the representative staff of ADR.

#### Water

- 5.1.61 It is forbidden to release any liquid waste or other substances dangerous for the environment into the sewer system (black or grey) or in the airport drains.
- 5.1.62 Those who carry out activities that generate wastewater discharges other than civilian ones (for eg. car wash, industrial laundry, etc.), must manage such discharges, according to the provisions of Italian Legislative Decree 152/2006 as amended, handling the procedures for obtaining any necessary authorizations which, by written request, must be presented to the representative staff of ADR.

#### Emissions into the atmosphere

- 5.1.63 Those who carry out activities that generate emissions into the atmosphere (eg. catering establishments, car washes, garages and machine shops, etc.) must complete the formalities required by the current legislation (Italian Legislative Decree 152/2006 as amended) handling the procedures for obtaining any necessary authorizations which, by written request, must be presented to the representative staff of ADR.
- 5.1.64 Regarding to the spillage of fuel, pollutants and any other liquid that could affect the safety of operations in the airside area, the event must be promptly reported to the CEA (reference Tel 3022). If the spillage takes place during aircraft refueling operations, the corresponding procedure shown in Airport Manual (E-15-MOV 18) is carried out.

#### Urban waste or equivalent

- 5.1.65 All persons who conduct activities that generate urban waste or equivalent must deliver their waste to the special containers for differentiated waste collection or to the airport areas provided for the purpose by the airport administrator and identified by specific signs and, for Fiumicino airport, according to what is set out below.

#### **COLLECTION METHODS**

- 5.1.66 The Management Company organizes, in the relevant areas (all airport area except Alitalia technical area), the waste collection service using road bins located in the airport territory, in areas specifically identified. In these containers only the waste listed in the following points must be conferred; ADR ensures the provision of bins of different colors depending on the type of collection.

#### **WASTE CONFERMENT METHODS**

##### **Conferment of waste to road bins:**

- 5.1.67 All those who in any capacity operate in the airport and who produce solid waste "similar to urban waste" must confer it in the containers for this purpose intended for and listed below.
- 5.1.68 Bins of WHITE color - used exclusively for the collection of paper and cardboard (packaging of paper and cardboard, sheets, newspapers, magazines, leaflets, etc.). Carton boxes can not be given whole but open and crushed.
- 5.1.69 BLUE colored bins - reserved only for plastic packaging (bottles, jars and plastic jars, plastic bags and bags, food foils, etc.).

	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	GENERAL RULES	<b>REVISION 5</b> Section rev.3
		Effective Date of this page 12/01/2026	pag. 5-9

- 5.1.70 GREEN bins - intended for the collection of "non-differentiated urban waste" (food scraps, diapers and sanitary napkins, greaseproof or plastic paper, non-recyclable plastics such as plates, glasses and cutlery, etc.).

#### ***PROHIBITED BEHAVIORS***

- 5.1.71 It is forbidden to anyone:
- Dispose of differentiated waste into the non-differentiated waste bin;
  - Dispose in the bins waste other than those for which the bins are dedicated according to color;
  - Dispose of waste from construction and demolition activities (eg debris, countertops, etc.), waste from maintenance work and hazardous or special waste;
  - Throw liquid substances into the bins, or materials that may damage the bins themselves and the equipment for collection, such as lit cigarette butts, large metal objects, explosive materials, corrosive substances, etc.;
  - Throw large objects into the bins (furnishings and durable goods after consumption);
  - Leave out of the bins and in adjacent areas waste of any kind;
  - Take out waste or rummage in the bins;
  - Move and / or change the location of the bins, without prior authorization from ADR;
  - Damage or dirty the bins.

#### ***CONTROLS***

- 5.1.72 The monitoring of compliance with the aforementioned provisions will be carried out by the personnel appointed by ADR who, if it finds violations or non-compliance with the prescribed provisions, proceeds to identify the infringer.

#### ***If identified:***

- 5.1.73 Communicates by telephone or e-mail to the waste producer of the violation / omission found and at the same time request to the interested party the immediate termination of the non-compliance / violation, with restoration of the places;  
 Draw up a written report;  
 Activate the actions of competence (claim for damages, application of penalties, sanctions, etc.).

- 5.1.74 In the event of a serious violation, informs ENAC and any other competent Authorities of the incident;

#### ***If not identified:***

- 5.1.75 It arranges the operations necessary for the removal of waste and for the restoration of the state of the places and equipment.
- 5.1.76 In case of serious violation, inform ENAC and any other competent Authorities of the incident.

#### ***AIRSIDE AREA***

- 5.1.77 It is forbidden, by companies that provide technical services and assistance to aircraft, to set aside or leave at the edges of aircraft parking areas or outside the artefacts located near aircraft moving areas, materials or equipment for the services in question (bags, ballast, heels, tools, equipment, oil cans, etc.).
- 5.1.78 It is obligatory for each carrier operating at Fiumicino airport to ensure that the waste deriving from the consumption of onboard meals is not abandoned on the aprons, but entrusted to subjects authorized for disposal; alternatively, the waste in question must be kept on board.
- 5.1.79 Companies are required to inform the Managing Company (ADR) of the ways in which they will fulfill the obligations referred to in the previous paragraph.

 <p><b>AEROPORTI DI ROMA</b></p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p>GENERAL RULES</p>	<p><b>REVISION 5</b>          Section rev.3</p>
		<p>Effective Date of this          page 12/01/2026</p>	<p><b>pag. 5-10</b></p>

- 5.1.80 It is mandatory for the companies that perform the relative assistance services to ensure that the on-board cleaning and catering services are carried out in such a way as to avoid the abandonment, even if only temporary, of the material produced by such cleaning.
- 5.1.81 The companies referred to in the previous paragraph shall use material that allows the immediate identification of the company itself, in particular material used for the collection of waste (bags, cases, etc.).
- 5.1.82 For the performance of the services referred to in the preceding paragraphs, the presence and use of the vehicles of collection at the same time as performing the single service is mandatory.
- 5.1.83 In the event of abandonment of waste referable to a specific carrier, the Authority which is responsible for ascertaining the violation of the provisions of this ordinance, will make available the documentation related to the violation itself, for the eventual compensation for expenses incurred.
- 5.1.84 It is forbidden for the operators concerned to abandon and / or deposit materials such as cartons, platforms, etc., in areas destined to stop the vehicles and rolling stock, as well as in the ULD storage areas.
- 5.1.85 All airport operators are required, either directly or through the Management Company, to place and maintain, in their areas of operation, a sufficient number of receptacles to cover their respective needs.
- 5.1.86 The Management Company guarantees an organic and programmatic system to clean the movement areas that includes a sufficient number of containers for the F.O.D (Foreign object damage); an adequate containment system; an ordinary collection service of the F.O.D., both with motorized sweepers and with manual equipment, carried out with a fixed frequency and adequate to the airport operations, also available on an immediate call for urgent and undeferrable interventions.

#### **TERMINAL**

- 5.1.87 Within the airport the collection of waste is regulated by the procedure in annex 5.5 (Door-to-door procedure). The service will be directly carried out by Aeroporti di Roma S.p.A., also through the appropriate suitably selected subject.

#### **AUDIT ACTIVITIES**

- 5.1.88 The Managing Body has the right to carry out checks and inspections to ascertain respect and maintenance of environmental legislative compliance by third parties.
- 5.1.89 At the end of the aforementioned verifications and inspections, a final audit report will be sent in writing, indicating the anomalies found and indicating a deadline for the resolution of such anomalies.
- 5.1.90 In the event of failure to comply with the above requirements, the Managing Body will apply the remedies provided for in the contract and / or those permitted by law (application of penalties, termination of contracts, compensation for damages etc.).

#### **Emergency response and vehicle maintenance**

- 5.1.91 It is forbidden to wash aircraft outside the areas assigned for this activity, as provided for in the following paragraph. It is also forbidden to wash and carry out maintenance on vehicles and equipment on all the roads, and aprons within the airport; it is also prohibited to sweep out the inside of aircraft and vehicles and throw the contents removed outside.
- 5.1.92 However, emergency repair work on a GSE vehicle on the apron is allowed, but only in the event of sudden breakdown, in the place where the breakdown has occurred. If the breakdown occurred in the

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 5-11</b>

aircraft stand, during servicing activities, repairs are allowed for an estimated repair time not exceeding one hour from the start of the failure itself and never beyond the ETD, unless the vehicle or the its position does not pose a danger to the safety of persons and / or aircraft, or a possible source of FOD generation. In this case, the vehicle must be promptly removed at the expense of the owner or user of the vehicle. After the allowed time has elapsed or in case of higher repair time estimation the vehicle must be readily removed at the expense of the owner or user of the vehicle. In fact, as stated in these Regulations, at the end of use, each Provider/Self-provider shall leave the stand, including adjacent areas, completely free from materials, trolleys and vehicles of any kind, and under conditions that can be used immediately for the next flight..

- 5.1.93 In the event of a breakdown in the area other than the stands, the allowed repair time is two hours unless the vehicle or its position poses a danger to the safety of persons and / or aircraft, or a possible source of FOD generation. In this case, the vehicle must be promptly removed at the expense of the owner or user of the vehicle. Once the allowed time has elapsed or in case of higher repair time estimation the vehicle must be readily removed at the expense of the owner or user of the vehicle.
- 5.1.94 In the case in which the GSE vehicle is functional, and the work on the same is not completed within one hour from the initial breakdown or within the ETD, if in the stand, moving the vehicle to an area adjacent to where the breakdown took place and/or to the stand, and which is suitable for maintenance work, is allowed, unless the vehicle or its location constitutes a danger to the safety of people and/or aircraft, or is a possible source of FOD.  
 In the latter case, the maximum allowed repair time is two hours from the initial GSE vehicle breakdown.
- 5.1.95 It is never permissible to perform any type of work in the stand or in adjacent areas in cases where there is a risk of:
- possible spills due to the work;
  - possible damage to aircraft and/or airport facilities;
  - inadequacy of the adjacent area or the personal protective equipment (PPE) required for the work itself.
- 5.1.96 By way of example, activities which are allowed in the stand or in adjacent areas and are suitable for maintenance activities are reported below.

**List of allowed activities**

1. Cleaning and greasing of battery terminals
2. Battery replacement
3. Inflating tyres
4. Replacing tyres
5. Repairing tyres
6. Replacing warning lights, lights and beacons
7. Replacing acoustic systems and signallers
8. Minimal bodywork repairs to make the vehicle safe (excluding paint work/use of solvents)
9. Topping up water
10. Minor glass replacement
11. Repairing glass to make the vehicle safe
12. Replacing safety components (micro and red emergency stop button)
13. Replacing control part components (control panel, levers)
14. Replacing switches, relays, sensors, manoeuvre control cameras
15. Tightening of wheel nuts
16. Fixing protective parts
17. Tightening of screws of door locks and hinges

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 5-12</b>

18. Lubrication of door hinges and locks
19. Tightening of electrical connections

- 5.1.97 The activities referred to above are also permitted in the parking and storage areas and bays, in airside, car, vehicle and airport equipment areas assigned for exclusive use, in compliance with the provisions established in this Regulation.
- 5.1.98 It is never permissible to carry out, in the stand or in adjacent areas, maintenance services related to:
- Scheduled maintenance
  - Vehicle washing and cleaning (other than that described in the previous list)
  - Paint work
  - Maintenance requiring the use of solvents or equipment of considerable size.
- 5.1.99 For all other cases not covered above, in case of breakdown, the GSE vehicle must be promptly removed from the apron and taken to the repair workshop.

#### **External washing of aircrafts**

- 5.1.100 The carrier, also by means of its Operator, will communicate the need to wash exterior of its aircrafts with no less than 72 hours advance notice. The application must be sent from Monday to Friday to Flight Control at the following references: Annex 5.1 prog. 3 bis, specifying type of aircraft and a start and end time of planned operations. The activity should be performed by a Operator holding a certificate in Cat 6.1 pursuant to Legislative Decree 18/99, with the explicit authorization to perform the aircraft exterior cleaning.
- 5.1.101 The Flight Control will assign a stand for the conduct of the activity. Approximately the stand will be 841-852, 201-210, 221-238, 101-105, 901-909, depending on the time of occupation and restoration of the stand for operations, the aircraft category and availability.
- 5.1.102 The operator must perform the activity in the absence of adverse climatic conditions, only in the assigned stand, adopting the procedure and products presented in the start-up procedure. In particular, care should be taken to prevent from spreading the effluent from the activities on the apron and any environmental contamination. The wastewater will be collected and disposed by the Operator in compliance with local regulations.
- 5.1.103 The beginning and end of operations will be reported to Flight Control (ref. Ann. 5.1 prog.3 bis) The timing of operations must be respected.
- 5.1.104 The Operator shall submit on quarterly basis to ADR, at the e-mail address listed in Ann. 5.1 prog. 26, a copy of documentation certifying the disposal of waste generated by the activities.

#### **Convening User Committee**

- 5.1.105 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.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 5-13</b>

## Assistance to passengers with reduced mobility (PRM)

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

- 5.1.106 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.
- 5.1.107 People with reduced mobility, to request assistance, can use the information kiosks located in front of Terminal 1, 2, 3, at departures level, at arrivals level, in FS railway station and in the multistory parking. You can also seek assistance from all the information kiosks located in the terminals, information desks, or directly at check-in counters.
- 5.1.108 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.
- 5.1.109 Arriving passenger will be assisted starting from the unboarding, 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.
- 5.1.110 ADR Assistance will set up lounges in land-side area in Terminal 3 departures where accommodate passengers with reduced mobility in the event that the check-in had not yet begun. In the same lounges can be accommodated arriving passengers should they wait for their accompanist in order to leave the airport.
- 5.1.111 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.
- 5.1.112 It is established a " Passengers with Reduced Mobility Commission " composed of representatives from ADR Spa, ADR Assistance Srl and User Committee of FCO, with the task of monitoring the levels of service provided, the dynamics of the quantity / type of assistance and the related costs. Level of service, in full compliance with the standards imposed by the document and ECAC/30 endorsed by Council Regulation (EC) n.1107/2006 of 5 July 2006 concerning the rights of persons with reduced mobility when traveling by air have been included in the Airport Managing Company Service Charter.

## INFORMATION ON THE PROCESSING OF PERSONAL DATA

- 5.1.113 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.

### 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.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 5-14</b>

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 the current regulations by means of manual, computerized 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).

### Smoking Ban

5.1.114 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 Fiumicino 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.

 <b>AEROPORTI DI ROMA</b>	<p style="text-align: center;"> <b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL       </p>	<p style="text-align: center;"><b>GENERAL RULES</b></p>	<p style="text-align: center;"><b>REVISION 5</b>  <b>Section rev.3</b></p>
		<p style="text-align: center;"><b>Effective Date of this</b>  <b>page 12/01/2026</b></p>	<p style="text-align: center;"><b>pag. 5–15</b></p>

- 5.1.115 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.
- 5.1.116 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.
- 5.1.117 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.
- 5.1.118 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.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 08/02/2019	<b>pag. 5-2</b>

## 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 The service providers must provide an appropriate bond in line with the provisions of the Managing Company, to guarantee all the obligations taken with ADR related and/or connected with the performance of the activities covered by the Contract and the use of the assets necessary or instrumental to their performance and the payment of any penalties.
- 5.2.4 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.
- 5.2.5 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.
- 5.2.6 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

- 5.2.7 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.
- 5.2.8 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.
- 5.2.9 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 fulfillment of the obligation to pay before takeoff per each flight, or groups of flights.
- 5.2.10 Postpay may be granted only to carriers who have reached specific agreements in this regard with the Managing Company.
- 5.2.11 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

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 08/02/2019	<b>pag. 5-3</b>

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.

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

- 5.2.12 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.
- 5.2.13 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.
- 5.2.14 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 (eg 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 (eg security checks on the aircraft, centering / loading plan, crew transport, push back).
- 5.2.15 The adoption of such measures will be implemented by a single provider in relation to services provided, the size and nature of the unfulfillment 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.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev. 3
		<b>Effective Date of this</b> page 30/07/2025	<b>pag. 5-17</b>

## 5.3 INFRASTRUCTURE MANAGEMENT

5.3.1 The centralized infrastructures of the airport of Fiumicino identified by ENAC with letter prot. n.132872 of 26.09.2000 pursuant to article 9 of Legislative Decree 18/99, are listed below:

1. **Baggage handling and sorting systems**
2. **Loading bridges for boarding and disembarking passengers**
3. **centralized system of power and aircraft pre-conditioning and heating**
4. **central facility of biological treatment (water / oil) and waste treatment**
5. **goods storage facility**
6. **static fuel storage and distribution facility**
7. **centralized information system CUTE**
8. **Audio announcements**
9. **Public Information system**

5.3.2 Each operator must obtain for its personnel, if required, permits and authorizations established 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 'User Support - Information Systems ADR (Annex 5.1 - prog. 13) for Information Systems and Telecommunications and Contact Centre ADR (annex 5.1 - prog.2) for the remaining equipment.

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 the USER Support - Information Systems ADR (Annex 5.1 - prog. 13) for systems IT and telecommunications and Contact Centre ADR (Annex 5.1 - prog.2) for the remaining equipment.

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 the USER Support - Information Systems ADR (Annex 5.1 - prog. 13) for computer systems and telecommunications carriers to Contact Center ADR (Annex 5.1 - prog.2) for the remaining equipment. Furthermore, an e-mail must be sent to the following address damage@adr.it indicating, if possible and / or available, information about the event, such as: date, time, place, event description, infrastructure object of the damage , photographic documentation, details of any vehicles involved and responsible for the damage.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev. 3
		<b>Effective Date of this</b> page 30/07/2025	<b>pag. 5-18</b>

- 5.3.8 Any request for cleaning must be directed to the reference set out in Annex 5.1 - prog. 20
- 5.3.9 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.
- 5.3.10 ADR will check on proper utilization by the Operators and the consequent administrative fulfillments, 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 and assignment of flights to remote stand instead of the loading bridge) and subsequent reporting to Civil Aviation Authority for the application of sanctions, as well as the application of contractual guarantees, and subsequent reporting to ENAC for the application of penalties (see section 11).
- 5.3.11 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.
- 5.3.12 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 Fiumicino 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 Fiumicino Airport is the exclusive competence of ADR.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev. 3
		<b>Effective Date of this</b> page 30/07/2025	<b>pag. 5-19</b>

- 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.
- 5.3.20 It is compulsory for tour operators, travel agents and similar companies to perform any type of service activity (such as, eg. Convocations, identifications and delivery of travel items) only in areas overlooking the counters / premises subletted them by ADR. It's expressly forbidden to perform these activities at the check-in counters.

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

- 5.3.21 An Airport Coordination Committee has been established at Fiumicino 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

#### **Parking stands assignment**

**This section describes the information flows and the procedures relating to the process of assigning and using remote stands and stands equipped with loading bridges for aircraft arriving and departing in FCO, with the exclusion of the use of the infrastructures and stand systems (loading bridges, air conditioning, 400 Hz, optical guides, drinking water).**

- 5.3.22 For all authorized flights, ADR defines an airside infrastructure planning that aims to maximize the loading bridge's occupancy in order to optimize the use of infrastructures.
- 5.3.23 The scheduling and assignment of parking positions is carried out by ADR, under its own responsibility, taking into account the general and contingency conditions of the individual stands, in relation to the technical and operational characteristics of the individual aircraft and on the basis of the following criteria:
- Routing and flight scope;
  - Stand capacity;
  - Possible limitations programmed in the use of stands for technical and operational reasons;
  - Other criteria of regulatory basis (customs criteria, sensitive flights, etc.) or of an economic / commercial nature.
- 5.3.24 At the time of flight planning, the area and the stand assigned to each flight are defined. This planning is updated according to the subsequent operational changes and is to be understood as indicative and not binding.
- 5.3.25 This scheduling, of monthly validity, is communicated both to the Carriers and to the Handlers to enable them to prepare the actions for which they are responsible.
- 5.3.26 The same schedule is updated by ADR at -24h from the operational to the real situation, taking into account:
- Accommodation capacity of the stand, in terms of aircraft type, using the stands at maximum capacity.
  - Update of flight operating times.
  - Entry of unscheduled flights and cancellation of scheduled flights.
  - Changes in aircraft types.
  - Operating constraints and restrictions.
  - Specific provisions of State Bodies for security reasons or other well-founded requirements.
  - Maximization of loading bridge use.
  - Unavailability of the loading bridge due to breakdown and other limitations on the use of airside infrastructures for ordinary or extraordinary maintenance.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev. 3
		<b>Effective Date of this</b> page 30/07/2025	<b>pag. 5–20</b>

- 5.3.27 The planning update is communicated by ADR to all the expected internal and external stakeholders through a special mailing list to the designated operational offices.

#### **Capacity for aircraft parking areas**

- 5.3.28 The capacity of each stand is constantly kept up-to-date by ADR with the collaboration of the technical bodies, and transmitted to the interested structures, on the occasion of each variation.

#### **Management of aircraft parking areas**

- 5.3.29 For incoming flights, the allocation of the stand made by ADR (confirmed or varied with respect to planning) will take place simultaneously with the approach of the flight communicated by ENAV systems. At the same time it will be shown on the pages of the DISAR ADR system and on A-CDM system.

- 5.3.30 About 30 minutes from the scheduled time of landing of the single flight, ADR confirms the availability of the assigned pitch and sends communication via the ADBM operating system to the handlers, to ENAV, which in turn informs the flight Captain.

- 5.3.31 In the event of unavailability of the aforementioned system, the stand is communicated by telephone to the handlers (if not present in APOC) and by registered telephone to ENAV.

- 5.3.32 Any requests, related to the daily operations, of stand variation with respect to the planned, are carried out, by the Carrier or by the Handler delegated by the Carrier, to ADR.

- 5.3.33 Following the assignment of the stand referred to in the previous point, ADR may in any case modify the assignment at any time, for technical or operational reasons.

- 5.3.34 From the moment in which the assigned stand is confirmed, the same becomes of exclusive use of the Carrier. Consequently, only personnel and vehicles of companies that provide services to the Airline itself, the Airport Operator and / or State Bodies can access and operate. The exclusive use ceases at the end of the coordinated procedures for releasing the stand itself.

- 5.3.35 Following the awarding of the stand, the Carrier / Provider / Self Handler shall arrange, timely with respect to the time of the block (STA or last ETA communicated by the Carrier), adequate resources (staff, vehicles and equipment) to provide the assistance service.

- 5.3.36 In case of need for the transfer of an aircraft from a hangar to a stand, the interested Carrier must send a telex / e-mail to ADR indicating the registration of the aircraft, the intended flight of destination and any further requirements. ADR, on the basis of the operational situation and any needs expressed by the Carrier, will designate the stand for departure and communicate it to the Carrier via telex / mail, with the relevant time of availability, in time to allow the towing operations of the aircraft and flight preparation.

- 5.3.37 The availability of the stand ceases 5 minutes after the STD or the last ETD communicated by the Carrier at the time of the stand commitment. Any additional commitment must be, as soon as known, requested by the Carrier to ADR. ADR will evaluate, on the basis of the general operational needs, whether to allow the extension of use of the stand or to request the moving of the aircraft.

- 5.3.38 If, due to operational needs that can not be overcome otherwise, towing to another stand is deemed necessary, ADR will inform the Carrier, indicating when it is necessary that the stand is freed and the indication of the new destination stand. The tow must be activated by the carrier within the time required by ADR.

- 5.3.39 In the exceptional cases of saturation of regulatory parking positions, ADR will be able to allocate areas of maneuver identified beforehand, where conditions such as to jeopardize safety do not prevail, to the

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev. 3
		<b>Effective Date of this</b> page 30/07/2025	<b>pag. 5-21</b>

parking of those aircraft that, after the boarding operations have been completed and / or due to air traffic problems, are waiting to continue for the take-off phases. These operations will take place under the supervision of the ADR Operational Security.

- 5.3.40 In cases where the airport capacity is temporarily limited, with short or no warning, as a result of aeronautical accidents, serious emergencies in progress, infrastructural penalties, plant and / or operational, extreme weather conditions, severe natural phenomena, the need arises to limit the flow of airport traffic in order to guarantee a "deliverable" planning for all airlines. To this purpose, the "Procedure for the temporary limitation of airport capacity as a result of operational irregularities" in Annex 7.8 is applied.

#### **Use of parking spaces by handlers**

- 5.3.41 As soon as the allocation of the stand is known, the Carrier / Service Provider / Self-Provider must ascertain that the stand itself, in the demarcated areas of the aircraft and loading bridge, and in the equipment pits and accesses to the fire extinguishers and stop buttons of the fuel flow for aircraft, both completely free from vehicles and materials of any kind. Any problems that prevent the use of the parking area must be managed as reported in the following paragraph.
- 5.3.42 At the end of use, each Carrier / Provider / Self-Producer must leave the stand, including adjoining 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.
- 5.3.43 ADR may carry out inspections to verify compliance with the rules regarding the clearance of the stands after use, by putting in place, in case of non-compliance, the most appropriate operational measures, for safety reasons and to allow the smooth running of the airport activities.

- 5.3.44 The confirmation of the moments of actual start and end of the use of each stand will be automatically detected by the GVVIEW, SAM and GOS detection systems. In the event of an anomaly, the information sent as described in paragraph 8.1 (Operating Information on Flights), via standard telex MVTs will be used. In the case of aircraft coming from or directed to another stand or hangar, this information will be detected by another message sent to the ADR Flight Control (Annex 5.1 - Schedule 3).

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

- 5.3.45 Any anomaly detected by the carrier / provider / self-producer in relation to the use of the stands must be immediately communicated to the CEA Emergency Coordination Airside (registered number 06 6595 3022). In the event of unavailability of the stand equipment (400hz, aircraft preconditioning, pit fuel, etc.), the Carrier / Provider / Self-Provider shall ensure the availability of alternative ground equipment for the normal performance of the activity in the scheduled aircraft rotation times.
- 5.3.46 CEA, in the event that the difficulty of using the aprons in safety or the impediment in carrying out the assistance activities due to the presence of materials and / or vehicles left by the previous Carrier / Provider / Self-producer, is reported or directly detected, will invite the latter to immediately clear the stand or area, reserving the right to provide direct in case of non-compliance, for security reasons and to allow the smooth running of airport activities, charging the defaulter the costs incurred and damages incurred.
- 5.3.47 Any communication or request for operational information regarding the processes regulated in this paragraph will be addressed by ADR to the carrier / provider / self-producer reference indicated in appendix 7.1 - prog.1 (it is requested to indicate, among others, a reference telex) or, for cases of particular relevance or criticality, to the reference indicated in attachment 7.1 - prog. 11.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

GENERAL RULES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 5-22

## 5.4 AIRPORT CLOSURE

- 5.4.1. Without prejudice to the prerogatives of the Local Civil Aviation Authority on supervision and control of airport activities, including partial or total penalization of the airport, the Managing Company may order in coordination with ENAV penalization of areas affected by maintenance or other needs.
- 5.4.2. In the event of total or partial closure of the airport 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 .

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>GENERAL RULES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 03/12/2025	<b>pag. 5–23</b>

## 5.5 DETECTION AND VERIFICATION OF DELAY CODES

- 5.5.1. The assignment of a code delay to flights departing from Rome-Fiumicino can only be made by Providers / Auto-Providers certified to operate at Fiumicino airport using the codes listed in Table Causes of delay IATA reported in the Technical Instructions.
- 5.5.2. The Provider / Auto-Provider assigning delay codes to flights departing that imput responsibility to the Managing Company, must inform ADR within 15 'from takeoff / ATO
- 5.5.3. 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)
- 5.5.4. For delays 89, 87 and 19, 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 dedicated “delay clearing” platform and via email automatically generated by the system.
- 5.5.5. The Provider / Auto-Provider will then reassign the delay of the flight subject to controversy by the usual manner (MVT).
- 5.5.6. The IATA delay code attributable to the responsibility of the FCO ENAV ATC is as follows:
  - 89K, in the event of delay due to technical faults in the tower system.
 In these cases, ENAV (the Italian Air Navigation Service Provider) promptly informs ADR, via registered line, of any problems attributable to ‘Local ATC’ (code 89K); ADR shall issue an appropriate telex circular informing the Provider/Self-Handler of the status reported by ENAV in order to use the correct delay code for coding any delays occurring in the impacted time slot. For all other cases, if there is no official justification, the Provider/Self-Handler must use the generic code, i.e., just 89, or, preferably, code 89 with sub-code G (Other).
   
 Finally, code 89U (ATC due to MILITARY ACTIVITY/SPECIAL FLIGHTS) can be used should ENAV communicate restrictions due to the operation of special flights (such as State flights).
   
 Taking into account the dynamics of the CDM system, the duration of a code 89 delay must be calculated by considering the difference between the off block time and the maximum time between TOBT and READY, as shown in the following formula: AOBT – max (ARDT/TOBT). With this formula, the delay clearing system will automatically verify the code 89 assigned to each flight.
- 5.5.7. The final code of delay will be reported in data warehouse that will be a source of official information for all agencies and operators.
- 5.5.8. 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.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

AIRPORT PASSES

REVISION 5  
Section rev. 4

Effective Date of this  
page 03/12/2025

pag. 6-0

## 6. AIRPORT PASSES

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>AIRPORT PASSES</b>	<b>REVISION 5</b> <small>Section rev. 4</small>
		<b>Effective Date of this page</b> <b>03/12/2025</b>	<b>pag. 6-1</b>

## 6.1 ACCESS PASSES ISSUE

6.1.1 According to Civil Aviation P.N.S. ed. 3 em. 1 of 07/11/2023 to obtain the issue of a pass to various regulated areas of the airport of Fiumicino 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.adr.it](http://www.adr.it).

The investigation, preparation and delivery of passes will be organized by the Managing Company. In addition to the provisions in the above documents, additional requirements for the granting of passes, relative to the subjects indicated, will be the proven conclusion of a contract that regulates the specific activity performed by the applicant at Fiumicino airport, according to the diagram reported as follows. 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 Managing Company that regulates the specific activity carried out and have delivered the insurance policy for RCT, which must cover all the risks associated with performing the activities and be extended to cover damages caused by the circulation of vehicles within the customs barrier. The validity of a contract is an essential condition for maintaining the airport badges.

The Operator's activity may not continue in case of termination of the contract under the referred scheme. Any termination of the contract for any reason as per the referred scheme, therefore, shall result in the obligation to return the airport badges. In case of failure to return the badges within three working days from the date of termination of the effectiveness of the contract, the Managing Company is authorized to disable the badges, notifying ENAC and the Police.

This requirement also applies to those workers and employees of contractors and suppliers of airport operators referred to above.

### 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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

AIRPORT PASSES

REVISION 5  
Section rev. 4

Effective Date of this  
page 03/12/2025

pag. 6-2

**Access to technical areas/service tunnels by ADR Group contractors**

6.1.2 After airport passes have been issued, contractors working for ADR Group companies must request specific authorization from ADR to access technical areas/service tunnels located on airport grounds, where required by ADR's internal procedures.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>AIRPORT PASSES</b>	<b>REVISION 5</b> Section rev. 4
		<b>Effective Date of this</b> page 03/12/2025	<b>pag. 6-3</b>

## 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 of access and circulation to the various regulated areas of the airport of Fiumicino for registered vehicles and equipment needed to perform the activities, any public or private company must comply with the provisions set in the Procedure for issuing access passes for licensed vehicle, available in the ID Office section of the website [www.adr.it](http://www.adr.it).
- 6.2.2 The investigation, preparation and delivery of passes will be organized by the Managing Company.
- 6.2.3 In particular requirements for the granting of access passes, relative to the subjects indicated, will be Rc insurance cover for the circulation in the airport for a maximum amounted to € 77.5 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 that regulates the specific activity performed by the applicant at Fiumicino 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

### Management and use of electrical vehicles/equipment in the terminals

- 6.2.4 The sub-dealers may use electric and manual vehicles intended for the transport of goods in the time slots and along the routes indicated by the Managing Company.
- 6.2.5 The electrical vehicles/equipment circulating in the terminals must be battery powered, with the exception of electrolytic batteries, which are not hermetic/sealed. These vehicles/equipment must be recharged, according to the procedures specified by the manufacturer, in special areas identified and authorised by



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

AIRPORT PASSES

REVISION 5  
Section rev. 4

Effective Date of this  
page 03/12/2025

pag. 6-4

ADR and located in areas outside of the building or in adequately ventilated rooms, except for specific authorisations issued by the competent bodies.

- 6.2.6 During the conduction of the aforesaid electric and / or manual vehicles it will be necessary to:
- avoid any disturbance, even a minimum, to all persons present at any title within the terminals;
  - always give priority to pedestrians, stopping the vehicle where necessary;
  - park the vehicle in areas set up for this purpose and never at the escape routes and emergency exits.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

AIRPORT PASSES

REVISION 5  
Section rev. 4

Effective Date of this  
page 08/02/2019

pag. 6-5

### 6.3 ISSUE OF AN AIRPORT DRIVING PERMIT

The subject is regulated in the Airport Manual (operating procedure code E-16-21 MdAE\_Mov16)



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

Airside Circulation

**REVISION 5  
Section rev. 5**

**Effective Date of this  
page 08/02/2019**

**pag. 7-0**

## **7. AIRSIDE CIRCULATION**



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

Airside Circulation

**REVISION 5  
Section rev. 5**

Effective Date of this  
page 08/02/2019

pag. 7-1

## **7.1 MOVEMENT OF VEHICLES AND PERSONS ACROSS THE APRON AREAS (CIRCULATION)**

The subject is regulated in the Airport Manual (operating procedure code E-16-21 MdAE\_Mov16



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

STATION INFORMATION	REVISION 5 Section rev. 2
Effective Date of this page 07/03/2025	pag. 8-0

## 8. STATION INFORMATION

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION INFORMATION</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 07/03/2025</b>	<b>pag. 8-1</b>

## 8.1 STATION INFORMATION

This section deals with the overall information concerning operational flight management at FCO (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. Carriers, Providers and Self-Providers for this purpose must also have systems interfaced with the ADR computer systems to automatically submit information, also adapting at their own expense their information systems. Carriers, Providers and Self-Providers will also develop systems for the automatic acquisition of information from the airport information system.
- 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 Provider / self-Provider shall provide the ADR responsible organization (Appendix5.1 prog.12 and prog.17), if not previously submitted, the annexes 7.1 and 7.2, 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.
- 8.1.7 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 7.1 - 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 7.1 - Prog.11.

### Clearance

- 8.1.8 All flights must be authorised by ASSOCLEARANCE 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. During the days and hours when ASSOCLEARANCE is closed, the Carrier shall request the clearance, in any case before departure from the station of origin, to the ADR/CEA, by contacting ADR

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>STATION INFORMATION</b>	<b>REVISION 5</b> <b>Section rev.2</b>
		<b>Effective Date of this page</b> 07/03/2025	<b>pag. 8-2</b>

Station Manager, (see annex 5.1 # 1), advising him of the SLOT to be requested and the Providers to be used for ground handling services as per Annex A of Legislative Decree no. 18/99. The ADR Station Manager in coordination with ENAV will take the decision and actions of its concern.

- 8.1.9 In the days and times on which ASSOCLEARANCE is closed, Carriers shall also advise ADR of any flights cancelled or request of change of already assigned clearances, by contacting the ADR Station Manager (Annex 5.1, # 1), who in coordination with ENAV will take the decision and actions of its concern.
- 8.1.10 Please note that the competent authorities have ruled that all flights, including those arriving at and departing from FCO for aircraft servicing purposes only, shall have to be cleared.
- 8.1.11 Additional schedules outside the list of scheduled flights can be made by following the usual authorization and information channels.
- 8.1.12 ADR, in coordination with ENAV, in case of unauthorized flight will report the violation to ENAC DA.
- 8.1.13 In the event of significant meteorological phenomena (fog, storm, wind) the flights will be managed on a tactical basis in coordination between ENAV and ADR.

#### **Flight turnaround**

- 8.1.14 Flight turnaround, if not included in the SCR (Slot Clearance Request) message or changed with respect to it, shall be reported by the Carrier to the ADR Flight Planning (Ann. 2.1 # 15), with sufficient advance in order to plan parking stand and gate allocation accordingly, ideally before the 10th and in any case no later than the 15th day of the month before the one in which the movement is scheduled. This information should ideally e-mailed or be provided on disk in a Windows Excel file format to be agreed with ADR - Flight Planning (Appendix 2.1 prog. 17); or may be faxed.  
Carriers shall report any changes in the flight turnaround described above referred to day-to-day operations to the ADR Information System, ideally 60 minutes, and in any case no less than 50 minutes before the ETD (or STD) of the flight in question, through either one of the following channels:
  - users of proprietary information systems directly interfaced to the ADR system, with a “pass through” feature to the ADR Information System may enter the information in the above DCS.
  - CUTE (Common User Terminal Equipment) users may use the simplified menu for the access to the ADR Information System, by means of a password to receive from ADR Flight Control (annex 5.1 prog. 17). Instructions for the access via CUTE are annexed to the present Regulations.

#### **MVT Message**

- 8.1.15 For each flight departing from FCO, the Carrier shall ensure that the standard IATA MVT (Movement) telex is sent to the ADR Information System (Ann. 5.1 # 16), immediately after takeoff and in any case no later than 10 minutes after takeoff.
- 8.1.16 For each flight arriving at FCO, the Carrier shall ensure that the MVT telex is sent twice to the address above, in particular:
  - immediately after takeoff from the station of origin
  - immediately after and in any case no later than 5 minutes after block-on.
- 8.1.17 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.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

STATION  
INFORMATION

REVISION 5  
Section rev.2

Effective Date of this  
page 07/03/2025

pag. 8-3

## DUV Message and load-sheets

- 8.1.18 The Carrier, whatever DCS system uses, shall ensure that the "DUV" message on departure is sent at the same time of flight departure, according to procedures specified by annex 8.10 to these Regulations.
- 8.1.19 The Carrier, whatever DCS system uses, shall ensure that the "DUV" message on arrival is sent at the same time of flight arrival, according to procedures specified by the annex 8.10 to these Regulations.
- 8.1.20 Failure to send, in time, the DUV message, whether incoming, outgoing, or the failure to correct the data requested by the Managing Company, constitutes a serious violation as provided for in this Regulation and shall consist of the disqualification measures provided in Section 11 (CONTROL, DISQUALIFICATION AND PENALTIES).

## Load-sheets

- 8.1.21 For all scheduled flights for public transport, charter and in any case for which the law in force requires it, departing from the "Leonardo da Vinci" airport of Rome-Fiumicino, it is confirmed the compulsoriness of the processing of the load-sheet, alternately by:
  - of the aircraft captain;
  - the carrier in self-handling on land or self-production (also through cargo-master);
  - the handler specifically assigned by the carrier and deemed to be suitable by the carrier; who will provide it with personnel properly trained and qualified for this task.
- 8.1.22 In application of the provisions of the previous paragraph, the ramp agent or other personnel formally instructed by the carrier in self-handling, or by the handler will collect a copy of the load-sheet approved and signed by the captain.
- 8.1.23 In any case, the ramp agent or other personnel formally instructed by the carrier, always present alongside all the flights in public transport service, are required to ascertain the actual completion of the load -sheet which, before closing the doors of the aircraft, must acquire a copy signed by the Captain of the flight for approval.
- 8.1.24 If the ramp agent or other personnel formally responsible for the carrier in self-handling, for any reason, does not ascertain the compilation of the load-sheet and, therefore, does not have acquired a copy signed by the flight captain for approval, or have ascertained any discrepancies or anomalies, must immediately notify by telephone (n.0665953022) the Airport management company, which will notify the TWR to block the aircraft and report this circumstance to the ENAC staff on-duty, which will confirm to the TWR the temporary refusal at the take-off; the Airport management company will then report the completion of the compilation of the load-sheet to the ENAC staff on-duty, which will authorize the departure through the TWR. Telephone lines used for the purposes of this article must be registered.
- 8.1.25 The Management company shall in any case acquire the sureness of mandatory conservation for at least three months, by the self-handling carrier, or by the handler, of the load-sheet, signed by captain along with the remaining load documentation of each flight operated on the "Leonardo da Vinci" airport of Rome-Fiumicino.
- 8.1.26 The airport management company shall formally notify ENAC Airport Management of Lazio of the place where the loading documentation will be confirmed, in order to allow the latter, with a sampling system, to carry out ex-post verifications to ascertain the completion of the load-sheets and the remaining documentation.
- 8.1.27 The outcome of these checks will be reported in a special register, also using computerized methods.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION INFORMATION</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 07/03/2025</b>	<b>pag. 8-4</b>

## Airport Data Log

- 8.1.28 Through the information sent by the Carriers / Providers / Self-Producers through data transmission procedures DUV and MVT ADR daily writes the Airport Data Log.
- 8.1.29 The Certified Airport Data Log contains, among other things, a list of movements at the airport (landings and take-offs) relating to the previous business day. It is produced after the consolidation of the working day, then, by 12.00 pm the following day, after checking and / or correcting the data present in the airport systems, on the basis of the official flight documentation (Load sheet / Load message / MVT).
- 8.1.30 The Airport Data Log is filed by ADR and made readily available for any need of the ENAC Airport Management.

## Code sharing flights

- 8.1.31 At the beginning of each operating season Each Carrier shall notify with at least 15 DAYS of advance, via fax or telex, to the ADR Flight Program Technician (ann. 5.1 # 17) all flights in code-sharing with other Carriers, providing a list, in common with each one of the other Carriers, of the cleared flights and the corresponding commercial flights previously authorized by ENAC. The same information shall be provided in case of any change and/or termination of such code-sharing agreements, always with an advance of at least 15 days before the change. Regarding other matters regulations contained in Ord. DCA 30/97 applies. The information must be transmitted using the format attached to these Regulations (Annex n. 8.12) to be sent to clearancefco@adr.it (operational planning office). For any updates and / or changes, the carrier is required to re-submit the complete file including the changes made.
- 8.1.32 Otherwise or in failure to send, Aeroporti di Roma will not guarantee the correct display of code share flights on airport monitors.
- 8.1.33 In order to identify a single responsible for ground handling operations to passengers and aircraft, in order to ensure the smooth operation of the operations themselves, in the case of cooperation flights, the right to assistance may only be exercised by the responsible carrier operations related to the operation of the aircraft, aircraft and slot owner, also having the control of the flight and cabin crew.

## Other operational messages

- 8.1.34 Other messages on operational information not contained in the messages described in the sub-sections above (e.g. such as towing aircraft from parking stand to hangar and back or between parking stands) shall be promptly sent by the Carrier to the ADR Flight Control (ann. 5.1, # 3). The following information should be provided: name of Carrier, aircraft, stand(s) concerned, movement start and end times.

## Sending of aircraft ID information

- 8.1.35 Each Carrier shall provide ADR Flight Control (ann. 5.1 prog. 3 and prog 17)a table with the ID codes of each aircraft in its fleet likely to fly at FCO. The code table must contain the following information:
- 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.
  - Noise Certificate

The table above 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

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION INFORMATION</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 07/03/2025</b>	<b>pag. 8-5</b>

the information provided above are all those that are likely to fly at FCO, including those arriving from other station exclusively for maintenance intervention purposes.

**“Boarding time”, “Now boarding”, “Closed flight”, “Boarding cancelled”, “Desk Open/Closed” and “Notice to the public” information**

8.1.36 “Boarding Time”, “Now Boarding”, “Closed Flight”, “Boarding Cancelled” and “Desk Open/Closed” information that are required for a correct information management via the FIDS system, shall be provided by the Provider/Self-Provider or Carrier as soon as these are available, by means of either one of the following channels:

- Proprietary DCS information systems directly interfaced to the ADR system, with a “pass through” feature to the ADR Information System, may enter the information in the above DCS.
- CUTE (Common User Terminal Equipment) users may avail themselves of the simplified functions available for the access to the ADR information system, by means of a password to receive from ADR (ann. 5.1 prog. 17). Instructions for the access via CUTE are annexed to the present Regulations.

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.

ADR is responsible for the information to the public at FCO and handles the dissemination of information related to the Notices to the Public through the FIDS system.

**“Terminal” and “Check-in counter no.”**

The information regarding the of the check-in counter number for each departing flight, will be displayed automatically on FIDS according to the schedule made by ADR (all.5.1 prog. 14).

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

8.1.37 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.

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

8.1.38 Any Provider / Self-Provider / Carrier detecting any abnormal condition or malfunctioning concerning daily operational flight management or information systems dealt with in this section shall immediately inform the Flight Control (Ann. 5.1, # 3).

8.1.39 In case of complete or partial failure of ADR Information System or Information Systems interfaced with it (e.g. DCS, CUTE), each Provider / Self-Provider / Carrier shall provide, by alternative means, in agreement with ADR, all the data requested by the Flight Control department (Ann. 5.1, # 3) to perform a correct allocation of stands and gates and consolidate Station data for legal, statistic and administrative purposes.

**Test flights and training flights**

8.1.40 The flights in question must obtain clearance to be carried out.

8.1.41 In the various communications described in the following, in order to avoid misunderstanding, it should be avoided the use of other denominations, although in general use, different from test flight and training flight.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>STATION INFORMATION</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 07/03/2025</b>	<b>pag. 8–6</b>

**On days /hours when Assoclearance is open:**

Carrier requires the SLOT to Assoclearance using the codes T (test flt) or K (training flt) (see code table attached, annex 8.8), avoiding the peak operating bands.

Once received a positive response attaches it to confirm request of Flight feasibility, to be sent by fax to the following references:

ENAV C.A. Fiumicino Fax No. 0665650272 (Chief Operations Room) and n° 0665650238 (Operations)  
 ENAV ACC Rome e-mail [romaacc-ops@enav.it](mailto:romaacc-ops@enav.it) (Operations Officer) and n° 0679086544 (Chief Operating Room)  
 ADR Flight Control Fax No. 0665963978 (CEA)  
 ADR Station manager Fax No. 0665955001

The request must be sent at least 48 hours before the test and / or training flight and shall include a detailed description of the Flight Program.

The test flight must be conducted within a specific area defined by ENAV

The request should preferably be sent for the time slot from 14:00 to 17:00 local time.

Only for Test flights, in case of serious necessity, urgency and / or emergency, subject to limitations due to operating conditions, requests may be send that do not respect the advance mentioned above always addressed to the indicated references. For the tactical coordination references are as follows:

ENAV C.A. Fiumicino CSO tel. No. 0665650356

ENAV ACC CSO Rome tel. No. 0679086260

ADR Flight Control - CEA tel. No. 0665953022

ADR Station manager tel. No. 0665955000

In these communications the carrier will take care to highlight the main operations to be performed (both in the area reserved for Flight Test and in the airport in terms of missed approaches, touch and go, etc.. including any maneuvers on the ground with engines running), And / or additional maneuvers and / or different from those contained in these procedures.

It's carrier's responsibility to follow the reported program.

ADR and ENAV will confirm by written and / or telephone communication to the carrier a coordination visa (\*) of the test and / or training flight .

The carrier will submit a flight plan in the prescribed manner.

Please note that the following procedures must be observed for training flights:

- the activity must be carried out in compliance with the instrument flight rules (IFR);
- the runway used will be exclusively the 16L / 34R;
- only one aircraft may be authorized to carry out the activity at a time;
- the time slot will be 00.00-05.00 local time;
- activities subject to favorable weather and operating conditions. In the case of different scheduling of the test and / or training flight , the carrier shall follow the directions received without any need to request assignment of a new slot to Assoclearance.

In a later communication, however, the carrier will communicate the slot to Assoclearance solely for the purpose of introducing the flights in the flown file.

**On days /hours when Assoclearance is closed:**

the carrier requires SLOT to ADR.

For this purpose, the carrier must contact the ADR Station Manager (tel. 0665955000) specifying that it is a Test Flight or Training Flight and communicating the SLOT that will require avoiding peak hours. The request must be sent at least 48 hours before the test and / or training flight and shall include a detailed description of the Flight Program with reference to the recalled procedures in the Operations Manual Part D on the aircraft involved, highlighting the major operations that will be made (both in the reserved for Flight Test and in the airport in terms of missed approaches, , touch and go, etc. including any



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

STATION  
INFORMATION

REVISION 5  
Section rev.2

Effective Date of this  
page 07/03/2025

pag. 8-7

maneuvers on the ground with engines running.), and / or additional maneuvering and or different from those contained in these procedures.

The test flight must be carried out within a specific area established by ENAV

The request should preferably be sent for the time slot from 14:00 to 17:00 local time.

The request for confirmation of feasibility of the Flight must be sent by filling out the appropriate form (Annex 8.11).

Only for Test flights, in case of serious necessity, urgency and / or emergency requests can be sent that do not respect the advance mentioned above.

The requested SLOT is authorized according to the procedures established by this Airport Regulations.

If the request SLOT is authorized, ADR sends all documentation to ENAV (see ref. Fax above) and jointly confirm by written and / or telephone communication to the carrier a coordination visa (\*) of the test and / or training flight.

The carrier will submit a flight plan in the prescribed manner.

Please note that for training flights the methods specified in point 8.1.29 must be respected.

It's carrier's responsibility to follow the reported program.

For the tactical coordination references are as follows:

ENAV C.A. Fiumicino CSO tel. No. 0665650356

ENAV ACC CSO Rome tel. No. 0679086260

ADR Flight Control - CEA tel. No. 0665953022

ADR Station manager tel. No. 0665955000

In a later communication, however, the carrier will communicate the slot to Assoclearance solely for the purpose of introducing the flights in the flown file.

The procedure will be updated in AIP AD 2 LIRF.

(\*) As regards ENAV the visa will be provided by C.A. Fiumicino (CSO or Operations Office) after coordination with ACC Rome. Regarding ADR the visa will be provided by the CEA.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

HANDLING  
OPERATIONS

REVISION 5  
Section rev.2

Effective Date of this  
page 12/01/2026

pag. 9-0

## **9. HANDLING OPERATIONS**

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 30/07/2025</b>	<b>pag. 9-1</b>

## 9.1 OPERATOR OBLIGATIONS

### Access procedure for certified Providers/Carriers and Self-Handlers

- 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 Fiumicino 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.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> <b>Section rev.2</b>
		<b>Effective Date of this page</b> <b>30/07/2025</b>	<b>pag. 9-2</b>

- 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 list of ground handling services that will be carried out at the airport and indication of the start date of the activities;
  - an appendix containing the indication of the airlines and flights served;
  - 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;
  - 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;
  - 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;
  - 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.
  - reference to the procedure for choosing the Provider if a Carrier has not previously identified it (not applicable for self-handling);

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> <b>Section rev.2</b>
		<b>Effective Date of this page</b> <b>30/07/2025</b>	<b>pag. 9-3</b>

- 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 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 In the event that ground handling services of category 1 of Appendix A of Legislative Decree 18/99 or quality control activities require the use of vehicles, these may not be longer than 4,1 m, considering the shortage of airside stands.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 30/07/2025</b>	<b>pag. 9-4</b>

9.1.21 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.

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

9.1.22 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 immediately return of the badges issued for the exercise of its activities 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**

9.1.23 Each Provider (for the assisted carriers) / Self-provider operating at FCO must provide all the services for which it is certified / authorized, with continuity and regularity, also for non-scheduled and/or emergency flights, in all operating and weather conditions and throughout the airport opening hours provided in AIP-ITALY and on the entire airport area, ensuring a qualified and constant assistance in particular in the services that include a direct contact with passengers (eg. check-in, lost & found, information) and in the case of special transport (eg. perishable goods, dangerous goods and live animals).

Notwithstanding the acceptance criteria of the organization specified in Annex 5 of ENAC Regulation, the operational staff of the Operators must constantly be sized on the basis of their share of the seasonal market with reference to the minimum equipment provided for in Annex 9.1.1, and adjusted in case of changes (increase or decrease) of the same that exceed 5%. The Administrator performs checks on the correct sizing of the staff and in the case of non-compliance applies the countermeasures provided in section 11.

9.1.24 Each Provider / Self-provider / Carrier operating at FCO must provide its customers (passengers and other airport operators) with an appropriate level of services in line with that expected in an intercontinental airport, in accordance with the procedures and standards described in the Operations Manual approved by ENAC and assessed as compliant by the Managing Company.

9.1.25 Such standards and procedures must also describe the methods and objectives to meet the:

- obligation to wear clothing that allows for easy identification of the Company, which is clean and worn by staff in compliance with the provisions of the Company
- obligation to wear in a clearly visible manner the identification badge that allows access in accordance with the provisions in force
- obligation to relate to the passenger with competence and cordiality, sparing the same from inconveniences of any kind.
- obligation to comply with the defined standards of verbal and written communication

9.1.26 Each Provider/Self-producer must comply with the quality standards under their responsibility (Service Charter and Airport Minimums) established by ENAC or ADR by prior ENAC authorization described in section 10 of these Regulations, without prejudice to the obligation of the administrator to provide for the efficient maintenance of the airport facilities.

If the Operator is unable to comply with the defined standards, it has the obligation to:

- advise the Managing Company as represented by the Duty Station Manager through the reference documents listed in Annex 5.1 prog. 1
- notify the customers who will undergo the disruption, through the most effective means of communication (eg. updating the display in the baggage claim area - see section 9.3.104, local or generalized voice announcements)

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 30/07/2025</b>	<b>pag. 9-5</b>

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 30 days before the start of operations of the Carrier at FCO, using the attached form (Annex 7.2), similar information must be given in all cases of change, total or partial of the providers mentioned above, at least 30 days before the change takes place. Also the Provider who acquires as a customer the Carrier shall provide to ADR, at least 30 days in advance, the information on the beginning of handling activities, which services as for Annex A of the Decree. 18/99 and provide of what systems (eg. DCS), will be used for the transmission of Station information.

There may be cases in which the Carrier, for entirely contingent and unpredictable reasons, has not made arrangements with a Provider to carry out one or more ground handling service activities in specific situations.

For example in case of:

1. Arrival/departure delay or labour strike

If for contingent reasons the Provider is not present at the airport or in any event cannot provide the services to the Carrier/Customer, the Carrier shall inform the Managing Company of which Provider will be assisting it; if it does not send this notification, it agrees that the Managing Company will ensure the performance of the essential services of passenger disembarking and baggage unloading through the Providers available to render the service, sending a copy of the list to the Carrier.

The Carrier shall notify the Managing Company of which Provider will assist it.

If at that time the Operator selected by the Carrier is not available, or if the Carrier does not select any Provider, the Managing Company will contact the other operators at the airport. Once the Operator has been identified, it will have to make available the vehicles and resources necessary for the request. In particular, the Managing Company stresses to the handler the need that these essential services be provided within a reasonable time, in order not to affect the passengers' rights.

The Managing Company communicates to the Carrier case by case the name of the Provider that will provide the assistance.

The Operator who has carried out the assistance services as provided above can request payment from the Carrier or from the Provider that represents it at the airport.

2. Hijacking/Emergency

If the handler chosen by the Carrier operating at the original destination/departure airport is present at the arrival/departure airport, the handler will be obligated to provide an adequate assistance service.

In the event that the Carrier's handler of reference is not present at the airport, the Carrier will specify to the Managing Company with all possible timeliness the Operator chosen in light of any agreements made in the meantime.

If the Operator specified by the Carrier is not available or if the Carrier does not specify any Provider, the procedure described for the previous case is implemented.

The Managing Company monitors the actual fulfilment of the essential obligations by the handlers and reports any service disruptions to ENAC.

9.1.28 Each Carrier and / or its Provider shall disclose to ADR – Flight Control (Annex 5.1 prog. 3), with the same advance indicated in the previous paragraph, 30 days, what systems (eg. DCS), among those specified in Chapter 8, will be used for the transmission of Station information, for a correct setup, configuration and certification of information systems. In the absence of that information ADR can not guarantee, within its respective jurisdiction, the proper performance of operational processes and will charge any costs incurred and damages suffered as a result of that omission. (See Chapter 11).

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. as specified in the following chapters.

9.1.30 The Operator agrees to comply with all rules and regulations governing the activities that take place in the Airport of Fiumicino, 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.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 30/07/2025</b>	<b>pag. 9–6</b>

9.1.31 The termination of the contract signed under the Access Procedure referred to in Chapter 9.1, in the cases provided for in the contract, will determine the termination of any airport asset Subconcession Agreements, with the consequent obligation to the release such assets by the Operator with reasonable notice, and may lead to ENAC cancelling all the access permits for people and vehicles with the consequent obligation of their return by the Operator, as well as the revocation of the Certification/Authorization by ENAC. The Provider's activity may not continue in case the contract with the Administrator is terminated.

The Managing Company shall report the aforesaid cancellation to all the Carriers that have a current contract with the Provider. Each carrier shall be required to promptly report to ENAC and ADR the name of the new Provider chosen to perform the handling services at the airport, whose service to the carrier may begin taking into account the time needed for the consequent operational changes related to the change in Service Provider. Pending this finalization, the Carrier may apply the procedure referred to in section 9.1.27.

In case of: a) change of ground handling provider by a carrier, b) limitation of the number of ground handling service providers under Articles 4, paragraph 2 and 12 of Italian Legislative Decree 18/99, Providers who need additional human resources to carry out the ground handling services at Fiumicino airport shall preliminarily evaluate the appropriateness of absorbing, on a priority basis and in proportion to the share of services transferred, the staff of the Providers who have ceased their activities at the airport or reduced such activities by virtue of the change of Provider, if this is consistent with the business organization of the operating Providers, having regard to the numbers and occupational category of the staff.

9.1.32 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.

9.1.33 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 fulfillment of all obligations under the same regulations, including those of information and communication to users.

### **Services organization and execution**

9.1.34 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), it must safeguard also the safety conditions of the airport, the activities of other service providers and users in general and the smooth running of airport operations.

9.1.35 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**

9.1.36 Notwithstanding the acceptance criteria for the purposes of the Certification specified in Annex 4 of ENAC Regulation in terms of minimum equipment operating in the certified categories, the operational vehicle fleet of the Operators must constantly be sized on the basis of its share of seasonal market with reference to the minimum equipment provided for in Annex 9.1.1, and adjusted in case of changes (increase or decrease) of the same that exceed 5%. The Managing Company performs checks on the correct sizing of the fleet, and in the case of non-compliance it applies countermeasures as provided in section 11.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> <b>Section rev.2</b>
		<b>Effective Date of this page</b> <b>30/07/2025</b>	<b>pag. 9-7</b>

- 9.1.37 Operators staff authorized to drive vehicles in the airside area must use only equipment and vehicles owned by the their Company in accordance with 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 security conditions for Staff and efficiency of airport operations. The organization and maintenance programs of the instrumental resources must take into account the specific technical aspects and the type of use. Such programs must also indicate the frequency and describe the ways in which maintenance work is carried out, including the Emergency Response in Airside Service in the event of failure. All vehicles circulating in the airport, and particularly in the area airside must have, in addition to insurance coverage of law and the facilities provided by the Airport Manual, also supplementary insurance coverage related to actual damages that can be caused.
- 9.1.38 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.
- 9.1.39 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.
- 9.1.40 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.
- 9.1.41 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.
- 9.1.42 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.

#### **Waste on board temporary storage areas**

- 9.1.43 The Airport Manging Company has the right to award to certified operators, who are eligible to carry out ground handling activities of point 6.1 of Annex A of Decree 18/99 compliant with the procedure referred to in par.9.1, upon written request by the latter, areas in the airport for temporary storage of waste resulting solely from cleaning activities aboard aircrafts. The areas may eventually be fitted with equipment for the collection and transportation.
- 9.1.44 The assignment of these areas is at the discretion of the Airport Manging Company, depending on availability of space and on the volume of passenger traffic handled by the Operator at the airport, therefore the operator, cannot expected nothing from ADR in the event of failure of the assignment of the required area.
- 9.1.45 ADR may change the assignment and / or the location of areas for operational needs with simple written notice to the Operator without the possibility for the latter of advancing exceptions and / or any claim. In such cases, the areas must be returned to ADR free from persons and property and in good condition within the period to be granted by the ADR for the clearing. The variations may include, for each operator, an increase or decrease in areas already allocated or in the variation of the same location within the airport area .

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 30/07/2025</b>	<b>pag. 9–8</b>

- 9.1.46 Any changes, additions, reductions and restructuring of airport infrastructure, and also performing work on them, which can reduce the operation of the Operators do not constitute, for the same, title to any claim for compensation.
- 9.1.47 The operator must make unmistakably identified the area and equipment assigned by affixing his signage and his own corporate brand.
- 9.1.48 With the exception of those signs and markings, the Operator is prohibited to affix advertising appeals of any kind both inside and outside the areas and the equipment assigned.
- 9.1.49 The operator must clearly display in the areas assigned specific rules or instructions, even temporary, regarding the movement or special arrangements for access or transit in the areas assigned, provided by law, so that operations personnel can become acquainted and to follow the same instructions.
- 9.1.50 The above storage areas must be used properly, so for the purposes to which they are intended, taking into account its specificity and the risks and limitations arising from the fact of operating in the airport area, and without causing injury or damage of any kind, in order to ensure full and continuous operation of the airport.
- 9.1.51 Each operator shall use in particular areas in full compliance with current legislation, especially legislation on safety and health of workers and environmental legislation, and all requirements, current and future, in general, issued by the Managing Company for their correct use, and also according to the present and future instructions issued by the Local Civil Aviation Authority of Fiumicino and any other competent authority, aimed at protecting the safety and operation of the airport, not hindering the activities of any other operator in the area at the same time, particularly in areas characterized by the presence of several operators simultaneously.
- 9.1.52 Waste must be collected in special equipment to avoid leaks and spills, and facilitate the collection and transportation. Improper materials and waste of any kind should not be left outside these areas and equipment (see Ord n.8/2004 DCA). If a user finds the presence of improper materials or waste should report it promptly to the Contact Center ADR (Appendix 5.1 - prog. 2), and take immediate action for cleaning.
- 9.1.53 The deposit, the types of waste and their permanence in the collection facilities must be in full compliance with current legislation. Any adjustments and losses arising from future legislative changes will be paid by Operator
- 9.1.54 The disposal of waste collected and the related administrative compliance are complete charge and responsibility of the operators.
- 9.1.55 The running and cleaning of assigned areas are to be paid by the operators. While using the assigned areas the Operator's staff shall avoid any possible generation of FOD (see Ordinance No. 8/2004).
- 9.1.56 It is forbidden to allow others the use, even partial and / or free, of areas and facilities for any reason assigned, or carrying out activities other than those provided, nor the execution of any changes without explicit written permission by ADR. Any improvements and additions made by the Operator and authorized by ADR to assigned areas and infrastructure, if not directly removable, will be acquired by ADR and, through it, by the State Property, without being the operator entitled to claim any compensation.
- 9.1.57 The Operator warrants that its equipment and vehicles and his operating procedures are compatible with interfaces of assigned areas and assumes all liability for damages arising under the same and / or in connection with the use of his vehicles and equipment that may be incompatible .

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 30/07/2025</b>	<b>pag. 9–9</b>

- 9.1.58 The Operator assumes any liability for damages to persons and property associated directly or indirectly to the use of assigned areas, relieving ADR from any claim or claims advanced by anyone in connection with the use, from any responsibility for any direct or indirect damage, which could arise from malicious acts and negligence of third parties, fires, floods, shortages or power failure, failure to provide any service not provided by ADR, from any liability in case of theft and / or disappearance of goods, equipment, and other values, Operator owned or otherwise located in areas assigned, as well as in all cases of looting and burglary found, even if those events involve employees of ADR which will remain personally liable.
- 9.1.59 ADR will check on proper utilization of areas by the Operators and the consequent administrative compliance. If ADR should find out that use of the assigned areas does not comply with the requirements contained in these Regulations and / or in case of serious or repeated breaches operational or administrative, will provide the limitation, suspension or revocation of infrastructure final allocation and the Operator may incur in the application of charges under Chapter 12 and subsequent reporting to Civil Aviation Authority for the application of sanctions, of the contractual guarantees, contract penalties and reporting to ENAC for the application of the penalties (see section 11).
- 9.1.60 In particular in case of recovery of waste and / or abandoned FOD in the areas ADR require their immediate removal to the Operator who has been assigned to the area at references disclosed and / or through the Eurotech system.  
 In the absence, elapsed 1 (one) hour from the request ADR can remove charging costs of operations in the manner provided by Chapter 11. and shall apply the regulations as already mentioned in the section Environmental Protection for "Abandonment of waste".

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-10</b>

## 9.2 GROUND SERVICE OPERATIONS - PASSENGER CHECK-IN AND TERMINAL FACILITY SYSTEMS

### CHECK-IN COUNTERS

#### Counter assignments

- 9.2.1 The scheduling of the counter assignments is performed by ADR on the basis of momentary availability and in compliance with existing trade agreements and contracts with individual Service Providers /Self Handlers and Carriers. Counter assignments will be made primarily on the basis of an estimated 50 passengers per check-in counter.
- 9.2.2 Any requests for the allocation of additional counters and/or temporary assignment changes due to operational needs should be addressed by Service Providers/Self Handlers and Carriers to Customer Service or to the Check-in Counter Supervisor (Annex 5.1 - no. 11) by 4:00 pm the day before check-in operations, also providing notice within the designated time of the number of passengers expected per flight.
- 9.2.3 In order to make better use of the facilities, assign and manage counters efficiently, and handle any operational and/or technical problems that may arise, ADR reserves the right to make temporary or permanent counter assignment changes at any time, either as relates to the number of counters assigned or, to the time of use, after first consulting with the Service Providers/Self Handlers and Carriers concerned.

#### Check-in Counter Opening/Closing

- 9.2.4 Check-in counters should be opened at least 150 minutes ahead of the scheduled departure, with the exception of flights operated with class B aircraft, for which the advance opening time is 120 minutes.
- 9.2.5 The closure of check-in activities must take place with an advance not less than 40 minutes compared to the departure time for Schengen flights and 50 minutes for non-Schengen flights.
- 9.2.6 Instructions relating for the opening/closing of "individual" and "shared" check-in counters and the use of the CUTE system may be found in the attached passenger check-in system instructions, the details of which should be made familiar to all Service Provider/Self Handler check-in counter personnel.

#### Check-in Counter Use/Management

- 9.2.7 The workstation and any devices pertaining to it should be used according to the methods described in the attached passenger check-in system instructions. Laminated brochures containing a description of the keyboard and how to use the back-up keypad are located at the counters.
- 9.2.8 Check-in counter users must see to it that the counter itself is left in good condition for the next user; to this end all unused paper material (tags, stickers, boxes, etc.) should be removed and appropriate bins used for the paper removed from labels. In order to prevent the generation of alarm situations, the user must also ensure that objects or containers that do not allow for immediate visual inspection by the security authorities, are left unattended at the counter or nearby, at the end of the operations to which they are responsible.
- 9.2.9 ADR will take care of the daily cleaning of the counters according to a pre-set schedule. In the event urgent cleaning is needed, the Service Provider/Self Handler should contact ADR using the contact means indicated in Annex 5.1 - no. 20.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-11</b>

## Special requests

- 9.2.10 Any customization of the check-in counters with mats, handrails, plants or other special check-in needs (e.g. First Class, profiling, etc.), must be agreed with ADR in advance, unless already stipulated in contractual agreements.
- 9.2.11 Any requests for special services that fall outside of normal operations and that are not specifically covered in these Regulations (e.g. maiden flights, boarding/disembarking of personalities, etc.), should be directed by the Service Provider/Self Handler or Carrier to:
- ADR - External Relations (Annex 5.1 - no. 18) and/or ADR - Customer Services/Airport Coordination (Annex 5.1 - no. 14 bis and 3) in the case of maiden flights.
  - ENAC - Department of State Ceremonies in the event of Government Flights must be made in sufficient time to permit, according to the specific nature of each request, the necessary organizational and coordination measures to be taken.

## Baggage check-in

- 9.2.12 The check-in system used must be capable of generating baggage labels according to IATA standard 740 and, for the areas served by the BHS, have a messaging system that complies with RP 1745. The barcode on labels should preferably be a 'T' or double 'T' shape and be placed at the end of the label.
- 9.2.13 The type of paper used for labels and/or boarding passes must be agreed with ADR to ensure its compatibility with the installed printer, and especially to prevent any negative impact on the entire baggage sortation system resulting from a failure to read barcodes.
- 9.2.14 Baggage check-in operations should be carried out according to the methods described in the attached passenger check-in system instructions.
- 9.2.15 Oversize baggage check-in operations should be performed in accordance with the instructions set out in Annex 8.2
- 9.2.16 Check-in operations for live animals accompanying passengers should be performed in accordance with the instructions set out in Annex 8.3.
- 9.2.17 Baggage of a shape and/or size and/or weight as described in Annex 8.1, shall, in the case of sorting on conveyor belts (check-in area baggage collectors or oversize baggage conveyors), be placed in the trays, according to the instructions provided in the same Annex.
- 9.2.18 The baggage handling responsibilities of the airport operator, within the context of the outbound baggage sortation system, end at the moment the baggage arrives in the bay or on the carousel. Therefore, stationary baggage in these facilities is the responsibility of the Carrier and its Service Provider/Self Handler.
- 9.2.19 Failure to follow correct check-in procedures may have a significant effect on the functioning of the entire baggage sortation and X-ray screening system and cause severe delays for operators and passengers.

## Handling malfunctions, irregular and critical operating situations

- 9.2.20 Upon request by ADR, in the event of a failure of the Departure Control System (DCS) used, check-in personnel will make use of the back-up keypads and their own manual labels, in accordance with IATA 740 recommendation Attachment "F". Instructions for using the keypads are attached hereto and are located at each check-in counter. These should be made thoroughly familiar to all Service Provider/Self Handler.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-12</b>

Handler check-in counter personnel. To this end, each Service Provider/Self Handler and Carrier is responsible for providing its personnel with adequate training.

- 9.2.21 In the event of extended downtime of a baggage collection conveyor belt (serving multiple counters) due to malfunction or damage, ADR will assess the situation and the current operating procedures available, and implement an alternative procedure, which may include:
- the transfer of check-in operations to another check-in area, transferring unsorted baggage from one collector to another, taking charge of the baggage using its own resources;
  - continuous collection of baggage from the check-in areas affected by the malfunction using its own resources and means of conveyance and transfer to the nearest check-in area with a working baggage collection conveyor, informing the Service Providers/Self Handlers and Carriers concerned of the actions to take to prevent or minimize operational delays.
- 9.2.22 In order to prevent further congestion in the event the automatic hold baggage sortation and screening systems have trouble managing the baggage flow, even in the event the disruption is caused by one or more non-compliant Operators, ADR will temporarily shut down check-in operations, by sending a special "halt check-in message" to the check-in terminals connected to the CUTE system or by other means for terminals not equipped with such a connection. In the event of the problems are not resolved within 15 minutes of the time the halt check-in message is sent, ADR will implement the alternative procedures described in the previous paragraph until normal service is resumed, informing the Service Providers/Self Handlers and Carriers concerned of the actions to take to prevent or minimize operational delays.

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

- 9.2.23 All notices or requests for operational information concerning the procedures or systems discussed in this section will be directed by ADR to the contact means of the Service Provider/Self Handler indicated in Annex 7.1 - no. 7 (a telex address should be indicated among other possible forms of contact) or, in cases of a special or critical nature, using the contact means indicated in Annex 7.1 - no. 11.

#### **Malfunction notices**

- 9.2.24 Any Service Provider/Self Handler that detects any irregularities or malfunctioning of the check-in systems should immediately inform the appropriate service using the contact means listed below according to the type of device, and await the arrival of technical personnel without attempting to restore operations:
- facility components (floors, lights, etc.): ADR Contact Centre (Annex 5.1 - no. 2);
  - electrical or mechanical components (conveyor belts, scales, back-up keypads and oversize baggage service lifts): BHS Control Room (Annex 5.1 - no. 8);
  - hardware and software related to the CUTE system (monitors, keyboards, printers, etc.): SITA Support on behalf ADR (Annex 5.1 - no. 15);
  - other hardware and software and telecommunications systems (FIDS systems, phones, etc.): USER Support - ADR Information Systems (Annex 5.1 - no. 13).

## **TRANSFER COUNTERS**

#### **Counter assignments**

- 9.2.25 The assignment of transfer counters and check-in points (located on the airside of the Terminals) is regulated by contractual agreements between Service Providers/Self Handlers, Carriers and ADR.

#### **Transfer Counter Use/Management**

- 9.2.26 Transfer counters and check-in points must be left clear of all materials after their use.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-13</b>

- 9.2.27 The Common User printers (for printing data relating to flights) are located within the loading bridge tunnels, at some boarding gates and transfer desks, and at offset positions on the aprons. Unless otherwise contractually agreed, ADR will provide for the periodic replacement of ink cartridges on all printers and the continued availability of paper in the following ways:

**Normal service**

In a manner necessary to ensure the continuity of airport operations, making daily rounds to check and replenish all Common User printers.

**Urgent service**

In a manner that responds to special demands reported to the ADR Service Desk (5151), urgent service will supply paper and/or printer ribbons. This service will be carried out within no more than 4 hours.

- 9.2.28 Each Service Provider/Self Handler/Carrier is responsible for repositioning paper in the event of accidental slippage, as well as for loading additional paper for the machine in use. Without prejudice to the duties and obligations of ADR described above, each operator shall make sure that the printers are working and are supplied with paper before beginning boarding operations.
- 9.2.29 Printers must be left clear of all materials after use and properly prepared (including paper) for subsequent use.

**Notices and requests between Operators and ADR**

- 9.2.30 All notices or requests for operational information concerning the procedures or systems discussed in this section will be directed by ADR to the contact means of the Service Provider/Self Handler indicated in Annex 7.1 - no. 7 (a telex address should be indicated among other possible forms of contact) or, in cases of a special or critical nature, using the contact means indicated in Annex 7.1 - no. 11.

**BOARDING GATES**

**Boarding gate assignments**

- 9.2.31 The boarding area (gate or set of gates) for the boarding of each flight is determined at the moment flights are scheduled.
- 9.2.32 This indicative and non-binding schedule may be changed at any time due to operational and/or technical requirements; immediately upon making the change, ADR will inform the Service Provider/Self Handler/Carrier affected. Furthermore, upon receiving instructions from Competent Authorities (especially the DCA, Department of State Ceremonies and the State Police), ADR may make gate changes at any time, by informing the Service Providers/Self handlers/Carriers affected in the manner prescribed by said Authority.
- 9.2.33 Boarding gate assignments are displayed on the FIDS system.
- 9.2.34 Any requests relating to the assignment of particular gates for special flights within the context of daily operations should be directed to ADR Airport Coordination (Annex 5.1 - no. 3).

**Boarding gate Use/Management**

- 9.2.35 The use of gates for the boarding and disembarking of passengers should be made in compliance with all standards and guidelines in force. The boarding and disembarking gates consist of automatic or non-automatic doors that are connected to an alarm system under the direction of the Police Control Room, please refer to Annex 8.6 for their use.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-14</b>

- 9.2.36 In order to ensure compliance with the Community border provisions contained in the Schengen Borders Code, certified ground-handling service providers are required to disembark flights from non-Schengen countries at specified remote arrival areas in Terminal 3 or at disembarkation gates connected to mandatory immigration border crossing routes.
- 9.2.37 Customization of the gate for special needs (e.g. maiden flights) must be agreed in advance with ADR External Relations (Annex 5.1 - no. 18), unless regulated by contractual agreements.
- 9.2.38 Each boarding gate and its loading bridge will be available for use as soon as the aircraft is attached to the bridge; ADR may still, by making arrangements with the Carriers/Service Providers/Self Handlers concerned, to delay making the gate available in order to allow it to be used for the remote boarding of another flight, provided of course that the flight positioned at the loading bridge is well in advance of its ETD (STD).
- 9.2.39 Each boarding gate served by buses will, unless otherwise agreed with ADR, be made available at the times shown in the table in Annex 8.5.
- 9.2.40 The ability to use the boarding gate stops 5 minutes after the STD or the latest ETD known at the start of boarding; any additional use must be requested immediately from ADR Airport Coordination (Annex 5.1 - no. 3), which reserves the right to allow it to be used or to find an alternative solution, in order to maintain the overall smooth performance of boarding operations.
- 9.2.41 Passengers waiting to access the boarding gates must be correctly in line, so as not to interfere with the movement of passengers in the common areas of the terminals.
- 9.2.42 Boarding gates must be left clear of all materials after their use. In particular, the Service Providers at the end of the use of gates for boarding operations must remove all materials (eg. Tensator, sizer, signs with the carrier logo) in order to make the gate completely usable for subsequent use .
- 9.2.43 If, in the infrequent cases determined by operational requirements, boarding and disembarking operations taking place at the same time must share part of the walkway, the boarding operations will be temporarily suspended.
- 9.2.44 For the purposes of the requirements of EU Reg. 2015/1998, at the end of the landing operations of a flight from Third Countries not listed in Appendix 4-B of EU Reg. 2015/1998 as amended by EU Reg. 2018 / 55, the personnel of the Carrier or its groundhandling service provider must pass through the tunnel of the loading bridge along its entire length in order to carry out a security inspection to exclude, with reasonable certainty, the presence of prohibited items .The inspection of the loading bridge must be carried out as soon as possible and in any case before closing the landing gates. A similar check must be carried out inside the passenger buses in case of a remote stand landing.
- 9.2.45 In the foreseen cases and / or in the presence of a prohibited article, it must immediately inform the Police office tel. 06 6595 6666.
- 9.2.46 Anyone who uses the boarding gates must take care to avoid and in any case immediately inform the Police Force of any undue passages through them, as well as to close them immediately after carrying out the operations for which they are responsible.
- 9.2.47 The operator carrying out the boarding / disembarking operations is the only authorized / obliged to close the automatic doors at the end of the operations and only for that gate.
- 9.2.48 The opening and closing of boarding and disembarking gates must be performed by the Service Provider/Self Handler involved, using the existing systems (magnetic personnel badges or similar).

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-15</b>

- 9.2.49 Gates with automatic doors should only be opened and closed using the appropriate mechanisms and never forced, subject to the provisions of the section "Handling malfunctions, irregular and critical operating situations".
- 9.2.50 Gates located on the aprons used for the transfer of passengers from the boarding/disembarking towers to the shuttle buses should, as opposed to regular gates, never be left open.

### **Baggage chutes**

- 9.2.51 The baggage chutes situated next to the boarding gate intended for hand luggage to be loaded into the hold, should be used as directed on the spot; access to these chutes is controlled by magnetic personnel badge or key. For chutes equipped with a gate, the gate should be closed after use.
- 9.2.52 In the event is temporarily unavailable for use (due to malfunction or work in progress), or in the event the boarding gate in use has no chute, the nearest free chute may be used.

### **Handling malfunctions, irregular and critical operating situations**

- 9.2.53 In order to ensure compliance with the National Civil Aviation Security Programme, Part A, S. 1.2.2.0.2 "protection of access points", with an aim to preventing access to restricted areas by unauthorized personnel through access points, in the event a boarding/disembarking gate is unusable due to improper application of the procedures referred to in paragraph 6 of Annex 8.6 to the Airport Regulations "Closing of local or remote boarding/disembarking gates" by an operator who has used it, each Operator shall follow the procedures set out in Annex 8.9 to these Regulations.
- 9.2.54 In the event of anomalies relating to the state of the infrastructures and / or systems, each operator must promptly inform the ADR Contact Centre tel. 06 6595 3434
- 9.2.55 In the event a door-opening mechanism to a boarding or disembarking gate malfunctions, any Operator may, after disabling the alarm system using their badge, and provided the specific operational mechanism allows it, open the door manually, then request that it be immediately repaired by ADR.
- 9.2.56 Any malfunctions discovered by Carriers/Service Providers/Self Handlers when using the systems/facilities discussed in this section (with the exception of the technical problems described in the next point) should be immediately reported to the Terminal Supervisor (Annex 5.1 - no. 10), with the exception of the gates, for which, after contacting the Contact Centre (Annex 5.1 - no. 2), they should notify ADR Airport Coordination (Annex 5.1 no. 3).
- 9.2.57 Any malfunction of the systems/facilities discussed in this section should be reported immediately using the contact means listed below according to the type of device, while awaiting for the arrival of technical personnel without attempting to restore operations:
- facility components (floors, lights, etc.), automatic and non-automatic doors, badge readers, local PA system, and baggage chutes: ADR Contact Centre (Annex 5.1 - no. 2)
  - hardware and software related to the CUTE system: SITA Support on behalf ADR (Annex 5.1 - no. 15)
  - other hardware and software (FIDS and ARCO systems, etc.). and any lack of paper/ink cartridges for CUTE printers: USER Support - ADR Information Systems (Annex 5.1 - no. 13)

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

- 9.2.58 All notices or requests for operational information concerning the procedures or systems discussed in this section will be directed by ADR to the contact means of the Service Provider/Self Handler indicated in Annex 7.1 - nos. 1/7/9 (a telex address should be indicated among other possible forms of contact) or, in cases of a special or critical nature, using the contact means indicated in Annex 7.1 - no. 11.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9–16</b>

## Public Announcements and Information

This section covers the following public information systems and how they are to be used:

- FIDS Information System monitors located in Terminals and adjacent areas
- Audio announcements (general and local).

The FIDS system provides information on inbound and outbound flights (times, boarding gates, check-in counters, etc.) in different ways and with various amounts of detail depending on the area where the monitors are installed, as well as general information regarding air transport rules, potential strikes, current weather problems or traffic congestion, and so on.

- 9.2.59 ADR, in its capacity as the Managing Company, is responsible for providing information to the public at FCO Airport, and supplies this information directly or determines the criteria for its supply.
- 9.2.60 General audio announcements, meaning those that are not related to a single boarding gate, are broadcast throughout all Terminals (airside and landside) 24 hours a day, in both Italian and English. Each announcement is broadcast to its specific area of interest.
- 9.2.61 ADR provides all general announcements regarding air transport rules, potential strikes, current weather problems or traffic congestion, and so on.
- 9.2.62 ADR also provides announcements regarding changes or information relating to procedures for which it is responsible (e.g. baggage claim conveyor belt changes).
- 9.2.63 All other announcements relating to flights (boarding calls, last call, passenger calls, etc.) will be made by ADR upon the Service Provider/Self Handler/Carrier making a request to the Announcement Room. To this end, Operators must request authorization (PIN number) from ADR (see Annex 5.1 - no. 9) and follow the procedures set out in the Annex to these Regulations (Annex no. 7.3).
- 9.2.64 For the most common types of announcements referred to the previous point, Annex 8.7 indicates the reference quantity (number of announcements) used to limit noise pollution at the airport and quickly satisfy the requests received; each Service Provider/Self Handler/Carrier is requested not to exceed the above amount of announcement requests, whenever possible.
- 9.2.65 Only the DA and the Police may request announcements (including personal), for reasons other than those relating to the management of flights.
- 9.2.66 Any announcements requested by Service Providers/Self Handlers/Carriers, relating to flight management but different from those normally broadcast (see. Annex 8.7) may be accepted by ADR only if they are compatible with the proper management of public information disclosure.
- 9.2.67 All announcements will be made by ADR in compliance with current regulations, with particular reference to E.R. 2016/679 "GDPR" and Legislative Decree No. 196 of 30/06/2003 and subsequent amendments and additions.
- 9.2.68 The local PA systems located at the gates may be used only by the Service Provider/Self Handler personnel responsible for flight boarding operations or, in special cases, employees of the Carrier.
- 9.2.69 Local announcements must be carried out using the Aviavox software installed on each PC at the gates. Only if it is not possible to use this software due to unavailability, announcements can be made via a local microphone. The instructions for the use of the Aviavox system are available in the "Technical Instructions" published on the website [www.adr.it](http://www.adr.it).

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-17</b>

- 9.2.70 The content of announcements should relate only to the boarding of the flight.
- 9.2.71 Announcements need to be clear and concise and should also, where possible, avoid repetition and overlaps with other gate announcements and general announcements.
- 9.2.72 Announcements may be made in any language, as well as in Italian.
- 9.2.73 All announcements must be made in compliance with current regulations, with particular reference to Legislative Decree No. 196 of 30/06/2003.
- 9.2.74 Carriers will be permitted to broadcast public announcements of a general nature whose content relates to the Carrier only in the following cases:
- REASON: strikes, assemblies or general disturbances among the Carrier's workforce (or those of its subsidiaries) OR significant damage/malfunction to systems owned by the Carrier that affect the operational activities of the Carrier (e.g. information systems)
  - CONDITIONS: delays longer than 30 minutes already in progress or expected (displayed on the public information systems) AND SIMULTANEOUSLY events that affect more than 5 flights that day (otherwise the information will be handled in the manner and with the messaging already used for each flight).

Announcement requests (which may be on FIDS and/or audio and will be broadcast in Italian and English) must be made to ADR Airport Management (Annex 5.1 - no. 1), so that the content and broadcasting methods may be agreed in order to ensure the protection of mutual and third party interests, the correctness and accuracy of the information, consistency with other official sources available and the proper use of the centralized information broadcasting systems, it being understood that the Carrier is responsible for the information content as it is the direct provider of the information.

Examples of standard content:

*The Carrier* regrets to inform its passengers that, due to union disagreements (or strikes) by its employees (*nature of the employees and possibly the airport*), all flights between the hours of (time) and (time) may be delayed or cancelled until (time)

*The Carrier* regrets to inform its passengers that, due to a malfunction of its systems (*nature of the system*), some flights may be delayed or cancelled (or operations involving (*nature of the operations*) will be slower with the possibility of delayed flights).

### **Handling malfunctions, irregular and critical operating situations**

- 9.2.75 Any Service Provider/Self Handler/Carrier that detects any irregularities or malfunctioning of the public information systems discussed in this section should report them immediately, and then await the arrival of technical personnel without attempting to restore operations. Reports should be made to USER Support - ADR Information Systems (Annex 5.1 - no. 13) for computer and telecommunications systems and to the ADR Contact Centre (Annex 5.1 - no. 2) for all other systems.
- 9.2.76 In order to continue to provide as much information as possible to the public in the event of malfunction of the FIDS system and/or general audio announcement system, ADR, after consulting with the major Carriers/Service Providers/Self Handlers affected, will take the measures it considers most appropriate, such as ADR facilitators at multiple points in the Terminal, it being understood that all Operators involved must cooperate with each other and with ADR, to minimize potential inconveniences and service disruptions to passengers. In the event that only the FIDS are malfunctioning, in addition to the facilitator, informational announcements of the system anomaly and indication to contact the information desks will be published. In case of malfunctions in the arrivals area, also announcements related to the baggage

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-18</b>

claim conveyors. ADR is responsible for informing the Carriers/Service Providers/Self Handlers affected about actions taken to address any critical issues that have arisen.

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

- 9.2.77 Any Service Provider/Self Handler/Carrier wishing to communicate with ADR regarding specific problems involving public information should contact:
- the Terminal Supervisor for general audio announcements (Annex 5.1 - no. 9)
  - Airport Coordination for information displayed by FIDS (Annex 5.1 - no. 3)
- 9.2.78 ADR will direct any notice or request for operational information pertaining to matters discussed in this section to the contact means of the Service Provider/Self Handler indicated in Annex 7.1 - no. 8 (a telex address should be indicated among other possible forms of contact) or, in cases of a special or critical nature, using the contact means indicated in Annex 7.1 - no. 11.

### **Use of the special assistance lounges**

- 9.2.79 The lounges for passengers with reduced mobility are open from 6 am to 11 pm each day.
- 9.2.80 Any Service Provider/Self Handler that may need to use the lounges overnight (11 pm to 6 am) should make a request in each instance to the Station Manager (Annex 5.1 - no. 1), who will undertake to open and close the lounges in accordance with the expressed needs.
- 9.2.81 Maintenance and cleaning of the lounges is provided by ADR.
- 9.2.82 It is the responsibility of each Service Provider/Self Handler to provide assistance to its own customers (different from handling) inside the lounges.
- 9.2.83 Service Providers/Self Handlers should use the lounges only for passengers with reduced mobility.

### **Handling malfunctions, irregular and critical operating situations**

- 9.2.84 Any irregularities involving use of the lounges (cleaning required, improper use, lack of equipment, etc.), should be reported to the Terminal Supervisor (Annex 5.1 - no. 10).

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

- 9.2.85 Any malfunction and/or issues relating to lounge systems and facilities should be reported to USER Support - ADR Information Systems (Annex 5.1 - no. 13) for computer systems and telecommunications, and to the ADR Contact Centre (Annex 5.1 - no. 2) for all other systems and facilities.
- 9.2.86 ADR will direct any notice or request for operational information regarding the lounges and methods for their use to the contact means of the Service Provider/Self Handler/Carrier indicated in Annex 7.1 - no. 9 (a telex address should be indicated among other possible forms of contact) or, in cases of a special or critical nature, using the contact means indicated in Annex 7.1 - no. 11.

### **Boarding and restitution of weapons**

- 9.2.87 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 (Annex 9.4).

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this</b> page 12/01/2026	<b>pag. 9-19</b>

## **Transportation of airport operators and passengers to and from the Satellite**

9.2.88 Methods of transport of airport operators and passengers to and from boarding gates E31-E44 (known as Satellite) are defined in Annex 9.3.

### **Satellite Contingency Plan**

9.2.89 ADR has provided the Satellite Contingency Plan (Annex 9.5) for the provision of adequate assistance to passengers departing with scheduled delay longer than 2 hours flights at Satellite on request of Carriers and / or their Handler for the transport of the same passengers to the “Front-Building” F & B area for the delivery of meals and drinks (as per Regulation 261/2004).

### **V.I.P. Passenger assistance**

9.2.90 The assistance process to passengers requiring VIP assistance is described in the procedure attached to this Regulation. (Annex 9.6).

### **Unaccompanied minors assistance**

9.2.91 The assistance process to unaccompanied minors is described in the procedure attached to this Regulation. (Annex 9.7)

### **Handling of strollers and/or private wheelchairs during boarding and disembarking from loading bridge**

9.2.92 During boarding, strollers and/or private wheelchairs will be left near the aircraft entrance, in a specially designated area. The handler will then board the device. During disembarking, on the other hand, passengers exiting the aircraft will find their private wheelchair in the specially designated area, which the handler will have unloaded and delivered to the loading bridge, whilst the strollers will be returned at the claim areas for oversized baggage in the baggage reclaim area of Terminal 1 and 3, depending on the origin of the flight. Technical Instructions for handlers' use of personal wheelchair and stroller descent and lift systems are in the Appendix to the Airport Regulations.

### **The Managing Body's activities of control**

9.2.93 ADR shall carry out checks on the correct fulfilment of the provisions in the previous paragraphs, also availing of the standards contained in attachment 11.1, in order to safeguard the regular performance of activities and passenger services. In the event of non-observance, the measures provided under chapter 11 shall apply.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9–20</b>

## 9.3 GROUND SERVICE OPERATIONS - BAGGAGE HANDLING SYSTEMS

### GENERAL PROVISIONS

#### Local Baggage Committee (LBC)

- 9.3.1 Fiumicino Airport has established a Local Baggage Committee, participation with which is required of Carriers (through representative organizations), Services Providers and the Managing Company. The LBC is coordinated by the Managing Company.
- 9.3.2 The LBC meets regularly to discuss issues related to the handling of baggage, especially with regard to transfer baggage, and to establish appropriate coordinated and shared corrective actions as necessary.
- 9.3.3 The main tasks of the LBC include establishing and formalizing coordinated and shared operational procedures for baggage handling and the rules for baggage exchanges among service providers, information and operational contacts, as well as the operating hours and methods for using the infrastructure under standard and emergency conditions.

#### Baggage Information Messaging

- 9.3.4 All carriers operating at Fiumicino Airport are required to send the Managing Company adequate messaging relating to inbound and transfer baggage (BTM, BSM) in order to update the Bag Manager BRS (Baggage Reconciliation System) System recently installed at the airport and allow baggage sorting at BHS of transit baggage. The information submitted will be used by the Managing Company in order to achieve constant tracking of inbound and transfer baggage at the airport and increased visibility on operator baggage handling times. These times will also be used to monitor the corresponding quality levels in Fiumicino's Service Charter in order to verify compliance with the standards indicated. (see Section 10.2.1)

#### Hold Baggage Screening (HBS) System and manual baggage screening (the provision apply to all HBS systems T1, T5 and Pier E)

- 9.3.5 All outbound baggage at the airport must be screened using the dedicated X-ray machines that make up the Hold Baggage Screening (HBS) System.
- 9.3.6 For security reasons the HBS is cordoned off and may not be accessed by airport personnel other than those operating the systems.
- 9.3.7 Each HBS system is equipped with automated internal back-up mechanisms in the event of failure of one or more X-ray machines. In the event of the complete failure of all the X-ray machines within the system, please refer to the back-up procedures in place for each Terminal.
- 9.3.8 In the event an item of baggage hinders the smooth operation of the system because the proper procedures for the check-in of oversized baggage have not been followed (Annex 8.2), and/or a baggage item requires use of a tray (Annex 8.1), it will be removed by an ADR technician and placed in the dedicated section located in each HBS system. An ADR Security operator will remove the baggage item from the section and take it to the oversized baggage security check station. The costs for this operation will be charged to the Service Provider/Self Handler.
- 9.3.9 Any item of baggage that requires manual screening, as determined by X-ray scanning, will be opened in the presence of the passenger and, in the cases provided for by law, by law enforcement agencies. To do so, ADR Security will require the Service Provider/Self Handler responsible for the check-in of the passenger in question (using the contact means indicated in Annex 7.1 - no. 6), to make an audio

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-21</b>

announcement to call the passenger. At the end of these operations, the Service Provider/Self Handler will be required, unless otherwise directed by law enforcement agencies, to re-route the baggage to the designated flight.

- 9.3.10 Any baggage items that X-ray scanning determines to be suspicious in nature will be handed over to the Police for appropriate screening procedures.

### **Baggage Reconciliation**

- 9.3.11 Flight schedules that effect baggage reconciliation by means of computer systems, where available, must make arrangements with the BHS Control Room (Annex 5.1 - no. 8).
- 9.3.12 Carriers that make use of third-party companies to effect hold baggage reconciliation must make such arrangements in advance with the service providers.
- 9.3.13 Carriers that effect hold baggage reconciliation on their own or by means of third-party companies must ensure that their reconciliation operations are conducted without interference to the activities of other airport operators in the designated areas.

### **Unlabelled Baggage**

- 9.3.14 Any unlabelled baggage found in the outbound baggage collection area, claim area and in transfer will be handled according to the methods described in the section Handling of Abandoned Items/Baggage.

### **Boarding and restitution of weapons**

- 9.3.15 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. 9.4).

### **Left Baggage**

- 9.3.16 The ENAC GEN06 memorandum requires that each Carrier operating at Fiumicino airport notify the Managing Company, either directly or through its Service Provider, no later than the 10th day of each month, as to the total amount of outbound baggage left behind at the Fiumicino airport in the previous month, regardless of the cause, for the purposes of monitoring the corresponding quality levels in Fiumicino's Service Charter in order to verify compliance with the standards indicated (see Section 10.2.1). Alternatively, the Carrier shall authorize the Managing Company to extrapolate this information from the WorldTracer system. Should Carriers fail to provide the data relating to outbound baggage left behind at Fiumicino airport in the manner described, the Airport Operator may request it directly from the Managing Company of the WorldTracer system.

- 9.3.17 Left baggage will be processed according to the COB procedure referred to in the following paragraph.

### **COB Procedure**

- 9.3.18 The Operator is required to bring any left baggage to the designated COB storage area assigned to it. This baggage must be handled in an orderly manner inside the storage area and be classified as rush baggage. The baggage must not be left unattended in the other areas of the airport. The baggage must be re-routed within 24 hours of entry in the COB area.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-22</b>

## Rush baggage

- 9.3.19 In the case of rush baggage to be re-routed to another destination, the Service Providers/Self Handlers involved are responsible for labelling and redirecting the baggage in accordance with the laws in force (please note that the baggage will undergo security screening, as required by the National Civil Aviation Security Programme). For the transfer of this baggage to the airside areas of Terminals 1 and 3, it is necessary to contact the Terminal Supervisor (see Annex 5.1 - no. 6), who will open the access gates. The baggage must be introduced by the Provider / Self-Producer at the BHS (T1, T5 or Molo E) where the flight is assigned.
- 9.3.20 Baggage redirected landside for which delivery to the rightful owners has not been possible will be returned to the designated handler, who shall undertake (in compliance with appropriate customs regulations), to redirect it through one of the following "oversize baggage" stations:
- counter 301 in the Terminal 3 departures hall or, alternatively,
  - the service lifts in the Terminal 3 departures hall.

## Use of trays

- 9.3.21 The collection and transport of baggage trays from their original location to the departures hall (check-in counters) inside the terminal will be performed by ADR; each Service Provider/Self Handler must regularly collect the trays within their work areas and stack them appropriately in an area identified by a horizontal sign postings (see the attached Instructions for the Use of the Baggage Sortation Systems) that do not constitute an obstacle or hazard to the movement of people and vehicles. During the performance of its activities the Service Provider/Self Handler should handle the trays carefully and prevent them from becoming damaged. Do NOT leave trays in areas other than those specifically designated. (see the attached Instructions for the Use of the Baggage Sortation Systems)

## Notices and requests between Operators and ADR

- 9.3.22 All notices and/or requests from Service Providers/Self Handlers and Carriers pertaining to daily operations or relating to the procedures described in this section, should be directed to the BHS Control Room (see Annex 5.1 - no. 8).
- 9.3.23 All notices or requests for operational information concerning the procedures or systems discussed in this section will be directed by ADR to the contact means of the Service Provider/Self Handler indicated in Annex 7.1 - no. 6 (a telex address should be indicated among other possible forms of contact) or, in cases of a special or critical nature, using the contact means indicated in Annex 7.1 - no. 11.

## Malfunction notices

- 9.3.24 In the event that a Service Provider/Self Handler detects any defects, malfunctions or technical failures/damage to a system, it shall, without attempting to restore operations while waiting for the arrival of technical personnel, notify:
- the BHS Control Room (Annex 5.1 - no. 8) for all systems dedicated to the handling of hold baggage; the ADR Contact Centre (Annex 5.1 - no. 2) for all other types of systems and infrastructure (e.g. lighting, air conditioning, electrical systems, etc.).
  - User Support (Annex 5.1 - no. 13) for malfunctions relating to hardware, software and telephone systems.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-23</b>

## OUTBOUND BAGGAGE HANDLING

### TERMINAL 1

#### a. Description of the Terminal

##### Baggage check-in and X-ray screening

- 9.3.25 The Departures hall has 5 baggage check-in areas (Check-in area 1, Check-in area 2, and Check-in area 3, Check-in area 4, check-in area 5), and an oversized baggage station. Baggage from the check-in areas is transferred to the new T1 baggage sorting system, through three lines of underground (quote -2,80) conveyors.
- 9.3.26 The input of the baggage in transit occurs through 8 load conveyors present at the new baggage sorting system T1
- 9.3.27 After check-in, all outbound baggage undergoes security screening using the dedicated X-ray machines (HBS system). For transit baggage the security check shall be carried out through special X-ray machines (HBS system) only for the types of baggage in transit provided for in the applicable legislation or baggage of Airlines which have made a specific request To ADR.

##### New Terminal 1 HBS / BHS Description

The new terminal 1 HBS system is equipped with 8 standard 3, 1st and 2nd level, standard 4 3rd and 4th level, X-ray machines (five-level control) on which baggage from terminal 1 check-ins and transit baggage entered by the 8 input bays is transported. After the x-ray control, the baggage is authorized for sorting, it is directed (by reading the bar code on the label) to one of the three sorters. After that, once loaded on the sorter, since the system has the indication of the baggage flight, it is directed to one of the 45 steel slides or on one of the 13 bays of the flight setup or on one of the 3 carousels that the BHS control room assigns by flight allocation. If the system fails to identify the barcode, the baggage is directed towards manual coding, where operators, proceeding to label identification by means of a laser gun and computer, will send through a series of conveyors, baggage to the sorter which will guide it to the bay / slide of belonging.

- 9.3.28 In the event baggage is deemed suspicious after X-ray scanning, ADR Security personnel may require the baggage to be removed from the system and subjected to further screening. In the event ADR Security personnel deem a manual inspection necessary, the baggage will be transferred in coordination with the BHS Control Room to a dedicated manual inspection station for further screening by ADR Security.

##### Oversize baggage and live animals

- 9.3.29 A dedicated oversize baggage station is located behind Check-in area 2, and is equipped with a scale and an X-ray machine screening station. After screening, the baggage is not entered in the BHS system, but rather is directed to a service lift used by the Operator to transfer it directly to the Arrivals hall. The service lift is solely for the transport of baggage and live animals, not people.
- 9.3.30 For more information regarding the proper use of the above station, please refer to the attached Instructions for the Use of the Baggage Sortation Systems  
 Oversize baggage should be processed at the same time and as part of the check-in operations.
- 9.3.31 Live animals accompanying passengers must undergo a security check and a secondary screening and conveyed only by means of the service lift used for oversized baggage. After leaving the above screening station, live animals should be processed at the same time and as part of the check-in operations.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-24</b>

## b. Baggage collection

### Location assignments

- 9.3.32 Places for trolleys/containers located near the baggage collection slides and bays are assigned to each Service Provider/Self Handler by ADR, according to their needs and operational availability. It is recommended that Operators use these locations exclusively for airside baggage transport trolleys.
- 9.3.33 Each Service Provider/Self Handler should use the spaces assigned to it and stay in the collection area only for the time necessary to collect the baggage for each flight, taking care not to leave trolleys in the area.
- 9.3.34 If, due to temporary and special operational demands, a Service Provider/Self Handler requires additional spaces or spaces different from those assigned to it, it may make arrangements with other operators in the area as long as such arrangements do not impair the baggage sortation activities of any other Service Provider/Self Handler present in the baggage collection area at the time or later; alternatively, different spaces may be requested from the BHS Control Room (Annex 5.1 - no. 8). The ability to satisfy such requests will be considered on a case by case basis and will be communicated to the Service Provider/Self Handler using the contact means indicated in Annex 7.1 - no. 6 (a telex address should be indicated among other possible forms of contact).
- 9.3.35 ADR may, in the event of temporary and special operational demands, allocate spaces different from those previously assigned, promptly notifying each Service Provider/Self Handler affected using the contact means indicated in Annex 7.1 - no. 6.

### Collection procedures

- 9.3.36 The baggage collection slide or bay should be used according to the methods described in the attached Instructions for the Use of the Baggage Sortation Systems.
- 9.3.37 Each Service Provider/Self Handler should remove its baggage from the airside conveyor belt and the oversize baggage service lift at the same time and as part of the check-in operations, in order to prevent missed or delayed collections from affecting the overall outbound baggage check-in and sortation operations. In order to ensure the proper functioning of all baggage sortation operations, in the event of non-compliance with the above procedures ADR reserves the right to remove uncollected baggage from conveyor belts and to potentially take other actions, including, if necessary, halting the check-in operations of the non-compliant Service Provider/Self Handler and immediately notifying the Service Provider/Self Handler and the Carrier involved, subsequently charging the non-compliant party for the costs and damages incurred.
- 9.3.38 Notwithstanding the provisions of the preceding paragraphs, in order to ensure proper workplace safety and proper functioning of the overall baggage sortation operations, outbound/transit baggage collection in Terminal 1 must be performed by each Service Provider/Self Handler in coordination with other parties that may be present in the area.

## c. Handling malfunctions, irregular and critical operating situations

### Back-up procedures

- 9.3.39 In the event of a partial or complete malfunction of the X-ray machines, the X-ray screening of baggage will be performed as required by the EC, National and local standards, regulations and procedures in place or issued in future by any person entitled to do so. In particular, the X-ray screening of baggage will be performed using the secondary HBS system, according to the instructions of the BHS Control Room.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-25</b>

- 9.3.40 In order to permit continued activity in the event of extended downtime of the outbound baggage collection carousels, ADR, after promptly notifying the affected operators (and depending on the operational situation at the moment), will direct the baggage to a secondary carousel, where each Service Provider/Self Handler will be responsible for collecting it according to the instructions given by ADR and according to the attached Instructions for the Use of the Baggage Sortation Systems.
- 9.3.41 In the event of a malfunction of one of the tunnel or overhead conveyor belts connecting the Terminal with its baggage collection carousel, ADR will ensure continuity of service (which may be temporarily delayed until the malfunction is repaired), by directing baggage onto a working conveyor belt and transporting the waiting baggage downstream of the malfunction to the secondary collection carousel using its own resources.
- 9.3.42 In the event of a general power failure in the Terminal, the back-up chute located next to the oversize baggage station may be used. In this case, the ADR Operator will transfer the baggage to the station mentioned above for security screening using a stand-alone X-ray machine following baggage check-in operations. The baggage will then be placed in the chute and collected from the conveyor belt by the individual Service Provider/Self Handler, which has been notified by the BHS Control Room.

### TERMINAL 3

#### Description of the Terminal

##### Baggage check-in and X-ray screening

- 9.3.43 There are nine (9) baggage check-in areas (from left to right after entering), areas E, D, C, B, A, and L and areas I, J, and K, and two oversized baggage stations.
- 9.3.44 There are three baggage conveyor belts (please see the attached Instructions for the Use of the Baggage Sortation Systems)
- 9.3.45 After check-in, all baggage undergoes security screening using the dedicated X-ray machines (HBS system).
- 9.3.46 The baggage sorting facility of the "E" pier has its own HBS system. To this system the baggage coming from the islands E, D, C, B, A, L, I, J, K. and from the transit tapes of level 2.00 of the terminal 3 can be sent.

##### Description new HBS / BHS Pier E

The new HBS system of pier E, is equipped with 8 standard X-ray machines 3 1st and 2nd level, standard 4 3rd and 4th level, X-ray machines (five-level control) on which the baggage coming from the check-in counters of terminal 3 and the transit baggage entered from the 2 input bays into the building and from three input bays present at level 2.00 of terminal 3 are conveyed. After the x-ray inspection, if the baggage is authorized for sorting, it is addressed (by reading the barcode on the label) to one of the two sorting machines. Then, once loaded on the sorting machine, having the system the indication of the flight belonging to the baggage, the same is addressed on one of the 30 steel slides or on one of the 12 carousel of staging flights that the BHS control room assigns via flight allocation. If the system can not identify the barcode, the baggage is directed to manual coding, where operators, through laser gun and computer, proceeding to identify the label, will send, through a series of conveyor belts, the baggage to the sorting machine that will direct it towards the bay / carousel of belonging.

- 9.3.47 Baggage that is deemed suspicious after X-ray scanning will be placed on a conveyor belt by ADR Security personnel and sent to the machine 3rd- and 4th-level screening. In the event that a bag continues to be deemed suspicious, the Security personnel may require the bag to be removed from the system. In the event ADR Security personnel deem a manual inspection necessary,

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-26</b>

the baggage will be transferred in coordination with the BHS Control Room to a dedicated manual inspection station for further screening by ADR Security.

### **Oversize baggage and live animals**

9.3.48 There are two oversize baggage stations:

- Service lifts 143 are located between check-in areas I and J. Baggage is security screened using an X-ray machine located in the Departures hall prior to being placed on the lift. Service Providers/Self Handlers should collect baggage according to the methods described in the attached Instructions for the Use of the Baggage Sortation Systems. The service lift is solely for the transport of baggage and live animals, not people;
  - Conveyor belt 301 has a stand-alone X-ray machine and is located at check-in A, and is to be used according to the methods described in the attached Instructions for the Use of the Baggage Sortation Systems.
- Oversize baggage should be processed at the same time and as part of the check-in operations.

9.3.49 Live animals accompanying passengers must undergo a security check and a secondary screening and conveyed only by means of the service lift used for oversized baggage. After leaving the above screening station, live animals should be processed at the same time and as part of the check-in operations.

### **Baggage collection**

#### **Location assignments**

9.3.50 In order to streamline the use of the collection bays in accordance with the overall needs of the airport Operators concerned, the allocation of bays (including the usage time for each bay) will be determined on a daily basis and made available to Service Providers/Self Handlers in the BHS Control Room by 7:00 pm on the day prior to use. ADR may change the designated allocation at any time due to operational and/or technical problems, by notifying the Service Provider/Self Handler concerned at the contact means indicated in Annex 7.1. no. 6 (a telex address should be indicated among other possible forms of contact).

9.3.51 The number of bays assigned to each Service Provider/Self Handler varies according to:

- Number of flights and amount of baggage handled;
- Use and type of containers;
- Special requirements agreed with ADR.

9.3.52 Any operational-related needs and/or messages from the Service Provider/Self Handler relating to the daily allocation of bays should be communicated to the BHS Control Room (Annex 5.1 - no. 8). ADR will assess the possibility of meeting the requests received, according to systems' availability and constraints.

9.3.53 Any Last Minute Check-in (LMC) baggage will be sent to the bay previously assigned to the flight. In any event, the Service Provider/Self Handler is responsible for the immediate collection of any LMC baggage.

9.3.54 All baggage checked-in prior to the time set by ADR will be held on the accumulation lines and released upon opening the destination bay.

9.3.55 Service Providers/Self Handlers must provide the BHS Control Room timely notice of any significant flows of baggage before or after normal check-in times (Annex 5.1 - no. 8), so that appropriate arrangements may be made.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> <small>ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</small>	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> <b>Section rev.2</b>
		<b>Effective Date of this page</b> 01/06/2023	<b>pag. 9-27</b>

- 9.3.56 Each Service Provider/Self Handler should use the spaces assigned to it and stay in the collection area only for the time necessary to collect the baggage for each flight, taking care not to leave trolleys in the area.

#### **Collection procedures**

- 9.3.57 Bays/carousels should be used according to the methods described in the attached Instructions for the Use of Baggage Sortation Systems.
- 9.3.58 Each Service Provider/Self Handler is responsible for collecting its baggage from the bays in a regular and timely manner in order to prevent missed or delayed collections from affecting the overall outbound baggage check-in and sortation operations. In order to ensure the proper functioning of all baggage sortation operations, in the event of non-compliance with the above procedures ADR reserves the right to remove uncollected baggage from conveyor belts and to potentially take other actions, including, if necessary, halting check-in operations and immediately notifying the Service Provider/Self Handler and the Carrier involved. ADR reserves the right in each case, to subsequently charge the non-compliant party for the costs and damages incurred.
- 9.3.59 Notwithstanding the foregoing, in the event the Service Provider/Self Handler is unable to man the bay assigned to it, it must inform the Management of this fact by fax or telex (BHS Control Room - Annex 5.1 - no. 8). In this event, ADR will monitor any baggage that may be present in the bay and charge the Operator for all costs incurred from the time notice was given.
- 9.3.60 In the event of a missed or delayed collection of baggage from a bay and/or carousel, the BHS Control Room reserves the right to change the assignment of the bay and/or carousel for the next flight.
- 9.3.61 The use of optical barcode scanners for baggage reconciliation is dependent on the agreements in place between the Carrier and the Service Provider/Self Handler. For such operations, ADR provides a scanner, a printer and a monitor in each bay, for the use of which see the Instructions for Use Systems baggage attached.
- 9.3.62 Notwithstanding the provisions of the preceding paragraphs, in order to ensure proper workplace safety and proper functioning of the overall baggage collection operations, baggage collection in the bays and baggage handling operations, the use of trolleys and vehicles in the BHS collection area in general, must be performed by each Service Provider/Self Handler in coordination with other parties that may be present in the area and in compliance with the vertical and horizontal signs and any rules of conduct established by ADR.

#### **Handling malfunctions, irregular and critical operating situations**

##### **Back-up procedures**

- 9.3.63 In the event of a general power failure in the Terminal or complete malfunction of the conveyor belts that connect the baggage check-in stations to the baggage sortation system, security screening of the baggage will be performed using the oversize baggage station X-ray machine. Screened baggage will then be conveyed using the back-up chute located next to the station above. The baggage will then be conveyed on a conveyor belt at level 2, where Service Providers/Self Handlers informed by the BHS Control Room, will be responsible for manually collecting the baggage, in accordance with the attached Instructions for the Use of Baggage Sortation Systems.
- 9.3.64 In the event of a partial or complete malfunction of the HBS system, the screening of baggage will be performed as required by the EC, National and local standards, regulations and procedures in place or those issued in future by any person entitled to do so.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-28</b>

9.3.65 In the event of total or partial malfunction of the BHS or in the event of a malfunction of the messaging system, the BHS Control Room reserves the right to:

- Divert the baggage flow to the BHS of Pier D / until the end of the operation.
- Alternatively, the baggage will be sent to the bay "mishandled baggage"

Each Service Provider/Self Handler is responsible for collecting its baggage as quickly as possible, according to the instructions it receives from ADR and/or the procedures agreed upon by the LBC, taking care to conduct its operations safely and in a manner that facilitates the overall baggage collection activities of all parties in the area.

9.3.66 Baggage that is not suitable (due to its shape, size and/or weight) for transport in the BHS will be automatically sent for hand coding along the exceptional baggage line, where the coding Operators will direct it towards the exit located at carousel 37 -46. Regarding the "E" pier, the baggage will be conveyed to the bay "mishandled luggage"

The BHS Control Room will notify the Service Provider/Self Handler responsible for collecting the baggage.

9.3.67 Hand coding of baggage is performed by ADR personnel. In the event of an overload of baggage for coding caused by non-compliance with procedures, particularly as relates to the check-in procedures described previously, it may be decided, so as not to cause delays to the entire baggage sortation system, to send baggage with illegible labels or of abnormal shape to the "mishandled baggage" bay informing the Service Provider/Self Handler concerned; the latter is responsible for promptly collecting the baggage from these bays for further processing. In order to ensure the proper functioning of all baggage sortation operations, in the event the overload of baggage for coding persists ADR reserves the right to take other actions, including, if necessary, halting the check-in operations of the non-compliant Service Provider/Self Handler and immediately notifying the Service Provider/Self Handler and the Carrier involved, subsequently charging the non-compliant party for the costs and damages incurred.

9.3.68 In the event a bag is received by the BHS system without a label, ADR personnel will attempt to trace the passenger and destination flight by means of any owner identification tags or other possible methods, and then proceed, unless otherwise agreed with the individual Service Providers/Self Handlers and Carriers (and depending on the time spent in the search), to hand code the bag and redirect it to the baggage sortation system or deliver it to the Service Provider/Self Handler, who will be contacted for this purpose using the contact means indicated in Annex 7.1 - no. 6. If identification proves impossible, the baggage will be handled according to the methods described in the section Handling of Abandoned Items/Baggage.

9.3.69 In the event of unforeseen technical difficulties that prevent the use of a bay, ADR will direct baggage to another bay, promptly informing the Service Provider/Self Handler concerned, who will be responsible for collecting any baggage remaining in the first bay.

9.3.70 Any baggage that may be damaged or opened inside the HBS or BHS systems will be repacked by ADR Security personnel, and prompt notification will be given to the Service Provider/Self Handler using the contact means indicated in Annex 7.1 - no. 6 in order for them to provide the necessary information to the passenger.

9.3.71 Partial failures of the BHS and HBS systems may cause temporary delays in baggage sortation operations. In this case, ADR will promptly inform the Service Providers/Self Handlers and Carriers affected of actions to be taken to avoid or minimize operational disruptions, in accordance with the procedures agreed by the LBC.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-29</b>

## TERMINAL 5

**Description of the Terminal (the plant is undergoing renovation. At the end, the HBS system will be equipped with standard X-ray machines 3 (five-level control))**

### Baggage check-in and X-ray screening

- 9.3.72 Baggage check-in is performed at two (2) check-in counters and an oversized baggage station.
- 9.3.73 There is a baggage conveyor belt (please see the attached Instructions for the Use of the Baggage Sortation Systems)
- 9.3.74 After check-in, all baggage undergoes security screening using the dedicated X-ray machines (HBS system).
- 9.3.75 In the event baggage is deemed suspicious after X-ray scanning, ADR Security personnel may require the baggage to be removed from the system and subjected to further screening. In the event ADR Security personnel deem a manual inspection necessary, the baggage will be transferred in coordination with the BHS Control Room to a dedicated manual inspection station for further screening by ADR Security.

### Oversize baggage and live animals

- 9.3.76 A dedicated oversize baggage station is located next to the Passenger security check station, and is equipped with a scale and an X-ray machine screening station. Oversize baggage should be processed at the same time and as part of the check-in operations according to the attached Instructions for the Use of the Baggage Sortation Systems.
- 9.3.77 Live animals accompanying passengers must undergo a security check and a secondary screening and conveyed only through the same closure flap used for oversized baggage. After leaving the above screening station, live animals should be processed at the same time and as part of the check-in operations.

### Baggage collection

#### Location assignments

- 9.3.78 In order to streamline the use of the collection bays in accordance with the overall needs of the airport Operators concerned, the allocation of bays (including the usage time for each bay) will be determined on a daily basis and made available to Service Providers/Self Handlers in the BHS Control Room by 7:00 pm on the day prior to use. ADR may change the designated allocation at any time due to operational and/or technical problems, by notifying the Service Provider/Self Handler concerned at the contact means indicated in Annex 7.1. no. 6 (a telex address should be indicated among other possible forms of contact).
- 9.3.79 The number of bays assigned to each Service Provider/Self Handler varies according to:
- Number of flights and amount of baggage handled;
  - Use and type of containers;
  - Special requirements agreed with ADR.
- 9.3.80 Any operational-related needs and/or messages from the Service Provider/Self Handler relating to the daily allocation of bays should be communicated to the BHS Control Room (Annex 5.1 - no. 8). ADR will assess the possibility of meeting the requests received, according to systems' availability and constraints.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-30</b>

- 9.3.81 Any Last Minute Check-in (LMC) baggage or baggage checked-in prior to the time designated for availability of the bay (Early baggage) will be sent to the bay previously assigned to the flight. In any event, the Service Provider/Self Handler is responsible for the immediate collection of any LMC baggage.
- 9.3.82 Each Service Provider/Self Handler should use the spaces assigned to it and stay in the collection carousel area only for the time necessary to collect the baggage for each flight, taking care not to leave trolleys in the area.

#### **Collection procedures**

- 9.3.83 The bays and baggage collection carousel should be used according to the methods described in the attached Instructions for the Use of the Baggage Sortation Systems.
- 9.3.84 Each Service Provider/Self Handler should remove its baggage from the airside conveyor belt and the oversize baggage conveyor belt at the same time and as part of the check-in operations, in order to prevent missed or delayed collections from affecting the overall outbound baggage check-in and sortation operations. In order to ensure the proper functioning of all baggage sortation operations, in the event of non-compliance with the above procedures ADR reserves the right to remove uncollected baggage from conveyor belts and to potentially take other actions, including, if necessary, halting the check-in operations of the non-compliant Service Provider/Self Handler and immediately notifying the Service Provider/Self Handler and the Carrier involved, subsequently charging the non-compliant party for the costs and damages incurred.
- 9.3.85 Notwithstanding the provisions of the preceding paragraphs, in order to ensure proper workplace safety and proper functioning of the overall baggage sortation operations, outbound baggage collection in Terminal 5 must be performed by each Service Provider/Self Handler in coordination with other parties that may be present in the area.

#### **Handling malfunctions, irregular and critical operating situations**

##### **Back-up procedures**

- 9.3.86 In the event of the complete malfunction of the X-ray machines, the X-ray screening of baggage will be performed as required by the EC, National and local standards, regulations and procedures in place or those issued in future by any person entitled to do so. In particular, ADR will collect the baggage from the check-in counters and take it to oversized baggage station X-ray machine.
- 9.3.87 In the event of a malfunction of one of the conveyor belts connecting Terminal 5 with its baggage collection carousel, ADR will ensure continuity of service (which may be temporarily delayed until the malfunction is repaired), by directing baggage onto a working conveyor belt and transporting the waiting baggage downstream of the malfunction to the secondary collection carousel using its own resources.
- 9.3.88 In the event of the total failure of the sortation machines (sorters), baggage will be directed to the central carousel. Service Providers/Self Handlers should collect baggage according to the methods described in the attached Instructions for the Use of the Baggage Sortation Systems.
- 9.3.89 In order to permit continued activity in the event of extended downtime of the outbound baggage collection carousel in Terminal 5, ADR, after promptly notifying the affected operators (and depending on the operational situation at the moment), will direct the baggage to a secondary carousel, in accordance with the decisions made by the LBC. Each Service Provider/Self Handler is responsible for collecting its baggage according to the instructions it receives from ADR and/or the above procedures, taking care to conduct its operations safely and in a manner that facilitates the overall baggage collection activities of all parties in the area.

 <p><b>AEROPORTI DI ROMA</b></p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p><b>HANDLING OPERATIONS</b></p>	<p><b>REVISION 5</b>          Section rev.2</p>
		<p><b>Effective Date of this page 01/06/2023</b></p>	<p><b>pag. 9-31</b></p>

## **Crew baggage management at the Crew Gate (located in T1)**

### **Outbound baggage**

- 9.3.90 The collection of departure crew's baggage must be carried out at the appropriate tables, located in the air side. Once the crews have left the arrivals doors of the T1, they will have to leave the baggage on the designated tables from which the handler in charge will collect and transport them to the aircraft. Baggage collection operations should be performed in a timely manner, in coordination with other parties that may be present in the area and avoid leaving trolleys parked in the area.

### **Baggage on arrival**

- 9.3.91 The baggage claim operations of incoming crews must be carried out at the arrivals area of the crew minivans located in the air side area at the "crew gate" located at T1. In this area tables have been set up where the handler in charge will return the baggage of the arriving crews. It is necessary that the crew, immediately after the arrival with the minibus, provides for the collection of the baggage at the appropriate tables, before entering the passage, as the latter can only be traveled in one direction. Baggage claim operations should be performed in a timely manner, in coordination with other parties that may be present in the area and avoid leaving trolleys parked in the area.
- 9.3.92 In the event a Service Provider/Self Handler finds any fault or malfunction with the flight crew conveyor belts, it should immediately inform the BHS Control Room (Annex 5.1 - no. 8), and await the arrival of technical personnel without attempting to restore operations.

## **HANDLING OF TRANSFER BAGGAGE**

### **Procedures common to all transfer types**

- 9.3.93 ADR will keep the Local Baggage Committee (LBC) up-to-date on information relating to changes in locations and the hours of availability of the conveyor belts and security screening stations to be used for various transfer baggage operations (different destinations, short connections, and screened or unscreened oversize baggage).
- 9.3.94 Security checks will be performed by placing the baggage inside the BHS through the Transits entries provided in the structures only for the types of transfer baggage indicated by the laws in force or the baggage from Carriers that have specifically requested ADR to do so.
- 9.3.95 The areas and facilities used for the processing of transfer baggage must be kept clear of all motorized or non-motorized rolling equipment outside the special stalls provided, in order to permit rapid and safe entry and exit.
- 9.3.96 When using a system/facility for transfer baggage (conveyor belt and/or X-ray screening machine and/or oversized baggage space), the Service Provider/Self Handler transferring/receiving the baggage must follow the signs posted on site, make any U-turns required by signs posted in the areas, queue its trolleys behind other potential users without forming a second line that would impede traffic, unload/collect its baggage and then remove its trolleys. In order to ensure proper workplace safety and proper functioning of the overall baggage sortation operations, these operations should be performed as quickly as possible and in coordination with other parties that may be present in the area.
- 9.3.97 The transfer baggage systems and facilities should be kept in good order and manned by the Service Provider/Self Handler at appropriate times with sufficient personnel to process transfer baggage.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-32</b>

- 9.3.98 The equipment should be used according to the Instructions for the Use of the Baggage Sortation Systems attached to these Regulations. Baggage security check operations will be performed by ADR Security personnel at the dedicated stations or with remote systems..
- 9.3.99 The Service Provider/Self Handler transferring/receiving the baggage must follow the procedures agreed by the LBC and in operation at the Airport. If for any reason the party transferring the baggage decides to operate in a manner different from that established and agreed, it must ensure the ultimate purposes set out in the aforementioned procedures for transfer baggage for which it is not the recipient, allowing sufficient time for its processing.
- 9.3.100 The Service Provider/Self Handler that is transferring the baggage must make arrangements with the recipient to ensure that, as far as operationally possible, the transfer baggage collection operations at the relevant conveyor belts and security checkpoints take place at the same time the baggage is unloaded, so as to minimize the time required for use of the systems and to facilitate the overall baggage sortation activities of each airport operator.
- 9.3.101 The Service Provider/Self Handler transferring the baggage is responsible for the baggage until it is accepted by the Service Provider/Self Handler receiving the baggage at the scheduled bay.
- 9.3.102 Appropriate coordination for the handling of short connection baggage between the Service Provider/Self Handler transferring/receiving is the responsibility of the transferring party.
- 9.3.103 The handling of rush baggage is the responsibility of the transferring party.
- 9.3.104 In order to facilitate the process of transfer baggage sortation, Carriers shall provide Service Providers/Self Handlers with all information in their possession relating to scheduled transfers in a timely manner.

#### **Transfers of weapons and ammunition**

- 9.3.105 As regards transfer 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. 9.4).

#### **Transfer baggage intake**

- 9.3.106 Terminal 1 has 8 transfer baggage intake stations.

- 9.3.107 In Terminal 3, there are three stations for the entry of baggage in transit near the redelivery tapes, plus two stations at the plant.

The Provider / Self-Producer must use the belt according to what is indicated in the Instructions for Use of the attached baggage handling systems

Transit entry can be made from the TR.A10.31 conveyor (at the redelivery carousel n ° 4), through the TR.A10.28 conveyor (at the external road network terminal 3), using the conveyor CS.A8.35 located next to the ex-Sierra back-up conveyor. These stations must be previously enabled by the BHS Control Room and used in accordance with the Instructions for Use of the Baggage Handling Systems attached

- 9.3.108 Terminal 5 has a transfer baggage intake station located parallel to the external baggage collection conveyor belts. The above conveyor belt should be used according to the methods described in the attached Instructions for the Use of the Baggage Sortation Systems.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-33</b>

9.3.109 Transfer baggage received from Terminal 5 will undergo security screening at the stand-alone X-ray station.

## **BAGGAGE CLAIM**

### **Baggage claim conveyors**

9.3.110 Terminal 1 has baggage claim conveyors located at terminal level 2 which should be used according to the attached Instructions for the Use of the Baggage handling Systems. There is an oversized baggage opening that should be used according to the attached Instructions for the Use of the Baggage handling Systems. Baggage must be delivered to an ADR Operator (Baggage Claim Conveyor Service), who will place it in the dedicated baggage claim space on the passenger side.

9.3.111 Terminal 3 is equipped with baggage claim conveyors located at level 2 of the terminal. The conveyors must be used according to the attached Instructions for the Use of the baggage handling systems. There are two openings for the manual transfer of oversized baggage where the Service Provider/Self Handler must report the presence of the baggage that must be delivered to an ADR Operator (Baggage Claim Management) who will take care of depositing it at the stall in the claim area on the passenger side.

9.3.112 Terminal 5 has no baggage claim conveyors.

### **Regulations common to all baggage claim conveyors**

9.3.113 Upon the scheduling of seasonal flights ADR (see Annex 5.1 - no. 5) will prepare a reference assignment for the baggage claim conveyors to be used.

9.3.114 The assignment will be updated (confirmed or changed) according to operational variations and displayed on the FIDS monitors in the passenger baggage claim halls and on the operational FIDS monitors.

9.3.115 The systems and infrastructures for baggage collection must be kept in a good condition and supervised by the Service Provider/Self Handler at suitable times and using personnel sufficient for processing the baggage according to the provisions in attachment 11.1.

9.3.116 The FIDS monitors in the passenger baggage claim halls and the operational FIDS monitors automatically display the information about the number of flight and respective baggage claim conveyors. Those located in the Terminal's baggage claim areas indicate the estimated baggage delivery time. If it is not possible to begin or complete baggage claim operations within the expected time frame due to operational problems, the Service Provider/Self Handler should inform ADR (see Annex 5.1 - no. 5) for alert passengers by means of audio announcements. ADR may decide to reassign the conveyor belts if necessary.

9.3.117 In order to avoid disruption of services to the passengers in the event of operational difficulties, ADR may decide to change the assignment of conveyor belts at any time, updating the FIDS monitors (operational and public) and, in the event that the passengers of the affected flight are already present in the baggage claim area, making an audio announcement of the change.

9.3.118 Any requests from Service Providers/Self Handlers involving operational requirements relating to assignment changes of the conveyor belts should be made to the ADR Baggage Claim Conveyor Service (see Annex 5.1 - no. 5. ADR will assess the possibility to satisfy requests, in accordance with overall operational needs.

9.3.119 For operational reasons, a conveyor belt may be assigned to more than one flight at a time. The placing of baggage on the belt in this case, will be performed according to the arrival of the baggage trolleys.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 01/06/2023</b>	<b>pag. 9-34</b>

9.3.120 Signs indicating the flow of traffic and areas used for trolleys are posted near the baggage claim conveyor belts (airside). Each Service Provider/Self Handler should respect the flow of traffic and, after properly positioning its trolleys, begin placing baggage onto the conveyor belts, according to the Instructions for the Use of Conveyor Belts attached to these Regulations. In order to ensure proper workplace safety and proper functioning of the overall baggage claim operations, these operations, as well as all subsequent operations performed until baggage claim operations for the flight concerned have been completed, should be conducted in coordination with any other parties that may be present in the area.

9.3.121 Each Service Provider/Self Handler should remain in the baggage claim conveyor belt loading areas only for the time necessary to place its baggage on the conveyor belts, taking care not to leave empty trolleys in the area.

9.3.122 Each Service Provider/Self Handler is responsible for baggage taken from the aircraft until the moment it is placed on the baggage claim conveyor belts and should take particular care to ensure that, in the event that transfer baggage is improperly directed to the airside baggage claim area, such baggage is redirected to the appropriate conveyor belts or aircraft in the manner described for the handling of transfer baggage.

#### **Baggage claim of oversize baggage and live animals**

9.3.123 A bag is considered oversized when it meets the characteristics described in Annex 8.4.

9.3.124 Oversized baggage and live animals accompanying passengers must be transported by the Service Provider/Self Handler to the appropriate airside gateways, located near the baggage claim conveyor belts in Terminals 1 and 3. Upon arriving at the proper location, the Service Provider/Self Handler must make use of the announcement systems, if any, or contact the Terminal Supervisor (Annex 5.1 - no. 6); ADR personnel will then take charge of the baggage/animals for subsequent placement in the claim areas for collection by the passenger. The Service Provider/Self Handler is entirely responsible for these bags/animals until the moment ADR personnel take delivery of them.

#### **Handling malfunctions, irregular and critical operating situations**

9.3.125 In the event that a baggage claim conveyor belt stops functioning due to power failure or damage and it is not possible to restore its operations quickly to minimize disruptions to service, the BHS Control Room may instruct the ADR Baggage Claim Conveyor Service to assign the Service Provider/Self Handler an alternate conveyor belt, also updating the FIDS system monitors (operational and public). Additionally, in the event that the passengers of the flights affected are already present in the baggage claim area, an audio announcement of the change will be made. Baggage that is on the malfunctioning conveyor belt will be removed by ADR technical personnel and manually transported to the passenger side conveyor belt.

9.3.126 Any Service Provider/Self Handler that detects irregularities in the baggage claim process should immediately inform the ADR Baggage Claim Conveyor Service (see Annex 5.1 - no. 5) so that the appropriate course of action may be determined.

#### **Handling of uncollected baggage**

9.3.127 All baggage arriving at FCO that is not collected by passengers will be handled according to the methods described in the section Handling of Abandoned Items/Baggage.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

HANDLING  
OPERATIONS

**REVISION 5**  
Section rev.2

Effective Date of this  
page 01/06/2023

**pag. 9-35**

**The Managing Body's activities of control**

9.3.128 ADR shall carry out checks on the correct fulfilment of the provisions in the previous paragraphs, also availing of the standards contained in attachment 11.1, in order to safeguard the regular performance of activities and passenger services. In the event of non-observance, the measures provided under chapter 11 shall apply.

 <p><b>ADR</b> AEROPORTI DI ROMA</p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p><b>HANDLING OPERATIONS</b></p>	<p><b>REVISION 5</b> Section rev.2</p>
		<p><b>Effective Date of this page 12/01/2026</b></p>	<p><b>pag. 9-36</b></p>

## 9.4 GROUND SERVICE OPERATIONS - AIRCRAFT

### Loading bridges and stationary apron equipment

#### a) General regulations

##### Regulations common to all equipment

- 9.4.1 This section sets out common rules for the following equipment:
- aircraft loading bridges with visual docking guidance system;
  - electrical supply systems at 400 Hz and aircraft air conditioning systems, located near the bridges and on the apron.
- 9.4.2 It is the responsibility of each Service Provider/Self Handler to provide training for its personnel, which must be able to properly and safely use all equipment, particularly the loading bridge, in order to prevent harm to people, aircraft and property and service disruption to inbound and outbound flights. Each Service Provider/Self Handler must submit a list of its personnel properly trained to use the loading bridge to the Management and update it in case of changes. ADR reserves the right to verify the results achieved individually by the dedicated personnel in the manner it deems most appropriate, not excluding the possibility of making use of the facilities subject, with the approval of the DCA, to the possession of an individual certificate issued by the manufacturer or one that complies with applicable laws.
- 9.4.3 ADR will verify proper compliance with the regulations in this section in order to ensure the proper performance of airport operations. The Service Provider/Self Handler will be responsible for any damage to people, property and aircraft and delays to inbound and outbound flights caused by any lack or improper implementation of the contents of this section and those set out in the attached Technical Instructions. ADR reserves the right to charge any non-compliant Service Provider/Self Handler for any costs for damages and expenses directly or indirectly incurred. Moreover, ADR will also report serious or repeated non-compliance with the provisions of this section to the DCA.
- 9.4.4 Any requests for ADR technical supervision at the loading bridge for the boarding/disembarking of specific flights should be directed to the ADR Contact Centre (Annex 5.1 - no. 2).
- 9.4.5 All notices or requests for operational information concerning the procedures or equipment discussed in this section will be directed by ADR to the contact means of the Service Provider/Self Handler indicated in Annex 7.1 - no. 3 (a telex address should be indicated among other possible forms of contact) or, in cases of a special or critical nature, using the contact means indicated in Annex 7.1 - no. 11.

##### Use of the equipment

- 9.4.6 The equipment should be used in such a manner as to provide Carriers with a service that meets its needs, as well as ensures smooth performance of Airport operations, in terms of effectiveness and timeliness.
- 9.4.7 The Service Provider/Self Handler should follow the instructions for use attached to these Regulations for use of the visual docking guidance system, loading bridges, 400 Hz, air conditioning and drinking water systems on aircraft.
- 9.4.8 As soon as remote or equipped with loading bridge stand has been assigned to it, the Service Provider/Self Handler shall prepare the resources and means/equipment at the aircraft stand in the quantities and times provided by attachment 11.1. It shall also ensure that the stand is completely free from vehicles and materials of any kind in aircraft manoeuvring areas, near the bridge and the accesses to fire extinguishers and aircraft fuelling stop buttons and that the loading bridge and related equipment are in the correct position. Otherwise, it should contact CEA (tel. 3022) for the removal of vehicles and if possible, reposition

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-37</b>

the loading bridge and equipment correctly. If this is not possible due to faults, the ADR Contact Centre (attachment 5.1 – prog. 2) must be notified immediately, waiting for the technicians to arrive without attempting recovery operations.

9.4.9 While using the bridges, visual docking guidance system, 400Hz, air conditioning and drinking water systems subject to the instructions for use and regulations set out in this section, the Service Provider/Self Handler must also:

- avoid any improper use of the facilities and equipment;
- avoid making any calls to the ADR Contact Centre for non-existent malfunctions and any problems that are the responsibility of the equipment operator and not the maintenance personnel;
- only employ suitably trained personnel informed as to their job responsibilities and any related risks;
- follow all written instructions posted near the equipment, even those not specified in these Regulations or in the instructions for use attached to these Regulations.

9.4.10 After using the bridges, visual docking guidance system, 400Hz, air conditioning and drinking water systems, the Service Provider/Self Handler must deactivate all equipment used and leave it in the standby position, using the controls to properly close any access doors and removing all waste and materials, so that the equipment is ready for use again. Please remember that the presence of any FOD on the apron may affect the issue of the Ready signal from the Management (see Airport Manual).

#### **Procedures for using the A.P.U.**

9.4.11 For all aircraft parked at stands provided or partially provided with fixed power supply and air-conditioning installations, it is mandatory to use them and it is therefore forbidden to keep the on-board auxiliary units (APU) operating during all the parking period in the stand.

9.4.12 For aircraft parked in positions not provided, totally or partially, with the fixed electrical supply and air-conditioning systems, or in the event that one or more of the aforementioned fixed installations are not functioning, it is mandatory to use the mobile auxiliary groups provided from the respective service provider and it is therefore forbidden to keep the on-board auxiliary units (APU) in operation.

9.4.13 Notwithstanding the provisions of the previous points, the use of on-board auxiliary groups (APU) is allowed, only for the time strictly necessary for the completion of operations connected with the arrival and departure of the aircraft, in the following cases:

1. aircraft without the appropriate connections for power supply and / or air conditioning;
2. unavailability of external auxiliary groups;
3. particularly high or particularly rigid outdoor temperature conditions, which require, however, limited to wide body type aircraft, the ignition of the A.P.U. for the purpose of cockpit conditioning.

9.4.14 In the hypotheses described above, to proceed to the lighting of the auxiliary groups on board, the airline will acquire the relative authorization from the Operator (ref attachment 5.1 prog.21) upon presentation by its representative of a justified request.

9.4.15 In the event of A.P.U. failure, known or occurred, in order to preserve the safety and regularity of the operations follow the procedure for Aircraft arriving/departing with not operational APU in a stand equipped with loading bridge and 400 hz, defined in the Airport Manual E-15 safety dispositions Vol. 3 Apron Safety (section stand equipment), taking into account that:

- 1) it is forbidden to approach the loading bridge until the aircraft has come to a full stop, with the engines off, the anti-collision lights off, the heels positioned and the cones positioned;
- 2) as indicated in point 9.4.20, it is not possible, and it is forbidden, the loading bridge docking or detaching with the 400 hz plug inserted in the aircraft housing;
- 3) as indicated in point 9.4.21, any misuse of the by-pass button may cause serious damage to loading bridges and is therefore prohibited;

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-38</b>

4) it is forbidden to start up the engine (s) on the stand, in the presence of roads behind it, without the supervision of ADR Operational Safety in coordination with the Emergency Operations Center (ADR / CEA).

#### **Handling malfunctions, irregular and critical operating situations**

- 9.4.16 Any Service Provider/Self Handler or Carrier that detects any irregularities, malfunctions, defects or damage to any of the equipment discussed in this section, should notify the ADR Contact Centre (Annex 5.1 - no. 2) and Flight Control (attachment 5.1 – prog.3), and await the arrival of technical personnel without attempting to restore operations.
- 9.4.17 The ADR Airport Coordination agency will inform Service Providers/Self Handlers operating at FCO of any situation, known a priori, relating to the unavailability of loading bridges or other types of equipment discussed in this section, for technical or operational reasons (e.g. maintenance work) each day by means of telex. It is the responsibility of each Service Provider/Self Handler to inform the Carriers affected and implement the necessary measures to ensure service to those Carriers.

##### **b) Loading bridges and visual docking guidance system**

- 9.4.18 For the correct activation of the visual docking guidance system it is necessary to verify that the loading bridge and the relative bellows are completely retracted and the stand is free from FOD, vehicles, and any equipment that may represent a danger to the entrance of the aircraft in the stand. Once the visual docking guidance system has been set up, an operator must remain constantly at the stand to supervise that the aircraft's entry will take place in maximum safety.
- 9.4.19 Docking manoeuvres and disengagement from the loading bridge must be performed in compliance with the instructions for use attached to these Regulations.
- 9.4.20 It is not possible, and it is forbidden, the complete docking manoeuvre and the complete detachment of the loading bridge with the 400 hz plug inserted.
- 9.4.21 Any misuse of the by-pass button may cause serious damage to loading bridges and is therefore prohibited, as indicated in the instructions for use attached to these Regulations.
- 9.4.22 In the event it is impossible to dock to the loading bridge due to malfunction, with an inbound aircraft already on the apron, ADR will, as soon as it has been notified, send an Emergency Response Team; given the fact that in some cases such operations may not immediately be able to repair the malfunction due to technical issues, the Service Provider/Self Handler will still need to equip itself properly for the disembarking of passengers using a retractable staircase.
- 9.4.23 In the event of the impossibility of an outbound aircraft to disengage from the loading bridge due to malfunction, ADR will, as soon as it has been notified, send an Emergency Response Team that will allow the aircraft to disengage, either by restoring operation to the bridge or by using an emergency manual manoeuvre.
- 9.4.24 After use, loading bridges should be retracted and tilted slightly downward, and left in the standby position described for each of them in the instructions for use attached to these Regulations.

##### **c) 400 Hz and pre-conditioning system**

- 9.4.25 The plug used to supply electricity to the aircraft should be inserted only after the aircraft has docked to the bridge.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-39</b>

9.4.26 The plug used to supply electricity to the aircraft should be removed and replaced prior to the aircraft's disengagement from the loading bridge. For the proper use of the plug used to supply electricity and the pre-conditioning system on the apron, please refer to the instructions for use attached to these Regulations.

#### **USE OF SUPPLY OF DRINKABLE WATER AND DISINFECTANT FLUID TO TANK TRUCKS - DISCHARGE OF AIRCRAFT SEWAGE EQUIPMENT**

**This section deals with the following services, located in the air-side airport area:**

- n. 2 supply stations for aircraft drinkable water, located as follows:  
**EST** – near Ramp Building, equipped with a sodium hypochlorite dosing system operated by Airport Handling;  
**WEST** – in stands 800 area, near access gate n. 3;
- n. 2 aircraft toilet sewage discharge point, located near the Ramp building and stands 800 area;
- n. 3 tank truck supply stations for aircraft toilet disinfectant fluid, both located near the Ramp building.

9.4.27 The two supply stations for drinkable water are access controlled through an appropriate key supplied to Handlers.

9.4.28 The aircraft toilet discharge point described above are freely accessible.

9.4.29 All Providers / Self-Providers shall reach them with their own handling vehicles, following the use directions indicated on the spot or otherwise established by ADR, and shall stop there only for the time required for supply/discharge operations, avoiding to interfere, for operational and safety reasons, with other operators working in the area and in particular leaving the sewage discharge installation clean and ready to be used again.

9.4.30 The access to the three aircraft toilet disinfectant fluid supply stations is reserved to certain Providers / Self Providers according to existing supply agreements. All Providers / Self-Providers shall reach with their own handling vehicles exclusively the station assigned by ADR, following the use directions indicated on the spot or otherwise established by ADR, and shall stop there only for the time required for supply operations, avoiding to interfere, for operational and safety reasons, with other operation being carried out at the other supply station.

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

9.4.31 Any Provider / Self-Provider detecting an abnormal condition or malfunctioning of the supply/discharge systems, or fluid outspills near to these, shall immediately inform the ADR Contact Center (Annex 5.1, # 2).

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

9.4.32 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 Contact Center (Annex 5.1, # 2).

9.4.33 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 7.1, # 4 (a telex contact should be stated, among others) or, in particularly significant or critical circumstances, to the contact stated in Annex 7.1, # 11.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-40</b>

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

9.4.34 Please note that the presence of FOD on the stand can affect the release of Ready by the Managing Company (see Airport Manual).

## **Health care**

9.4.35 The activity of First Aid is expressed in ensuring medical assistance 24 hours a day for passengers and all airport operators. (Ref. No. 06 6595 3133-3134).

9.4.36 In the case of flights arriving and / or departing, for which the commander has requested, through the "Control Tower", a First Aid health assistance, or for which the presence of passengers suffering from pathologies has been reported for which it is necessary the presence of one or more health personnel who take care of the disembarkation and / or the boarding, the medical staff having to do so must board the aircraft before the beginning of the landing and / or boarding of the other passengers.

9.4.37 The cabin crew must take care to ensure that the health personnel referred to in the previous paragraph can immediately reach the passenger who needs their assistance, inviting the other passengers present to remain seated and keeping the corridors free from any obstacle, as long as the assisted passenger as not gone out the aircraft.

9.4.38 Failure to comply with the provisions of the previous articles will be reported by the sanitary staff interested to the ENAC Airport Management, which will provide for the imposition of sanctions provided by the current regulatory system or, in the case of risk of spreading infectious disease, the complaint to the Judicial Authority.

## **Storage and distribution system for aircraft fuel**

9.4.39 The airport has a storage and distribution system of aviation fuel consisting of:

- tanks located outside the "airside".
- a network of pipelines to reach the aircraft parking areas

9.4.40 The management and maintenance of the entire system is entrusted to SERAM SpA. which is also required to perform the inspection and control practices in accordance with its Operational Manual and in compliance with applicable regulations.

9.4.41 The company SERAM SpA. is constituted by the oil companies in accordance with the agreements concluded by them with the State. In this context, the oil companies ensure that air carriers are regular and timely supplied of aviation fuel service using their system for storage and distribution or, for stands not served and if otherwise unable to use the system, by providing directly products with tankers.

9.4.42 The company SERAM has, inter alia, the following obligations:

- allow the use of the system to anyone who, having the title, as so requested
- ensuring compliance of fuel delivered to the level of quality standards required by specific legislation
- ensure an adequate supply of deposit monthly program
- provide immediate notice to ADR about any situation is considered to be potentially at risk

ADR will inform the DA if it is deemed necessary according to the criticality that has emerged.

## **Quantity and quality control of the product dispensed**

9.4.43 The company SERAM S.p.A. must provide for:

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-41</b>

- a) Submit every six months (October 1 and April 1 of each year) to ADR and DA periodic maintenance plans. As part of the temporal patterning of individual maintenance activities provided, shall notify monthly those carried out.
- b) Inform the oil companies, ADR - within 12 hours of occurrence of events that require extraordinary measures not covered by the maintenance plan referred to above – about any penalties for significant portions of the plant that could compromise the ordinary delivery and take (in coordination with ADR) the necessary steps to enable the activation of alternative refueling procedure. SERAM will also perform the necessary works in less technical time as possible, according to current law.
- c) Submit quarterly (1st January, 1st April, 1st July, 1st October of each year) a compliance statement of the fuel present in the deposit and / or delivered during the three months immediately preceding, to standard levels of quality required by specific legislation, as transmitted by the oil companies.
- d) Submit within the third working day of each month to ADR the monthly program of entries in storage. If these entries were postponed for more than 48 hours without being backed by another supplier, SERAM, if actually deems them necessary for the smooth operation of the airport, will promptly inform ADR.
- e) Provide timely notification to ADR if the stock (intended as both the quantity previously stored on the deposits of the airport and those to enter and physically present in the neighboring deposits but already formally intended for Fiumicino airport) at the stores of Fiumicino and those linked to, is not expected to be sufficient, on the basis of standard programs of refueling carried out by the same SERAM, for the next 5 days, indicating the possible requests forwarded to the oil companies and the consequent actions taken by the latter for the recovery of the stocks. In any case SERAM must provide timely notice to ADR and the DA about any situation is determined to be potentially at risk for the smooth operation of the airport of Fiumicino.

All communications and information referred to above, regarding ADR, should be sent to the " Real Estate Head Office", a copy thereof must be sent in advance by fax to the numbers 06-65957500 and 06-65956737.

Also in the cases referred to in subparagraphs b) and e) the communication must be sent also to the ADR Duty Station Manager (Annex 5.1 prog. 1) who will inform DA.

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

- 9.4.44 Emergency situations at the fuel depot are managed by SERAM S.p.A. staff in accordance with their emergency plan
- 9.4.45 Each Provider and Self Provider detecting any anomalies or malfunctions on equipment for the fuelling, must immediately inform SERAM and ADR Duty Station Manager (Annex 5.1 - prog.1)

#### **Refueling operations (the subject is regulated in the Airport Manual - E-15-MOV18)**

##### **Refueling vehicles via tanker in airside**

- 9.4.46 The refueling service via tank truck can be carried out for all vehicles, except for cars, whose transit in the movement areas, in particular where crossing of taxiways, may present a harm to the operational safety.
- 9.4.47 The refueling service will be allowed for regularly parked vehicles at all locations of parking of vehicles assigned to the handling company.  
For vehicles parked in the stalls located at the aircraft stands, the service can be done at night, starting at 24.00 l.t. until 05.00 l.t., but only if the stand is not occupied by an aircraft unless it is parked in overnight stop.
- 9.4.48 Refueling operations will be carried out only after the grounding of the frame of tanker.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 12/01/2026</b>	<b>pag. 9-42</b>

- 9.4.49 The internal safety and security distances will be guaranteed to be not less than three meters from the tank, delimiting the area with checkered flags placed on rigid supports; only in those conditions will be allowed an exception to the prohibition of occupation of the vehicle road.
- 9.4.50 The supply will be suspended when there are lightning caused by adverse weather conditions, or lack of visibility.
- 9.4.51 Refueling operations can not be carried out near a functioning radar equipment.
- 9.4.52 The absolute prohibition of smoking and / or use naked flames when refueling is confirmed.
- 9.4.53 The staff must be in possession of all professional requirements provided by applicable laws, including the A.D.R. 2019 and the license to drive in the internal areas of airports, pursuant to the Airport Manual (operational procedure code E-16-21 MdAE\_Mov16). The vehicles used for refueling operations must comply with regulations, including law A.D.R. 2019.
- 9.4.54 Personnel should wear anti-sparking clothing, should not hold lighters and / or similar, or use mobile handsets during refueling operations
- 9.4.55 On refuelling equipment must be placed No. 3 fire extinguishers, with extinguishing capacity of not less than 39 A - 144 BC.
- 9.4.56 In the event of fuel spillage during refueling, the procedure under this Airport Regulations must be followed. (See Section 5.1.64).

#### **Minimum and reduced times of service**

- 9.4.57 Are defined for the Fiumicino Airport the minimum time of service, relating to terminating flights (TE), originating (OR), transit flights (TR) and the turn-around (TA) for each category of aircraft, listed in Annex 8.5 of these Regulations.
- 9.4.58 For each scheduling season shorter times than those listed in Annex 8.5 may be agreed between Carrier, Operators and Managing Company, by sending appropriate detailed and documented request to the Airport Coordination (Appendix 5.1 ref. 3bis). These reduced times are forwarded to Assoclearance by the Managing Company for the correct SLOT attribution.  
 In case of departure delay, time until the minimum time of service (see attachment 8.5) will be encoded with the delay code 09, while time exceeding the minimum time of service will be given its delay IATA code (see delay codes table attached to these Regulations).

#### **The Managing Body's activities of control**

- 9.4.59 ADR shall carry out checks on the correct fulfilment of the provisions in the previous paragraphs, also availing of the standards contained in attachment 11.1, in order to safeguard the regular performance of activities and passenger services. In the event of non-observance, the measures provided under chapter 11 shall apply.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-43</b>

## 9.5 PROCEDURES IN COMMON TO CARGO AND MAIL HANDLING ACTIVITIES

**This section deals with the procedures in common to cargo and mail handling activities with respect to the handling of incoming, transfer and outgoing cargo and mail in the Cargo City and Cargo City-to-aircraft and vice-versa.**

### 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 the rules set on circulation (ref. Airport Manual) and 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.

### Vehicles parking and cargo handling common areas

- 9.5.2 Each operator must ensure that the movement of vehicles in public areas devoted to parking takes place in a regulated and orderly way, respecting the roads and not interfering with other operators. In particular, each vehicle must be placed only in the set up stalls suitable to its specific size in order to optimize the overall occupancy of space.
- 9.5.3 The approach to loading bays will be managed by Cargo Operators under procedures that do not create any obstruction or penalties for other entities which operate in contiguous areas.
- 9.5.4 In cargo handling area each operator must ensure that operations are conducted following the roads and without interference, or in appropriate coordination with the activities of other entities in the area for safety at work and the proper functioning of the overall operations management of the goods.

### Special cargo

- 9.5.5 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 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.
- 9.5.6 In particular for the transportation to and from the plane side of weapons and the values the ramp Providers/Self-Providers will appropriately coordinate operations with the Security company in charge of escort. If wished to use the service of the ADR Security for the transport 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.

### Perishable cargo

- 9.5.7 Perishable cargo (e.g. perishable foodstuffs and live animals) shall have priority in the transfer from/at aircraft. With reference to live animals the EU Regulation no. 1/2005 applies. 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 flight delay and/or in aircraft loading/unloading operations, shall act in co-ordination between them and implement the necessary action to prevent cargo deterioration.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-44</b>

## Quay

9.5.8 The quay is the place on which the goods are delivered by a carrier to the cargo shipper (goods in export) or from the cargo shipper to the carrier (imported goods).

### Rules for all operators

9.5.9 Circulation and parking on the quay at electric or motor vehicles other than those of the cargo handlers if not previously authorized by them, It is not permitted

9.5.10 It is forbidden to move from one handler's quay to the quay of another handler with electric and manual vehicles with or without goods on board, except in exceptional cases defined by a specific procedure.

9.5.11 It is forbidden to obstruct with vehicleless, goods and materials, safety exits, and doors of technical premises.

9.5.12 People must walk around the pedestrian areas on the quay, paying attention to the vehicles in circulation.

9.5.13 All those who move on a quay should wear a high visibility waistcoat.

9.5.14 All those who carry out freight operations on a quay should wear the appropriate D.P.I.

### Rules for carriers

9.5.15 Carriers shall:

- dock the vehicle on a quay according to the cargo handler's directions;
- park the vehicle in the quay at a right-angled with respect to the loading area, with the handbrake engaged, with the engine switched off and, in the case of road regulations, with the wheels locked with a wedge.
- Wait for the cargo handler to position the mobile quay to allow loading or unloading of the vehicle.
- wait for goods on board the truck or in the stalls delimited by yellow stripes;
- wear D.P.I .
- Place the pedestals to be returned to the cargo deck in the appropriate stalls on the quay.

9.5.16 The operational management of the quay and the docking operations is responsibility of each Cargo Handler, for the portion of pertinence.

9.5.17 At the end of loading or unloading, before removing the transport vehicle from the quay, ask for re-position of the mobile quay at the cargo handler

### It is the task of each cargo handler:

- respect and enforce this procedure.
- respect and enforce signposting at the quay;
- deliver the goods to the carrier only if the transport vehicle is docked on the quay;
- Do not deliver the goods on containers or pallets owned by the carrier.
- ensure that the deconsolidation of the goods does not take place on the quay;
- deliver the entire load units (BUPs) exclusively from the direct delivery of the ETV system or by the electromechanical equipment provided for this purpose by the cargo handlers;
- to ensure that no material is left on the quay that could create a disruption to the movement of persons and vehicles;
- take care to remove abandoned materials (eg broken lines, nylon cloths, cartons, general waste, etc.) in a timely manner

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-45</b>

- ensure that the goods on the quay are standing only for the time strictly necessary for the load on the vehicles of transport, which must be present and already docked on the quay at the time of delivery of the goods.
- Ensure that the goods on the quay stand for the time strictly necessary for the warehousing goods to be introduced, after acceptance by the cargo dealer.
- deliver the goods exclusively within the area marked by yellow stripes.
- Ensure that walking people circulate in the pedestrian area specially prepared or within the yellow stripes during loading or unloading of the vehicles of transport;
- Make sure that the docked vehicle is parked at right angles to the cargo area with the handbrake engaged and with the engine switched off and that in the cases provided by road regulations the wheels are locked with a wedge.
- Report any non-functioning equipment with the appropriate security chart.

## Quay ramps

- 9.5.18 The management of the ramps on the quay is at the cargo handler's burden.
- 9.5.19 Unless otherwise regulated by special agreements signed with the Cargo Handlers, to be sent by the latter, for information to ADR in the figure of the Cargo Manager (see Annex 5.1 prog. 22 bis), each operator sub-dealer of the freight forwarders building and other carriers serving the Cargo Handlers that need to deliver or collect:
- goods on dollies following a tractor;
  - goods with forklift;
  - values with armored van for collection or delivery to / from the safe;
  - bodies,
  - particular goods due to their dimensions,
  - goods going to/from the warehouse equipped with a dedicated access/exit ramp (unsuitable for use in reverse),
- will:
- stop behind the yellow line near the ramp that will be closed with tensor,
  - go to the request for assistance from the reference cargo handler,
  - wait for instructions, for the acceptance or delivery of the goods, from the reference cargo handler.

- 9.5.20 During the operations, the vehicles must stand behind the yellow line near the ramp until the end of the operations.

- 9.5.21 At the end of the operations, the cargo handler must close the aforementioned ramp with a tensor.

## Quay platforms

- 9.5.22 The platforms must be used exclusively by the Cargo handlers through their own personnel specializing in the use and management of the same.
- 9.5.23 The use of the platforms is expressly conditional on the specific training of the conducting staff.
- 9.5.24 The platforms assigned to each Cargo Operator shall be used exclusively by the Cargo Operator to which they are assigned.
- 9.5.25 Quay infrastructures, loading ramps and compass platforms must be maintained efficiently so that there are no penalties for customer service.

## Veterinary Block

- 9.5.26 The Veterinary Block is located in the airside area between Cargo City and parking stands 200.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-46</b>

- 9.5.27 If an operator needs to use the Veterinary Block for storage of live animals both in import and in export, during the hours from 08.00 to 20.00 shall contact the Office for Veterinary ref.Tel 06 6595 6339 -3992 to verify the possibility of storing and agree on the modalities of access to it.
- 9.5.28 Where an operator needs to use the Veterinary Block outside of that time interval will have to request it from time to time to ADR (annex 5.1 prog.1), which will provide the opening and closing of the external access gates of the infrastructure according to the needs expressed.

#### General rules

- 9.5.29 The use of the infrastructure of the Veterinary Block and all Service activities must be in accordance with the veterinary and customs regulations and all laws, rules and regulations, national and local regulations in force and to be enacted in the future by any authority entitled thereto
- 9.5.30 Each operator must ensure that the movement of vehicles in public areas devoted to parking takes place in a regulated and orderly way, respecting the roads and without interfering with other operators for safety at work and the proper functioning of the overall operations management of the infrastructure.
- 9.5.31 The approach to the infrastructure will be managed by Operators in accordance with procedures that do not create any obstruction or penalties for other entities present.
- 9.5.32 Each operator must access with their vehicles following the instructions and rules of use indicated on site or otherwise established by ADR, stopping only for the time necessary for loading / unloading, avoiding interference, for operational and safety reasons with the activities of other entities in the area.
- 9.5.33 The transfer of animals within the Veterinary Block will be performed with Operator's Equipment at his full charge and at his expense and must comply with the established flows.
- 9.5.34 The area devoted to storage should be respected for all types of animals
- 9.5.35 The first available free location must be used for the storage, avoiding to obstruct, damaging the goods of other operators and the positioning in areas where there may be incompatibility with other shipments present.
- 9.5.36 The feeding, watering, administering medication and other veterinary interventions and assistance will be at full charge of the Operator.
- 9.5.37 In particular, shall be at Operator charge:
- service and feeding of all types of animals
  - daily cleaning and replacement of absorbent materials and final cleaning of the cages used in accordance with the requirements of the Veterinarian Office
  - cleaning and disinfection of premises and transit zones used both for storage and for the veterinary activities after use
  - checking the status of animal wellness, any dispense of medication and whatever should be necessary at the request of the veterinary
  - assistance to reptiles and fish including reoxygenation and possible partial or total exchange of fresh and marine water and cleaning of aquaria / reptilariums at least monthly
  - reporting according to the regulations of suspected cases of illness and / or mortality
  - handling of animals as required by the veterinary
  - repair / replace damaged cages
  - removing carcasses of dead animals within the customs area and disposing in accordance with current regulations
  - delivery, ex-warehouse, not collected animals or confiscated by CITES to persons / entities responsible for their withdrawal, subject to health clearance with costs in charge to the carrier or shipper.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-47</b>

- 9.5.38 In the case of long delays and / or continued stay ordered by the competent authorities, care activities are responsibility of the Operator.
- 9.5.39 By way of example we recall the following requirements for shipments of live animals so that they can be introduced and stored in dedicated area, in addition to compliance with the regulations relating to live animals:

#### Packaging

- 9.5.40 Animals may be introduced only if housed in clean, waterproof, and adequately ventilated, containers and such as to prevent possible escape of the animal.
- 9.5.41 The container must be built so that the animals will not harm the service personnel.
- 9.5.42 Absorbent material must be used because the majority of animals are also considered as wet goods. However, the use of straw as an absorbent is prohibited because of its degree of edibility and regulations concerning quarantine by some countries.
- 9.5.43 If you can pile up the shipment, the containers must be durable and able to prevent crushing of the underlying shipments.
- 9.5.44 The container must have all other features required by the regulations in relation to the various species of animals contained in it.

#### ULD

- 9.5.45 Some live animals can be transported in load units in accordance with the provisions laid down by law. However, the following rules must be respected in general:
- the warm-blooded and some cold-blooded animals, require a supply of air, therefore, in most cases the igloos and load units completely closed are not suitable for transport.
  - The chicks can be packaged and shipped within a pallet provided with grid if packaged in such a way as to allow the circulation of air.
  - Some cold-blooded animals such as tropical fish and shellfish can be packaged into closed load units because do not need additional oxygen during transport.

#### Labelling

- 9.5.46 The labels "Live Animal" correctly filled with specific content, must be affixed to each container of live animals unless otherwise specified in the characteristics of the container.
- 9.5.47 The labels "this way up" or the external signs must be placed on the four sides of the container in order to highlight the correct transport position and orientation of the shipment.

#### Mortuary

- 9.5.48 The Mortuary is located between the platform 23 and 25. The premises can be locked for security reasons and decorum. The keys were handed over to each operator who must provide for the opening and closing on their own responsibility.
- 9.5.49 The use of the infrastructure of the Mortuary and all assistance activities must be in compliance with all laws, rules and regulations, national and local regulations in force and to be enacted in the future by any authority entitled thereto, with particular reference to the DPR n.285/90 and subsequent modifications and additions.
- 9.5.50 Access to infrastructure will be managed by Operators in accordance with procedures that do not create any obstruction or penalties for other subjects also for the safety and the proper functioning of the overall operations of infrastructure management, according to the instructions and rules of use indicated on site

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-48</b>

or otherwise established by ADR, stopping only for the time necessary for loading / unloading, avoiding interference, for operational and safety reasons, with the activities of other entities in the area.

- 9.5.51 Each operator must access it with their own assistance equipment
- 9.5.52 The movement of bodies inside the Mortuary and their deposit will be performed with Operator's Equipment at his full charge and at his expense avoiding hindering, damaging the goods of other operators and positioning in areas where there may be incompatibilities with other shipments present.
- 9.5.53 In the case of long delays assistance activities are responsibility of the Operator.

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

- 9.5.54 Any Operator, in case of loss of those keys, or detecting any abnormal condition or malfunctioning of the systems and subsystems dealt with in this section shall immediately inform the ETV control room ADR (App. 5.1 prog. 22) and wait for the technicians to arrive without making any repair attempt.

#### **Use of the ETV system and related Direct Delivery by Providers operating inside of Cargo City warehouses**

##### **ETV**

###### **General Info**

- 9.5.55 The ETV is a system for handling and storage of goods ULD both in Import and Export. The handling of empty load units, both containers (ULD) and load platforms may not be performed through the ETV's subsystems, unless ADR's specific authorization, but must follow procedures for handling at total cost and care of operators and prepared ad-hoc and approved by the Customs authorities.

- 9.5.56 Each Cargo Operator for using the ETV will follow the procedures and the directions and instructions specifically prepared by ADR attached to these Regulations.

- 9.5.57 The goods prior to enter into the ETV store should be submitted to the verification, acceptance and weighing procedures.

The goods, prior to insertion into the ETV warehouse, whether in import (positioning from the air side) and in export (by positioning the land side), must have been already packaged according to the provisions of the IATA Manual - Cargo Handling-AHM 376.

At the time of insertion, in particular, the anchorage and the correct alignment to the roller must be verified.

In addition by way of example, before the introduction of the ULD within the ETV warehouse, the operator must ensure that:

- nets, belts and ropes have no visible signs of fraying, cracks or cuts;
- the belts, ropes and nets are securely fastened to the floor;
- the hooks of the belts and nets appear intact and functioning;
- the belts, ropes and nets show no signs of abating;
- the goods does not protrude from the outline of the floor at any point;
- the floor of the pallet or container has a flattened shape once resting on the roller adheres firmly against the floor;
- the floor of the pallet or container does not present any deformities, particularly in the corners that must not be raised from the floor;
- the sheets of plastic or nylon used for packing pallet, adhere perfectly to the load and do not come out in any way from the safety net.
- in the case of using nylon or plastic sheeting to protect the container, these should fit the shape of the container itself, without the possibility of tearing or come off in some point during handling.

Is also not allowed to place bulk packages on the conveyor nor on top of the pallets or containers.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-49</b>

To operate on different subsystems to enter or exit of goods from the warehouse the operator must obtain the appropriate authorization. For this purpose must contact ADR (ref All.5.1.Prog 22), transmitting a list of names to be enabled in the manner prescribed in the contracts governing their use. The introduction and / or removal of the goods in import and export from the store can be made from one of the pulpits by the Operator and in accordance with the instructions prepared for their proper use. During the introduction all the goods-related data required and in particular the data useful to the billing of the service and the number of flight must be inserted. In the absence of the latter the goods may be still introduced within the ETV, but for the extraction of the goods you must input reference data for each ULD introduced resulting in delays of extraction of shipments. If the operator has information about the match of goods to the flight number in order to optimize time management can communicate them to ADR (ref.All.5.1 Progr22) by telex or fax, with a minimum of 5 hours earlier than the STD of the flight to make the pairing.

- 9.5.58 In any case the introduction of the goods should not take place with an advance of less than 5 hours compared to the STD of the flight. In case of necessity of sending goods with less than 5 hours advance compared to the STD of the flight the roller conveyor Direct delivery (see subsystem quay truck) must be used. Otherwise the release of the goods in time for the flight destination will not be guaranteed.
- 9.5.59 To facilitate management operations the Operator must deliver to the ETV control room daily premanifest of cargo departing on different flights at least 12 hours before STD. Any variation from the premanifest will be communicated by telex or fax in advance of at least 5 hours before STD of flight.
- 9.5.60 In case of export or import goods of particular value can be obtained from the ETV control room block for this kind of goods. The eventual release can only be made by the same control room and so will be required in due course. (At least 5 hours before the STD).
- 9.5.61 It is the responsibility and burden of each operator to provide staff training, to be able to properly conduct and safety all equipment in order to avoid injury to persons, aircraft and property and disruption of arriving and departing flights. ADR reserves the right to verify the results obtained individually by dedicated staff in the manner deemed most appropriate.
- 9.5.62 For the purposes of this Regulation the ETV system consists schematically in 3 parts, hereafter referred:
- Subsystem dolly interface
  - Subsystem mobile platforms for 10 ft ULD
  - Subsystem Tandem Platform

#### **Subsystem dolly interface**

- 9.5.63 The functions of this subsystem are:
- Transfer 10 and 20 ft ULD from ETV towards the air side (runway) and vice versa
  - Direct interface with Dolly ULD trolleys
  - Encoding of the ULD in / out of warehouse
  - Management of cold stores
- 9.5.64 Near the transporters are marked road network and areas of approach for dollies. Each operator must respect the road network and, once positioned correctly the dollies, start unloading / loading of goods on conveyors by following the instructions of use of conveyor belts themselves as attached to these Regulations or made available by ADR. The above transactions, as well as subsequent operations up to the end of the unloading / loading of goods shall be conducted in coordination with other appropriate entities that may be present in the area, for safety at work and the proper functioning of the overall operations.
- 9.5.65 Each operator must stop in the approach areas to transporters only for the time necessary to perform the unloading / loading of goods avoiding in any case to leave in these areas the empty loading units, and containers (ULDs) and loading platforms or other material.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9–50</b>

9.5.66 The user must ensure that the area is made available for the next user in the best conditions for this purpose it should remove all materials and place the empty loading units both containers (ULDs) and loading platforms or other material in provided areas.

9.5.67 It is absolutely forbidden to use forklifts to move the goods.

#### **Subsystem mobile platforms for 10 ft ULD**

9.5.68 The functions of this subsystem are:

- packing and unpacking of 10 ft. ULD
- Operations on ULD at various heights
- Weighing 10 ft ULD
- Encoding of the ULD entering the warehouse
- guidance ULD going to the platform, by rotating conveyor

#### **Subsystem Tandem Platform**

9.5.69 The functions of this subsystem are:

- packing and unpacking 20 ft ULD
- operations on 20 ft ULD at various heights
- Weighing 20 ft ULD
- Encoding of the ULD entering the warehouse
- Management of cold stores
- Input / output in/from storage of ULD that do not need to be packed / un-packed

#### **Direct Delivery**

9.5.70 Without prejudice to the provisions of point 9.5.1 regarding compliance with all applicable regulations, the direct delivery of the ETV system allows the transit of loading units, empty (subject to ADR's authorization) or with goods inside, from the city side to the air side and vice versa.

9.5.71 Only freight of carriers who have entered into formal freight handling agreements with a certified Service Provider at Fiumicino airport can transit through direct delivery. The Carrier is therefore obliged to provide ADR, at least 30 days before the beginning of the activities, with an official communication authorizing the Service Provider to process its goods. Alternatively, the Provider certified to the direct delivery via direct delivery can deliver to ADR, at least 30 days before the start of the activities, a copy of the contract signed with the interested Carrier. In addition, where applicable, the Provider will have to provide ADR, 10 days before the start of business, a copy of the contract with the ramp service provider, which will load the loading units on the air side direct delivery roller conveyor. In the absence of the aforesaid communications, the use of direct delivery for the transit of goods will not be permitted.

9.5.72 The use of infrastructure and the treatment of goods are governed by the provisions of Chapter 9.5, paragraph "ETV," and the technical instructions attached to these Regulations.

9.5.73 Only full load units can transit on direct delivery. Loose goods, nor live animals, nor bodies must not transit.

9.5.74 The equipment for loading the ulds on direct delivery rollers shall not stand in the airside except for the time strictly necessary for loading or unloading the uld.

9.5.75 Carry out of sorting operations of cargo units or bulk goods in the airside it is not permitted.

9.5.76 Direct delivery must be used in order to guarantee the full and continuous operation of the same by the other airport operators.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-51</b>

- 9.5.77 If it is established by ADR a use of the infrastructures not compliant with the provisions of this Regulation, the provider may incur the application of the sanctions and / or interdictory measures provided for in it (see section 11), up to the momentary suspension of activities.
- 9.5.78 When introducing the individual loading units in the transport infrastructure, the data relating to must be entered:
- Username and Password
  - IATA identification code of the container
  - Flight identification code
- In case of system anomalies or use of the same in manual mode (without entering the aforementioned data) the Operator must notify the ETV Control Room (Annex 5.1 - Schedule 22).
- 9.5.79 ADR will carry out checks on the correct compliance with the provisions of this paragraph, to protect the smooth running of airport activities. The Operator will be liable for damages to persons, aircraft and things and for delays in flights departing or arriving due to the failure or incorrect implementation of the provisions of this paragraph and of the instructions contained in the instructions for use of the equipment. ADR reserves the right to carry out any other actions and to charge the Service Provider/Self-producer who may default on the damage suffered and costs directly and indirectly incurred. ADR will also report to ENAC Territorial Management situations of serious or repeated failure to comply with the provisions of this paragraph.
- 9.5.80 The responsibility for the management of the goods falls under the responsibility of the Carrier and its Service Provider, while the ordinary and extraordinary maintenance of the equipment remains the responsibility of ADR.

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

- 9.5.81 Any Operator detecting any abnormal condition or malfunctioning of the systems and subsystems dealt with in this section shall immediately inform the ETV control room ADR (App. 5.1 prog. 22) at references listed below according to the type of device and wait for the technicians to arrive without making any repair attempt.

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

- 9.5.82 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 (Appendix5.1 prog. 22).
- 9.5.83 ADR shall address any notice or request for information regarding operational processes or regulated equipment treated in this paragraph, with particular reference to critical operating conditions, including any appropriate technical, operational and management measures established by ADR to safeguard the overall functionality of the cargo operations, to references of Operator Provider indicated.

#### **Moving equipment**

- 9.5.84 The dollies owned by the ramp service Provider / Self-producer, for baggage, pallet and container type, must be sufficient to guarantee, even during peak operating times, the regular operation of goods handling and mail service (including military mail) to and from the aircraft; the above mentioned dollies must be constantly kept in efficiency and in excellent running conditions, free of installation materials and labels relative to previous movements and must have characteristics that allow the transport of the various types of goods and mail safely, avoiding falls and losses of the packages and without the parcels being damaged in any way. The same characteristics apply to any dolly owned by the Cargo Operator. It should also be noted that it is not permitted to wrap the dollies to transport baggage, goods and mail with transparent plastic, adhesive tape or any material other than the one supplied with the trolleys.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 03/12/2025</b>	<b>pag. 9-52</b>

- 9.5.85 The ramp providers / self-producers shall ensure, both at the Cargo City infrastructure and at other stations, the constant availability of a number of trolleys, for each type, sufficient to allow the transit and preparation of cargoes and mail within the time established by the service levels defined on the Airport and in line with the carrier's operational request. In any case, the cargo handler will normally send an e-mail to the ramp provider, every evening before 22:00 to confirm the need for the next day or through ad hoc communication in case of special needs.
- 9.5.86 On the other way Cargo Operator performing management and handling of goods will have to use the dollies provided for by ramp Providers/Self-Providers in a proper way, for the purposes to which they are intended, taking into account its specificity and risks and limitations arising from the fact of operating in the airport area, without causing injury or damage of any kind to the dollies themselves. Each operator shall in particular use the dollies in accordance with current regulations and not hinder the activities of any other operator in the area at the time of use, particularly in areas, such as aprons, characterized by the presence of multiple operators simultaneously.

#### **Transfer Cargo and Mail**

- 9.5.87 The handling and management of transfer cargo and mail and the relevant document and information flows follow the same procedures applicable to incoming and outgoing cargo as described in the following paragraphs.

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

- 9.5.88 Any abnormal situation detected with reference to airport infrastructures (roads, signs, etc..), must be immediately reported by Operator to the ADR Contact Center (Annex 5.1 - prog. 2).
- 9.5.89 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 ADR SpA. to the reference specified by the operator with the Annex 7.1 - prog.10.
- 9.5.90 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.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>HANDLING OPERATIONS</b>	<b>REVISION 5</b> Section rev.2
		<b>Effective Date of this page 15/11/2023</b>	<b>pag. 9-53</b>

## 9.6 OUTGOING AND INCOMING CARGO AND MAIL

**This section deals with the procedures and information and document flows relevant to the delivery of outgoing and incoming cargo and mail.**

- 9.6.1 Each Cargo Operator shall provide, with a frequency to agree with ADR, and using computer systems with automated interface to ADR information systems, the data required and necessary to ADR for the determination of inland taxes, without prejudice to the right of ADR to have access to its data to verify its correctness. In this regard ADR is available to provide technical information useful to implement such a link.
- 9.6.2 Each Cargo Operator shall provide to carriers their clients or their designated handlers, the operational data necessary for the proper completion of the load-sheet also for weight and balance purpose.

### Cargo and mail transport to aircraft

- 9.6.3 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 aircraft loading operations**.
- 9.6.4 The ramp Provider / Self-Producer at the time of pick-up of the train departing from the relevant cargo handler, will sign the appropriate exchange form once verified the correctness of the load and the equipment on which the goods is loaded, inserting date and time of delivery.
- 9.6.5 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.

### Cargo and mail transport from aircraft

- 9.6.6 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.
- 9.6.7 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.
- 9.6.8 When the incoming train is received, the cargo handler will sign the appropriate exchange form once the correctness of the load and the equipment on which the goods are loaded is verified, inserting the date and time of receipt.

### Cargo with abnormal assembly

- 9.6.9 If, during transportation to and/or loading of the cargo in the aircraft, an abnormal conformation of the assembled load is detected and cannot be removed, the Provider/Self-Provider in charge of boarding the cargo on the aircraft and Cargo Operator shall act jointly for resolving the anomaly. If loading the goods is not possible for proven reasons, the Provider/Self-Handler must contact the air carrier for appropriate coordination.

### Lacerations, tampering

- 9.6.10 In case of tampering and lacerations, if the Provider/Self-Provider has decided to make use of ADR Security, can contact the reference indicated in all.5.1 - prog. 7.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

HANDLING  
OPERATIONS

REVISION 5  
Section rev.2

Effective Date of this  
page 15/11/2023

pag. 9-54

**Re-entry of cargo and mail from apron**

9.6.11 If, for whatever reason, all or part of the cargo and/or mail is not boarded on the aircraft (ex. Departing flight cancelled), the ramp Provider/Self-Provider in charge of boarding operations shall:

- Inform the cargo handler by telephone about the failed loading of the goods;
- Take back the aforementioned goods and / or mail to the appropriate area of the reference cargo operator;
- send an e-mail to the reference cargo operator that shows exactly which goods (dollys, ULD) have been disembarked and the motivation.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

SERVICE QUALITY	REVISION 5 Section rev.3
Effective Date of this page 18/12/2020	pag. 10-0

## 10. SERVICE QUALITY

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>SERVICE QUALITY</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 18/12/2020	<b>pag. 10-1</b>

## 10.1 QUALITY STANDARDS PROVIDED IN THE ADR SERVICE CHARTER

- 10.1.1 Aeroporti di Roma, as manager of the airport of Fiumicino, 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 and between the operators themselves 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.
- 10.1.6 Each Provider/Self-producer undertakes to:
- provide, in its contractual relationships with counterparties (and in particular with carriers), clauses and mechanisms to ensure the of the Service Charter and of the Minimum Quality Requirements and the other obligations assumed by the provider towards the Administration Body as a result of entering into the contract governing the handling services;  
 To this end, considered as "suited" to ensuring observance of the Charter of Services, minimum qualitative Requirements and other obligations assumed by the Supplier in relation to the Management Entity by effect of stipulating the contract for regulating handling services, in particular those subject matter to limitation at the airport, are the following clauses and mechanisms:
    - provisions of contractual fines for amounts adequately commensurate to the seriousness of the non-fulfilment;
    - provisions of a termination clause in the handling contract in the event of serious and/or repeated non-fulfilment by the Supplier;
    - provisions of clauses envisaging the carrier's faculty to monitor, also at random, the observance quality in the obligations recalled hereabove;
    - provisions of clauses envisaging the carrier's obligation to communicate to the Operator and by request of ENAC, on a quarterly basis, a report containing the Supplier's performance in terms of quality.
  - to provide the Administration Body, in the manners and within the period prescribed in the handling contract schedule, the appropriate disclosure of the clauses and mechanisms referred to in the preceding subparagraph a), without prejudice to the right of confidentiality of data and sensitive information related to the contractual relationship between the provider and its counterparts;
- 10.1.7 In the case of repeated reports by the Managing Company to ENAC of violations by a Provider of its obligations regarding the compliance with Airport Minimums and Service Charter indicators, the Managing Company shall inform the Carrier in order to verify the compliance with the contractual provisions under the previous section. In this case, the Carrier or Provider shall provide a copy of the contract free of sensitive data at the request of the Managing Company.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>SERVICE QUALITY</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 18/12/2020	<b>pag. 10-2</b>

## 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 Fiumicino 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 Fiumicino (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 ( AOC/carriers / handlers) to the extent of their competence.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>SERVICE QUALITY</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 18/12/2020	<b>pag. 10-4</b>

## 10.3 MINIMUM REQUIREMENTS FOR ESSENTIAL SERVICES IN THE AIRPORT

### 10.3.1 Airport Minimum requirements

Starting from 17 June 2016 the following indicators shall be identified for Fiumicino Airport, related to the airport's minimum operational requirements for essential services:

- Last baggage collection time for:
  - National flights NB (Narrow Body)
  - Schengen flights NB (Narrow Body)
  - Extra Schengen flights NB (Narrow Body)
  - Extra Schengen flights WB (Wide Body)
- Check-in queue time for:
  - National flights
  - Schengen flights
  - Extra Schengen flights
- Hand luggage security control waiting time
- Waiting time for first passenger descent
- Time to restore process regularity:
  - Arrivals: from collection belt call
  - Departures: from check-in call
- Delay of departing aircraft.
- PRM assistance time *on departure* (*with distinction between booked and non booked assistance*)
- PRM assistance time *on arrival* (*with distinction between booked and non booked assistance*)
- Comprehensive toilet cleaning (average assessment)

For each indicator the value of the standard is shown in the column named "Phase 1" of attachment 10.1 Table 1. The values given in column named "Phase 2" of said Table 1 represent the target values for future implementation.

### 10.3.2 Control Methodology

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 and the subjects enabled to the implementation of controls. These methodologies must be consistent with the provisions of the Civil Aviation Authority legislation in force and in particular with the information contained in ENAC Circulars April 19 and GEN 06

#### Operating modes for carrying out the checks

Another essential element to ensure the objectivity and fairness of the controls and to guarantee "fair and indiscriminate" treatment in relation to all operators is that the arrangements made for conducting the surveys are not discretionary, 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 behavior 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 survey cards prepared on tablets). In the event of additional needs, the quality measurements can be carried out on paper.

This will ensure maximum transparency and objectivity in carrying out monitoring and, at the same time, the necessary traceability of the phenomenon observed.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>SERVICE QUALITY</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 18/12/2020	<b>pag. 10-5</b>

### 10.3.3 Organization responsible for controls

In accordance with the provisions of the Civil Aviation Authority regulations and directives, control over Airport Minimum Requirements is implemented by ADR S.p.A., through the central body Quality or the ADR Station Duty Manager or the structures available to the Post Holders which carry out the objective controls according to the methodology described above.

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

Once carried out the objective controls, ADR S.p.A. sends a weekly report to the entities whose performance showed levels of service not meeting the Airport Minimum Requirements, with the highlight of the reasons for the disruption, when inferable from the data reported in the survey sheets (eg: no team s / b, no check-in counters are open).

The entities involved must submit to ADR S.p.A a reply within a week after notification of malfunction, specifying the causes and the measures they intend to implement to improve performance.

The results of the checks completed by the Operator regarding the minimum airport requirements may lead:

- to the prompt convocation of issuing entities for a joint analysis of the phenomenon found and the definition of the required countermeasures;
- the initiation of inspections on the organisational and technical structure of the defaulting handler;
- the application of the provisions under Chap. 11.

In case of repetition of the reported inefficiency or failure to comply with the decisions made, with regard to corrective actions, ADR S.p.A. will report all events as reported to the DA for it to proceed as defined in the ENAC Circular GEN06.

In this regard it is clarified that in case it is deemed to proceed with the application of sanctions for problems encountered, for "poor service" shall mean the operational situation observed in total for a single service and not the number of observations recorded non-conforming Airport Minimum Requirements (eg: non-compliance with the waiting time at check-in for flight X and not the number of passengers in the queue who have carried out the acceptance for flight X in times exceeding the standard set).

ADR S.p.A. sends the DA a monthly briefing on the progress of the monitoring carried out at Fiumicino Airport.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

CONTROL  
INTERDICTION AND  
PENALTIES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 11-0

## **11. CONTROL, DISQUALIFICATION AND PENALTIES**

 <p><b>AEROPORTI DI ROMA</b></p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p><b>CONTROL          INTERDICTION AND          PENALTIES</b></p>	<p><b>REVISION 5</b>          Section rev.3</p>
		<p><b>Effective Date of this          page 08/02/2019</b></p>	<p><b>pag. 11-1</b></p>

## 11.1 RESPECT OF REGULATIONS CONTROLL AND ACTIONS

- 11.1.1 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, under these checks, default behavior in or violation of the contents of Regulations including all its attachments or of any document expressly referred or linked to it is observed, the Managing Company may take action against operators interested in one or several of the following ways:
- Application of disqualification
  - Implementation of corrective or restoration action and charge the costs
  - Charge for any damages
  - Application of penalties and / or other measures provided for in contractual relationships
  - Propose to Civil Aviation Authority for penalties enforcement and / or other measures
- 11.1.2 In the event of default behaviour or violations of the Regulations finding, causing critical operational situations, or possible impairment of the proper conduct of operations, or endanger persons or the integrity of buildings and airport facilities, or harm the safety and security, the ADR Station Manager or other staff responsible for managing the infrastructure, area or activity concerned, may carry the disqualifications described in the relevant section, aimed at continuity and security of the processes involved, as regulated in the relevant paragraph. The lack of knowledge, by anyone, of this Regulation, in its most up-to-date version, can not be a reason to justify any non-fulfillment of the Regulation itself.
- 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 to the same 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 shall report its coordination structure.
- 11.1.4 The Managing Company notifies the violation in writing to the operator responsible for the violations. In the statement of notification, the Managing Company may also ask which actions will be implemented by the operator to avoid the recurrence of the default.
- 11.1.5 The operator concerned, within 15 days of the notification, may make any comments on what detected and notified and must, upon request, communicate the planned corrective actions.
- 11.1.6 After 15 days from the notification, based on the content of the possible answer and the nature/severity of the violation, if the justifications put forth by the operator are not considered satisfactory, the Managing Company takes the appropriate action provided by the signed contracts, such as the application of penalties, up to the termination of the contract in the cases provided for in the contract itself, with the consequences already referred to in section 9.1.
- 11.1.7 The severity of the violation is established in relation to matters governed by the Regulation, however, by way of example and not exhaustive are considered as "serious" violations relating to:
- Health and safety of persons
  - Safety
  - Security
  - Environment Protection
  - Lack of compliance with the indicators included in the Service Charter or the Airport Minimums
  - Rules of access and movement of people and vehicles
  - Emergencies
  - Information (including the failure to inform passengers of the non-compliance with the quality parameters)
  - National and international legislation
  - Conditions for use of infrastructures

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>CONTROL INTERDICTION AND PENALTIES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this page 08/02/2019</b>	<b>pag. 11-2</b>

- 11.1.8 It remains, however, determined that it is always considered "serious" any violation that occurs within airport airside, regardless of the type.
- 11.1.9 In case of serious violations, the Managing Company may report the violations to ENAC, proposing the application of sanctions and / or other action against the operator or person concerned. Civil Aviation Authority will evaluate the request and inform the Managing Company and the operator of its determinations.
- 11.1.10 In case of minor violations, if repeated over time, the provisions for serious violations apply.
- 11.1.11 In all cases of violation and / or non-compliance with the disqualification measures, the Managing Company reserves the right, where necessary and possible, to put in place, with its own resources or by delegate companies, corrective actions and charge the operators responsible for the costs increased by 15% and for the damage suffered.
- 11.1.12 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.
- 11.1.13 Without prejudice to the provisions of the preceding paragraphs of this section 11.1, ADR will be entitled to apply, under the Contract entered into with the Provider, the penalties provided for therein, following the written notification of the failures for which the Provider shall give due justifications.
- 11.1.14 No penalty may be imposed in the event of default or breach arising from force majeure or from any other cause not attributable to the Provider.

#### **ACTIVITIES TO AUDIT THE OPERATORS**

- 11.1.15 Without prejudice to the activities referred to in the Airport Manual, the Managing Company also carries out an audit of the airport operators for the purposes of verifying compliance with these Regulations and in particular on the processes governed by these Regulations where such auditing activities have already been described (eg. Environmental Protection, Training).
- 11.1.16 ADR may perform some audits in addition to those referred to in the preceding paragraph, after notifying the Operator concerned.
- 11.1.17 Should the audits show any non-compliances (or findings) these shall be described and analysed in a final report that will be sent to the Operators. Plans to recover from such non-compliances can be identified based on the nature of the findings.
- 11.1.18 It is mandatory for every company under audit to provide the Managing Company with the requested documentation and to implement the corrective actions identified following the established timelines.
- 11.1.19 In the event of failure to comply with the above requests, the Managing Company shall apply the measures provided by the contract and/or those permitted by law (application of penalties, contract termination, damages compensation, etc.).
- 11.1.20 In case of serious non-compliance, and in particular for breaches of the regulations in force, these will also be notified to ENAC and to the Carrier customer as contractee of the Provider

 <p><b>AEROPORTI DI ROMA</b></p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p><b>CONTROL          INTERDICTION AND          PENALTIES</b></p>	<p><b>REVISION 5</b>          Section rev.3</p>
		<p><b>Effective Date of this          page 08/02/2019</b></p>	<p><b>pag. 11–3</b></p>

## 11.2 DISQUALIFICATION MEASURES

- 11.2.1 The disqualification 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 disqualification measures apply both to the operators, or to their individual employees.
- 11.2.3 The disqualification 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 disqualification 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 disqualification 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 disqualification measures applied against violations of the Regulations. Any consequences of any nature arising from disqualification measures can not 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.  
 If the violation of the provisions of the Airport Regulations by the Operator gives rise to disruptions of operations, the Managing Company may require the intervention of other Operators present at the airport (in accordance with the provisions in the procedure referred to in paragraph 9.1.27) notifying the Carrier and ENAC, except in cases of interruptions for trade union reasons.
- 11.2.7 Against disqualification 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 disqualification 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:
- a) **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

 <p><b>AEROPORTI DI ROMA</b></p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p><b>CONTROL          INTERDICTION AND          PENALTIES</b></p>	<p><b>REVISION 5</b>          Section rev.3</p>
		<p><b>Effective Date of this          page 08/02/2019</b></p>	<p><b>pag. 11-4</b></p>

- 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
- Application of the sanction procedure envisaged in the Airport Manual (Operating procedure code E-16-21 MdAE\_Mov16)

**b) Evidence of vehicles/ground equipment in dangerous parking**

- ADR, in the case in which it is pointed out or it directly points out that the safe use of the apron or the assistance activity is prevented for the presence of materials and / or vehicles left by the previous Provider / Self-Producer, will invite the latter to clear immediate of the pitch or area, reserving the right to provide direct in case of non-compliance, for security reasons and to allow the smooth running of airport activities, charging the defaulter for the costs incurred and damages incurred.

**c) Evidence of vehicles / equipment with serious and evident differences**

- ADR is authorized to carry out visual and / or documentary checks on vehicles circulating or parked in the airside airport area and in the airport terminals.
- In the event that, following the checks carried out by ADR in the airside area and / or in the airport terminals, the non-compliance with the technical / documental requirements of the vehicles is highlighted, ADR will request the user company to proceed with the technical / documental adjustment of the vehicle and it will affix on the same vehicle a warning that prevents its use for operational purposes, allowing only the transport of the same for the purposes related to the restoration of technical requirements and for the time strictly necessary for the repair.
- In the event that the vehicle has been inhibited for use by affixing the aforementioned notice, the Company concerned, before collecting it for repair purposes, must notify ADR.
- If it is detected that a vehicle, whose use has been inhibited, is used before its technical / documentary conditions have been restored, ADR will suspend / cancel the vehicle pass.
- Once the technical / documentary conditions for circulation have been restored, the company using the vehicle will have ADR to check it, which, if the check is positive, will allow it to circulate. In the event of a negative result, the vehicle will remain in the inhibited state.
- Periodically ADR will require companies, for whose vehicles the technical / documentary conditions have not yet been restored after their inhibition, to indicate their status and / or location for the purpose of suspending / canceling the vehicle passes and their removal from the grounds.
- The suspension / cancellation of the pass requires the re-issuance of it according to the procedure for issuing access passes for licensed vehicle referred to in point 6.2.1.

**d) Vehicles involved in accidents**

- Request to the Operator for immediate removal if impediment to regular operations
- Warning the operator not to use the vehicle until it has been restored
- In case of failure to comply with, forced removal of the vehicle / equipment according to the established procedures

**e) 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 maneuver 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

 <p><b>AEROPORTI DI ROMA</b></p>	<p><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	<p><b>CONTROL          INTERDICTION AND          PENALTIES</b></p>	<p><b>REVISION 5</b>          Section rev.3</p>
		<p><b>Effective Date of this          page 08/02/2019</b></p>	<p><b>pag. 11–5</b></p>

- 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

**f) Failure to submit information**

- Request for correction and / or immediate dispatch of information
- In case of non-compliance, integration and / or correction of minimum information data eventually available for the correct information to passengers
- The circumstances will be subject to specific information to Carrier / s who may be affected
- In the event of failure to send on due time arriving and departing DUV messages, or failure to correct the data, in the Airport Information System will be entered data on the maximum configuration of the aircraft which was operating the flight, in terms of passengers. Accordingly invoicing of airport charges, airport taxes, security charges, centralized infrastructure and other goods and / or services which are closely related to flight operations will be undertaken on the basis of these data.

**g) Damage to buildings and / or facilities**

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

**h) 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

**i) Report of spillages in apron areas aa/mm (with the exclusion of spillages treated in the aa/mm refuelling procedure)**

Supplier present

- Verification of apron accessibility
- Possible suspension of activities
- Any request to remove means/equipment.
- Activation of clearance of the area involved
- Costs charged to the Supplier responsible for the spillage if they reported the event according to the provisions of the Airport Regulations.
- Charge of costs request for sanction to ENAC and application of contractual fines to the Supplier responsible for the spillage if they failed to report the event according to the provisions of the Airport Regulations.

Supplier absent

- Verification of apron accessibility
- Activation of clearance of the area involved
- Charge of costs, request of sanction to ENAC and application of contractual fines to the last Supplier to use the area.

**j) Failure to remove the setting and airline materials at the gates after the end of the boarding operations**

- request to the Service Provider of immediate removal of materials from the area
- In failure, removal by ADR and subsequent charging of the costs and implementation of the measures provided for in section 11.1.1.

**Evaluation of the providers performance**

11.2.10 The Managing Company publishes on a periodic basis evaluation of the performance of the Providers based on the following aspects:

- Safety compliance
- Quality indicator compliance



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

CONTROL  
INTERDICTION AND  
PENALTIES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 11-6

- Environmental protection
- Airport Regulations compliance

Through the calculation of a set of Key Performance Indicators defined with ENAC and communicated to the Users Committee.

Any performance that remains consistently below a minimum threshold may result in the suspension/revocation by ENAC of the Ground Handling Service Provider Certification.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

CONTROL  
INTERDICTION AND  
PENALTIES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 11-7

## 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, will apply the procedure provided for in this Regulations. 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 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.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 12-0

## 12. ANNEXES



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 22/01/2021

pag. 12-1

## Annex 5.1 - List of ADR contacts / part 1 of 2

PROG.	REQUEST/NOTICE	CONTACT	REF. (dial 06-6595 before for external calls)
1	Various (operative communications h24)	Station Manager	Tel ADR 5000 Cell. 335 7408834 <a href="mailto:csf@adr.it">csf@adr.it</a> Fax ADR 5001 Telex FCOXEXH
2	equipment failure, damage and various	Contact Center	TEL ADR 3434 <a href="mailto:damage@adr.it">damage@adr.it</a>
3	Station information (operational on flights), allocation of gates and aircraft stands	Flight Control	Tel ADR 3381 <a href="mailto:capoareacl@adr.it">capoareacl@adr.it</a> Fax ADR 3978 Telex FCOKUXH
3 bis	Aircraft external washing notice	Flight Control Coordination	Tel. 4077 (o 28609) <a href="mailto:Coord.cld@adr.it">Coord.cld@adr.it</a> Fax ADR 3978
4	Vehicle and equipment parking lots and storage areas, use of aircraft stands, runways and taxiways	Operational safety supervisor	Tel ADR 3432 <a href="mailto:supervisorisar@adr.it">supervisorisar@adr.it</a> Fax ADR 6557 Telex FCOMMXH
5	Baggage claim conveyors	baggage claim conveyor management	Tel ADR 5907 <a href="mailto:nastri@adr.it">nastri@adr.it</a> Telex FCONHXH
6	Delivery and boarding of oversize baggage and live animals Rush baggage	Terminal supervisor	TEL ADR 7510-8349
7	Notices on security matters	ADR Security Operations Room	Tel ADR 5252 <a href="mailto:salaoperativasecurity@adrsecurity.it">salaoperativasecurity@adrsecurity.it</a> Fax ADR 3278 Telex FCOQSXH
8	Baggage systems, BHS, HBS	BHS Control Room	TEL ADR 7950 FAX ADR 7943 TLX FCOBWXH <a href="mailto:Salacontrollo.bhs@adr.it">Salacontrollo.bhs@adr.it</a>
9	Voice announcements	Announcements Room Terminal Supervisor	TEL ADR 4076 TLX FCOAXXH TEL ADR 7510
10	Use of special assistance lounges	Terminal supervisor	Tel ADR 7510
11	Check-in desks	check-in desk Supervisor	TEL 8448 TLX FCOGEXH
12	Notices on procedures	Station Regulations & Standards	<a href="mailto:gianluca.alfieri@adr.it">gianluca.alfieri@adr.it</a>



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 22/01/2021

pag. 12-2

## Annex 5.1 - List of ADR contacts / part 2 of 2

PROG.	REQUEST/NOTICE	CONTACT	REF. (dial 06-6595 before when phoning from outside)
13	IT malfunctioning ( except for CUTE, Message Switching, Egate, BagManager) and telephone systems	FrontEnd BackEnd	TEL ADR 5151 <a href="mailto:backEndADR@adr.it">backEndADR@adr.it</a>
14	Allocation of check-in and transfer desks	Operational Planning (Mon/Fri 8.00-16.30) Check-in desk Supervisor (Mon/Fri, Saturday and Holidays 24 h)	TEL 6730 <a href="mailto:clearanceFCO@adr.it">clearanceFCO@adr.it</a>  TEL 8448 <a href="mailto:supervisori@adr.it">supervisori@adr.it</a>
15	Hardware / Software CUTE, Message Switching, Egate, BagManager malfunctioning	SITA Support	TEL ADR 7773 TEL ADR 8383 <a href="mailto:Fco.cute admins@sita.aero">Fco.cute admins@sita.aero</a>
16	Flights Information	ADR Information System	TLX FCODGXH
17	Information for flight planning	Flight Planning	Tel ADR 24724 <a href="mailto:clearancefco@adr.it">clearancefco@adr.it</a> Fax ADR 3638
18	Inauguration flights	External relations	Tel ADR 3497 <a href="mailto:relazionipubbliche@adr.it">relazionipubbliche@adr.it</a> Fax ADR 5128
19	Information for radio-frequency equipment	Property & Services	TEL ADR 3073 FAX ADR 6737
20	Cleaning operations	Airport Cleaning	TEL. 5534 FAX 7878 <a href="mailto:salaoperativa@airportcleaning.it">salaoperativa@airportcleaning.it</a>
21	Reporting accidents, fuel spills, hazardous incidents and events in SMS	CEA (Emergency Coordination Airside)	Tel. 3022
22	Cargo City - ETV and electromechanical equipment	ETV Control Room (h24)	Tel ADR 3431 <a href="mailto:ritetvcargo@adr.it">ritetvcargo@adr.it</a>
22 bis	Freight management procedure and other matters	Cargo Manager	Tel. 56946
23	Assistance to passengers with reduced mobility	ADR Assistance centralized coordination	Tel ADR 27478 <a href="mailto:assistenzaprm@adrassistance.it">assistenzaprm@adrassistance.it</a> Telex FCOSDXH
24	ADR First Aid		Tel. ADR 3133 – 3134
25	ADR switchboard		06 6595 1
26	Sending quarterly documentation certifying the disposal of waste produced by aircraft external cleaning	Environment and Sustainability	<a href="mailto:sistemiambientali@adr.it">sistemiambientali@adr.it</a> <a href="mailto:Giuliano.renzi@adr.it">Giuliano.renzi@adr.it</a>



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12-3

## Annex 5.5 – Management of “door to door” waste Procedure

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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 30/05/2024

pag. 12–4

## **Annex 5.7 – Access procedure for people who must go inside the baggage claim area and Lost&Found offices**

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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 03/04/2025

pag. 12-5

## **Annex 5.8 - Fiumicino Airport Coordination Committee Rules of Procedure**

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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–6

## Annex 7.1 – 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 loading bridges, visual aids, 400 Hz, air pre-conditioning, supply of drinkable water at stand		
4	Notices on water supply and sewage discharge installations for tank trucks		
5	Notices on incoming baggage and relevant systems		
6	Notices on outgoing/transfer baggage and relevant systems		
7	Notices on check-in systems, transfer desks, check-in points		
8	Notices concerning the information to the public		
9	Notices on Special Assistance Lounges and electric vehicles for passenger transport		
10	Notices on cargo and mail handling activities		
11	Notices and advice on particularly significant or critical operational circumstances		
12	Emergency notices related to PEA (airport emergency plan)		

(\*) 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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 22/01/2021

pag. 12-7

## Annex 7.2 – List of Providers

Carrier		IATA Code	Provider / Self-Provider	Provider / Self-Provider	NOTES
N°	Category	Activity	Provider / Self-Provider	Provider / Self-Provider	NOTES
1	Ground administration and supervision	Ground administration and supervision			
2	Passengers	Check-in			
3		Ticketing			
4		Lost&Found/Arrival assistance			
5		Special Assistance			
6	Ground handling	Ground handling			
7	Baggage	Departing baggage management			
8		Transfer to aircraft			
9		Baggage claim			
10	Weight&balance	Weight&balance			
11	OPS	Aircraft loading&unloading			
12		Pax & Crew trasportation			
13		Aircraft waste water management and water supply			
14	Aircraft cleaning	External cleaning			
15		Internal cleaning			
16		Cleaning on request			
17	Freight & Mail handling	Freight&Mail documentation			
18		Freight & mail handling			
19		Freight & Mail transportation			
20	Fuel & Oil handling	Fuelling and defuelling operation			
21	Maintenance	Aircraft line maintenance			
22	Catering	Catering			
23		Transport, loading and unloading food & beverages			
24	Security	Security Services			
25	Other handler for special flights				

\* Point out whether for special flights and / or destinations you make use of the services of a handler other than the one indicated above. Return flights and also the detail of the activities carried out by the handler.

Send the completed form to ADR SpA by e-mail: [clearanceFCO@adr.it](mailto:clearanceFCO@adr.it) ; [kam@adr.it](mailto:kam@adr.it); [gianluca.alfieri@adr.it](mailto:gianluca.alfieri@adr.it)



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12-8

## Annex 7.3 – Voice Announcements Procedure

### Procedure for data acquisition and recording of announcement

Once dialed service phone number (temporarily tel.6954 starting from 01.03.07 tel.4076), the system will initially require the introduction of the PIN by entering the appropriate numbers on the phone. In the case of incorrect PIN the system will ask you to repeat the operation, you can perform a maximum of three attempts. Alternatively, typing 9999, you can listen to the service help.

Then the system will prompt you to enter the carrier code, the first two characters of the code should be pronounced one at the time in a marked way, after each beep. The letters are inserted through spelling, using the international phonetic alphabet, and numbers must be pronounced in Italian. In case of failure to capture the character, you will be asked to pronounce again, the last character. The system will announce the code introduced and by typing any key you can repeat the whole operation, for a maximum of three times, in case the code does not match the one introduced. In case of failure of the acquisition phase of the carrier's code, you can pass anyway to the input of the flight number, during the recording of it will be necessary to specify the code and flight number. If the announcement is not related to any flights, enter the zero, zero.

After introducing the carrier code system will ask to enter the number of flight; type on your phone digits of the flight, pressing hash mark (#) to end the operation.

If the flight number should be incorrect, you can repeat the operation no more than three times. If the announcement is not related to any flight, enter zero, followed by hash mark (#).

Then the system will ask you to register the destination of the flight; recording will begin after the beep and will end when you press hash mark (#).

Then the system will ask you to register your name; recording will start after the beep and will end when you press hash mark (#).

Then the system will ask you to register the announcement you want to send, the recording will start after the beep and will end when you press hash mark (#). In announcements that require it, you must specify the boarding gate and the names of passengers, in a well marked way. In the case of code sharing, all carriers must be listed.

The system then will ask you to confirm the whole procedure by typing hash mark (#).



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12-9

*QUICK REFERENCE*

**PHONE REQUEST VOICE ANNOUNCEMENTS**

- 1) TYPE PIN CODE;
- 2) PRONOUNCE THE CARRIER BILETTERAL OR ALPHANUMERIC CODE, MARKING ONE CHARACTER AT A TIME, BY USING THE INTERNATIONAL ALPHABET;
- 3) TYPE THE NUMBER OF FLIGHT;
- 4) RECORD THE FLIGHT DESTINATION
- 5) RECORD LAST NAME;
- 6) RECORD THE ANNOUNCEMENT BY PROVIDING:  
FULL NAME OF CARRIER  
DESTINATION  
ANY CODE SHARING , BOARDING GATE, PAX NAMES, ETC.

ES. Immediate boarding and last call, notify:

- Full name of the carrier;
- Destination;
- Reason for the delay;
- New boarding or departure time.

ES. Passenger Search, notify:

- full name of the carrier;
- Destination;
- passengers Names;
- boarding gate.

ES. Change boarding gate, notify:

- full name of the carrier;
- Destination;
- New boarding gate;
- Specify ex-boarding gate.

ES. Passengers in transit, notify:

- full name of the carrier;
- Destination;
- passengers Names (max 5 at a time);
- complete origin (AZ1770 from Palermo);
- transit desk or boarding gate where passengers are expected

ES. Flight delay, notify:

- full name of the carrier;
- Destination;
- Reason for the delay;
- New boarding or departure time.

NOTE: FOR ANNOUNCEMENTS THAT DO NOT RELATE TO A FLIGHT IN PARTICULAR (SUCH DOCUMENTS LOSS) INPUT  
ALL ZEROS FOR BOTH THE CARRIER AND THE FLIGHT

ALL ZERO BOTH FOR THE CARRIER AND FOR THE FLIGHT

Back-up System: in the event of an anomaly in the answering machine, the Flight Control will inform all affected users of the fault via telex. Instead of registering data, users will need to dial the internal number 06 65 95 58 75 and leave the ad



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–10

details to the ADR operator. Operator ADR will report on a format the requests received and forward the completed form to SupervisoriTerminal@adr.it and Bogg.R@adr.it for historicization at the end of the failure.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–11

## **Annex 7.8 – Procedures for the temporary limitation of the airport capacity further to operational irregularities**

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

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	ANNEXES	<b>REVISION 5</b> Section rev.3
		Effective Date of this page 08/02/2019	pag. 12–12

## Annex 8.1 - Directions for the Use of Trays

**PURPOSE OF THE FOLLOWING DIRECTIONS IS THAT OF FACILITATING BAGGAGE SORTING OPERATIONS AND OF PREVENTING DAMAGE TO BAGGAGE CONVEYORS, ESPECIALLY BHS AND HBS SYSTEMS, IN THE GENERAL INTEREST OF ALL THE PARTIES WORKING AT FIUMICINO AIRPORT**

### TRAYS SHOULD BE USED FOR ALL BAGGAGE ITEMS THAT:

- HAVE AT LEAST ONE DIMENSION UNDER THE FOLLOWING MINIMUM VALUES: cm 30X10X7.5 (IN THIS CASE THE TRAY MUST BE DISPATCHED TO THE OVERSIZE CONVEYOR)
- WEIGH LESS THAN 1 KG (IN THIS CASE THE TRAY MUST BE DISPATCHED TO THE OVERSIZE CONVEYOR)
- ARE CARTRIDGE CONTAINERS (IN THIS CASE THE TRAY MUST BE DISPATCHED TO THE OVERSIZE CONVEYOR)
- ARE CYLINDER- OR BALL-SHAPED
- ARE UNSTABLE, I.E. LACK A FLAT LEANING SURFACE
- HAVE STRAPS, BUCKLES, HOOKS, PROTRUDING OR DANGLING PARTS
- ARE LOOSE OBJECTS NOT CONTAINED IN BAGS OR SUITCASES

### HOW TO USE TRAYS

- PLACE ONLY ONE TAGGED BAGGAGE ITEM OR OBJECT INTO EACH TRAY
- MAKE SURE THAT THE BAGGAGE ITEM OR OBJECT IN THE TRAY IS TAGGED WITH THE BARCODE CLEARLY VISIBLE FROM ABOVE
- THE BAGGAGE ITEM OR OBJECT IN THE TRAY MUST FIT ENTIRELY INTO IT, OTHERWISE IT SHOULD BE DISPATCHED VIA THE OVERSIZE BAGGAGE CONVEYOR

FOR REPLENISHMENT OF TRAYS CONTACT NUMBERS LISTED IN ANNEX 5.1 REF. 6

 <p><b>ADR</b> AEROPORTI DI ROMA</p>	<p><b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL</p>	<p>ANNEXES</p>	<p>REVISION 5 Section rev.3</p>
	<p>Effective Date of this page 08/02/2019</p>	<p>pag. 12–13</p>	

## Annex 8.2 - Oversize baggage check-in

### BAGGAGE ITEMS 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 SATCHELS, FRAGILE OBJECTS AND WEAPONS.

### OVERSIZE BAGGAGE CHECK-IN PROCEDURE:

- CHECK-IN OPERATORS ONCE ASSESSED THAT A BAGGAGE ITEM IS OVERSIZE ACCORDING TO THE ABOVE CRITERIA, CHECK-IN THE ITEM, SENDS OVERSIZED BAGGAGE TO THE SUITABLE EQUIPMENT EVEN BY MEANS OF THE PASSENGER, CALLS THE ADR TERMINAL SUPERVISOR (ANN. 5.1 # 6) FOR INTERVENTION AT THE OVERSIZE LIFT (TERMINAL 1 AND 3) INFORMING ABOUT CARRIER AND RAMP PROVIDER/SELF-PROVIDER.
- CHECK-IN AGENT INFORMS THE RAMP PROVIDER/SELF-PROVIDER ABOUT THE OVERSIZED BAGGAGE.
- ADR STAFF GOES TO THE EQUIPMENT FOR THE TRANSFER OF OVERSIZED BAGGAGE, WAIT FOR THE BAGGAGE AND PUTS IT THE ELEVATOR. ADR SECURITY FOLLOWING RADIOGEN CONTROL OPERATES THE DEVICE TO WARN THAT THE OVERSIZED BAGGAGE IS TO BE SENT.
- ADR SECURITY STAFF SENDS THE OVERSIZED BAGGAGE THROUGH THE ELEVATOR
- TERMINAL 3:**
- FOR BAGGAGE THAT EXCEEDS THE DIMENSIONS OF 75X85X110 CM AND UP TO 175 x 175 x 175 CM THE SENDING SYSTEM IS THE LIFT OF THE TERMINAL 3
- TERMINAL 3:** THE MAXIMUM DIMENSIONS THAT THE OVERSIZE BAGGAGE LIFT CAN CARRY ARE 175X175X175 CM WITH A MAXIMUM WEIGHT OF 2000 KG.
- TERMINAL 1:** THE MAXIMUM DIMENSIONS THAT THE OVERSIZE BAGGAGE LIFT CAN CARRY ARE 130X175X225 CM WITH A MAXIMUM WEIGHT OF 2000 KG.
- DESPITE OF THE RESTRICTIONS ABOVE MENTIONED, AT TERMINALS 1 AND 3, COULD BE CHECKED-IN OVERSIZE BAGGAGES WITH ONE DIMENSION MUCH BIGGER THAT THE OTHER TWO, WITH A LIMIT OF 320 CM (E.G. SURFS)
- BAGGAGES EXCEEDING MAXIMUM DIMENSIONS ABOVE STATED CAN'T 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 AND FOLLOWING THE WARNING DEVICE WILL TIMELY COLLECT THE BAGGAGE AT THE AIR-SIDE EXITS.
- THE TRANSPORT OF OVERSIZE BAGGAGE FROM CHECK-IN DESK TO LIFT IS NOT AT THE CARE NOR EXPENSE OF ADR

 <b>AEROPORTI DI ROMA</b>	<p style="text-align: center;"><b>LEONARDO DA VINCI AIRPORT</b>  <b>FIUMICINO</b>  <b>AIRPORT REGULATIONS</b>          ENGLISH TRANSLATION FOR DISCLOSING          PURPOSES ONLY – IN ANY CASE OF          CONFLICT THE ITALIAN TEXT SHALL          PREVAIL</p>	ANNEXES	<b>REVISION 5</b> Section rev.3
		Effective Date of this page 08/02/2019	pag. 12–14

## Annex 8.3 - Live Animals check-in

### LIVE ANIMALS CHECK-IN PROCEDURE

- CHECK-IN AGENT ONCE PERFORMED THE CHECK-IN OPERATIONS SENDS THE LIVE ANIMAL TO THE SUITABLE EQUIPMENT EVEN BY MEANS OF THE PASSENGER.
- CALLS THE ADR TERMINAL SUPERVISOR (ANN. 5.1 # 6) FOR INTERVENTION AT THE OVERSIZE LIFT (TERMINAL 1 AND 3) INFORMING ABOUT CARRIER AND RAMP PROVIDER/SELF-PROVIDER.
- CHECK-IN AGENT INFORMS THE RAMP PROVIDER/SELF-PROVIDER ABOUT CHECKING OF LIVE ANIMAL AND ALERTS FOR THE TIMELY COLLECTING OF THE LIVE ANIMAL AT THE EXPECTED EXIT.
- ADR STAFF GOES TO THE EQUIPMENT FOR THE TRANSFER OF LIVE ANIMAL, WAIT FOR THE LIVE ANIMAL AND OPERATES THE DEVICE TO WARN THAT THE LIVE ANIMAL IS TO BE SENT.
- THE PROVIDER OR SELF-PROVIDER'S PERSONNEL ALERTED BY CHECK-IN OPERATOR AND FOLLOWING THE WARNING DEVICE WILL TIMELY COLLECT THE LIVE ANIMAL AT THE AIR-SIDE EXITS.
- THE TRANSPORT OF LIVE ANIMALS FROM CHECK-IN DESK TO LIFT IS NOT AT THE CARE NOR EXPENSE OF ADR



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–15

## Annex 8.4 - Oversize Baggage Features

**INCOMING, OUTGOING AND TRANSFER BAGGAGE ITEMS AT FCO ARE CONSIDERED OVERSIZE 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, ARE CONSIDERED OVERSIZE:

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

## Annex 8.5 - Minimum handling times



### TABELLA TEMPI MINIMI DI ASSISTENZA FCO - WINTER 2015

CATEGORIA	Tipologia aa/mm	TE	OR	TR	TA	TA*
CATEGORIA 1						
A	AT4;AT7;CR1;CR7;D38;DH8;DH4;ER3;ER4;F27;J31;SF3;SW3;S20;YK2;YK4	20'	20'	30'	40'	70'
B						
CATEGORIA 2						
A	D93;D95;E70;E90;E95;F28;F50;F70;100;142;146;AR1;AR7;AR8;CR9;73A;73C;73G;73M;73Q;73S;73W;732;733;734;735;736	20'	25'	35'	45'	75'
B	D9C;D9F;73F;14F	30'	35'	50'	65'	95'
CATEGORIA 3						
A	727;M80;M81;M82;M83;M87;M88;717	20'	30'	40'	50'	80'
B	72F;72X;ANF;AN6	40'	50'	60'	90'	120'
CATEGORIA 4						
A	IL6;IL8;738;73H;739;32A;32B;32S;318;319;320;321;752;75W;75M;753	25'	35'	45'	60'	90'
B	IL7;75F	40'	50'	60'	90'	120'
CATEGORIA 5						
A	AB3;AB4;AB6;310;312;313;762;763;76W;764;788;789	25'	35'	50'	60'	90'
B						
CATEGORIA 6						
A	332;333;74L;742;743;744;748;74C;74D;74E;74R;342;343;345;346;350;772;773;77L;77W	40'	50'	60'	90'	120'
B	ANF;A4F;IL7;M1F;31F;74F;74X;74Y;74V;74U;76F;76X;76Y;77F;77X	100'	110'	120'	210'	240'
CATEGORIA 7						
A	388	100'	110'	120'	210'	240'
B						

\* I valori si riferiscono ai tempi massimi di reimpiego aeromobile (STA/STD) validi per il riconoscimento di movimento TA

CAT A : configurazione pax/combi/mail

CAT B: configurazione Cargo



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/05/2023

pag. 12–17

## Annex 8.6 – Use of Gates

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

## Annex 8.7 – Voice Announcements types

Type	Quantity	Frequency
Boarding request	1 / flight	
Last call	2 / flight	15'
Passenger call (by name)	Max 5 pax (each )	
Transit passenger - check-in procedures	1 / flight	
Flight delay	1 / flight	
Gate change (approx. 50' before boarding)	1 / flight	
Canceled flight	2 / flight	20'
Call for Air Company representative	1 / flight	



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–19

## Annex 8.8 – ASSOCLEARANCE SERVICE CODES

APPENDIX C  
SERVICE TYPES

Service Type Code	Application	Type of Operation	Service Type Description
J	Scheduled	Passenger	Normal Service
S	Scheduled	Passenger	Shuttle Mode
U	Scheduled	Passenger	Service operated by Surface Vehicle
F	Scheduled	Cargo/Mail	Loose Loaded cargo and/or preloaded devices
V	Scheduled	Cargo/Mail	Service operated by Surface Vehicle
M	Scheduled	Cargo/Mail	Mail only
Q	Scheduled	Passenger/Cargo	Passenger/Cargo in Cabin (mixed configuration aircraft)
G	Additional Flights	Passenger	Normal Service
B	Additional Flights	Passenger	Shuttle Mode
A	Additional Flights	Cargo/Mail	Cargo/Mail
R	Additional Flights	Passenger/Cargo	Passenger/Cargo in Cabin (mixed configuration aircraft)
C	Charter	Passenger	Passenger Only
O	Charter	Special Handling	Charter requiring special handling (e.g. Migrant/Immigrant Flights)
H	Charter	Cargo/Mail	Cargo and/or Mail
L	Charter	Passenger/Cargo/Mail	Passenger and Cargo and/or Mail
P	Others	Not specific	Non-revenue (Positioning/Ferry/Delivery/Demo)
T	Others	Not specific	Technical Test
K	Others	Not specific	Training (School/Crew check)
D	Others	Not specific	General Aviation
E	Others	Not specific	Special (FMAA/Government)
W	Others	Not specific	Military
X	Others	Not specific	Technical Stop (for Chapter 6 applications only)



Standard Schedules Information Manual

Service Type Code	Application	Type of Operation	Service Type Description
I	Others	Not specific	State/Diplomatic/Air Ambulance (Chapter 6 only)
N	Others	Not specific	Business Aviation/Air Taxi

It is presumed that limited amounts of cargo/mail may be accommodated on all passenger services.  
The codes Y, Z are for special internal company purposes, but they may later be assigned for specific purposes.

APPENDIX C  
ISSUE DATE: MARCH 2010

## Annex 8.9 – BOARDING/DISEMBARKING GATES MANAGEMENT PROCEDURE IN CASE OF LACKED APPLICATION OF PROVIDED PROCEDURES

 <b>Aeroporti di Roma</b>	AEROPORTO LEONARDO DA VINCI ROMA FIUMICINO	Rev. 0 Novembre 2013
Airport Management Security Management	PROCEDURA DI GESTIONE DELLE GATE DI IMBARCO/SBARCO IN CASO DI MANCATA APPLICAZIONE DELLE PROCEDURE PREVISTE	SMR Pag. 1 di 2

### 1. OGGETTO

In considerazione del nuovo sistema di gestione elettronica dell'apertura/chiusura delle gates di accesso ai pontili, al fine di assicurare il rispetto del Programma Nazionale di Sicurezza, parte A, cap. 1.2.2., nell'ottica di impedire che, attraverso i punti di accesso alle aree sterili e con particolare riferimento alle gates di imbarco/sbarco, possano accedere persone non autorizzate.

### 2. CAMPO DI APPLICAZIONE

La presente procedura si applica nei casi in cui una porta di imbarco/sbarco utilizzata da un operatore abilitato venga lasciata aperta al termine dell'esigenza impedendone l'utilizzo per un'operazione successiva. Sono esclusi i casi di malfunzionamento tecnico dei lettori di badge, che verranno trattati secondo quanto previsto dal Regolamento di Scalo.

### 3. PROCEDURA

#### 1° caso – utilizzo indebito del sistema e possibili incidenti di security

Nel caso in cui un gate di imbarco sbarco risultasse inutilizzabile da un operatore abilitato a causa di una non corretta applicazione della procedura di cui al Regolamento di Scalo all.8.6 punto 6 "Chiusura "Imbarco/Sbarco locale o remoto" (porta trovata aperta a causa di mancata chiusura di operatore precedente) si dovrà procedere come segue:

1. l'operatore o il prestatore d'opera dovrà contattare il 5252 o 5664 (Sala operativa ADR Security) comunicando il numero e l'ubicazione della gate interessata;
2. La sala operativa ADR, previa registrazione dell'evento, identificazione dell'operatore che non ha effettuato la procedura di chiusura sopracitata e previo accordo/autorizzazione con la sala operativa della Polizia di Stato, interverrà sul sistema di gestione degli accessi procedendo da remoto al completamento dell'operazione mancante.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>ANNEXES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 08/02/2019	<b>pag. 12–21</b>

	<b>AEROPORTO LEONARDO DA VINCI</b> <b>ROMA FIUMICINO</b>	Rev. 0 Novembre 2013
Airport Management Security Management	<b>PROCEDURA DI GESTIONE DELLE</b> <b>GATE DI IMBARCO/SBARCO IN CASO DI</b> <b>MANCATA APPLICAZIONE DELLE</b> <b>PROCEDURE PREVISTE</b>	SMR  Pag. 2 di 2

3. qualora la sala operativa ADR, nella fase di cui al punto precedente, accerti, inoltre, la necessità di un intervento tecnico, attiverà la procedura di cui al punto 9.2.47 del Regolamento di Scalo. (\*)
4. Di quanto sopra verrà redatto apposito rapporto da parte della sala operativa sicurezza ADR, che verrà inoltrato giornalmente alla Polizia di Stato ed al security Manager ADR per le azioni di competenza.

#### 2° caso – malfunzionamento del sistema per problemi di natura tecnica

Nel caso in cui, in presenza di un operatore abilitato, un gate di imbarco sbarco risultasse inutilizzabile per:

- Impossibilità tecnica alla chiusura dopo che lo stesso operatore l'abbia preventivamente aperta
- Impossibilità tecnica all'apertura all'arrivo presso la gate per porta bloccata o lettore non funzionante

Si dovrà procedere come segue:

5. l'operatore o il prestatore d'opera dovrà contattare il 3434 (Contact Center Aeroporti di Roma) comunicando il numero e l'ubicazione della gate interessata;
6. Il Contact Center ADR, previa registrazione dell'evento, apertura relativa Log, attiverà la procedura di cui al punto 9.2.47 del Regolamento di Scalo (intervento tecnico manutentivo). (\*)

Si specifica che, sia nel 1° che nel 2° caso, sarà onere dell'operatore che ha segnalato la problematica presidiare le gate che risultassero aperte sino ad intervento tecnico risolutivo e/o arrivo sul posto di Forze di PS che ne autorizzino l'allontanamento.

(\*) Il punto 9.2.47 è stato rinominato 9.2.49



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–22

## Annex 8.10 – DUV FCO layout and documentation

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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–23

## Annex 8.11 – Request form for test flight activities and training flights

SEND TO:

ENAV C.A. Fiumicino fax n° 0665650272 (Capo Sala Operativa) e n° 0665650238 (Operazioni)

ENAV ACC Roma email [romaacc-ops@enav.it](mailto:romaacc-ops@enav.it) e n° 0679086544 (Capo Sala Operativa)

ADR Controllo Voli email [capoareaclid@adr.it](mailto:capoareaclid@adr.it)

ADR Caposcalo email [csf@adr.it](mailto:csf@adr.it)

<b>Dati generali</b> <i>(General data)</i>	
Denominazione Vettore <i>(Carrier)</i>	
Tipo Aeromobile <i>(A/C Type)</i>	
Marche Aeromobile <i>(A/C Marks)</i>	
Richiesta SLOT <i>(Slot submission)</i>	<input type="checkbox"/> <b>Assoclearance nota<sup>1</sup></b> <input type="checkbox"/> <b>ADR<sup>2</sup></b>
Conferma di fattibilità <i>(Feasibility)</i>	<input type="checkbox"/> <b>Allegata (attached)<sup>3</sup></b> <input type="checkbox"/> <b>A cura di ADR (By ADR)<sup>4</sup></b>
Codice Volo <i>(Flight Code)</i>	<input type="checkbox"/> <b>T (Volo Prova/Test Flight)</b> <input type="checkbox"/> <b>K (Volo Addestramento/Training)</b>
Fascia oraria <i>(Time slot)</i>	

<b>Descrizione programma di volo</b> <i>(Flight plan description)</i>	
<b>Operazioni a terra eseguite nell'area destinata a seguito di coordinamento tattico.<sup>5</sup></b> <i>(Ground operations on assigned area)</i>	
Attività <i>(Operations)</i>	
<b>Operazioni in volo eseguite sull'aeroporto.</b> <i>(Flight operations over the airport)</i>	
Attività <i>(Operations)</i>	
<b>Operazioni in volo eseguite nell'area dedicata per i Test Flight.<sup>6</sup></b>	

<sup>1</sup> In orario/giorni apertura Assoclearance/During Assoclearance opening hours.

<sup>2</sup> In orario/giorni di chiusura di Assoclearance/During Assoclearance closing time.

<sup>3</sup> In orario/giorni apertura Assoclearance/During Assoclearance opening hours.

<sup>4</sup> In orario/giorni di chiusura di Assoclearance/During Assoclearance closing time.

<sup>5</sup> Solo per le attività effettuate fuori dell'area tecnica e della piazzola prova motori/Only for activities out of the technical area and of the engine test stand



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–24

<b>(Flight operations in dedicated area)</b>			
Attività (Operations)			
<b>Altre operazioni</b> (Other operations)			
Attività (Operations)			
<b>Dichiarazione del vettore</b> (Carrier declaration)			
Il Vettore dichiara che le operazioni di volo saranno effettuate in conformità alla documentazione tecnica approvata dall'Autorità competente e nel rispetto delle modalità indicate nella Sezione 8-1 del Regolamento di Scalo.			
<i>The air carrier declares that all the operations will be performed in compliance with the approved technical data and in accordance with the Regolamento di Scalo Section 8-1.</i>			
Data (Date)	__/__/__	Nome – Unità organizzativa (Name – Company department)	Firma (Signature)
Il Vettore dichiara che l'aeromobile sarà operato in stato di aeronavigabilità (o autorizzato al volo dall'Autorità competente tramite Permit to Fly) in conformità ai requisiti normativi applicabili.			
<i>The air carrier declares that the A/C will be operated airworthy (or permitted to fly by the Competent Authority) in compliance with the applicable regulations.</i>			
Data (Date)	__/__/__	Nome – Unità organizzativa (Name – Company department)	Firma (Signature)

<sup>6</sup> Inserire i livelli che saranno impegnati durante i test/Insert the planned levels to be used during the operations



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL**

## ANNEXES

## REVISION 5

**Effective Date of this  
page 08/02/2019**

pag. 12–25

## **Allegato 8.12 – Code share flights transmission format**

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>ANNEXES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 15/11/2023	<b>pag. 12–26</b>

## 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, sita-telex, FIDS
- 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

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	ANNEXES	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 15/11/2023	<b>pag. 12–27</b>

- 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 chap 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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 15/11/2023

pag. 12–28

## **IMPLEMENTATION OF DECRETE. 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 with ADR of a possible area for roll-off waste collection container

### **Allocation and use of assets**

- Administrative fulfillments preparatory to entering into contracts (insurances, guarantees, etc..)
- Delivery corporate documents (Articles of Incorporation, charter, Chamber of Commerce).
- 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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 15/11/2023

pag. 12–29

Name of the delegate to any participation in the Safety Committee

## Annex 9.1.1 – Parameters for the calculation of the Seasonal requirement of equipment and service personnel

The following tables describe the fleet and the engagement of the different ramp equipment needed for proper assistance in line with IATA standards for each turnaround. In case of simultaneous assistances sizing will be calculated considering the number of the equipments provided for each service and the relevant engagement.

To these equipment, calculated according to the traffic needs, to be then added those necessary for the at request activities must be added and in particular:

- A vehicle for drinking water supply
- A Vehicle for on board toilets discharge
- Number dollies and trolleys according to traffic (pax, cargo) and the activities of preparation at BHS and transits
- ACU / GPU / ASU etc

	Wide-body (up to E class)		
	NUM	da	a
<b>Conveyors</b>	1	STA-5	STD+5
<b>Tractors</b>	4	STA-5	STD+5
<b>Airport ladder (if l/b)</b>	1	STA-10	STD+10
<b>Airport ladder (if remote stand)</b>	2	STA-10	STD+10
<b>Ramp agent car</b>	1	STA-5	STD+10
<b>Loader</b>	2	STA-5	STD+5
<b>Transporter</b>	2	STA-5	STD+5
<b>Cobus (if remote stand)</b>	3	STA-5	STA+25
		STD-45	STD+5
<b>Push back</b>	1	STD-10	STD+10
<b>Aircraft cleaning truck</b>	2	STA+15	STA+75
<b>GDL transport truck</b>	1	STA-5	STD+10

	Wide-body (class F)		
	NUM	da	a
<b>Conveyors</b>	1	STA-5	STD+5



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–31

Tractors	4	STA-5	STD+5
Airport ladder (if l/b)	1	STA-10	STD+10
Airport ladder (if remote stand)	2	STA-10	STD+10
Ramp agent car	1	STA-5	STD+10
Loader	2	STA-5	STD+5
Transporter	2	STA-5	STD+5
Cobus (if remote stand)	5	STA-5	STA+25
		STD-45	STD+5
Push back	1	STD-10	STD+10
Aircraft cleaning truck	5	STA+15	STA+75
GDL transport truck	1	STA-5	STD+10

	Narrow-Body		
	NUM	da	a
Conveyors (if bulk load)	2	STA-5	STD+5
Tractors	2	STA-5	STD+5
airport ladder truck (if l/b)	1	STA-10	STD+10
airport ladder truck (if remote stand)	2	STA-10	STD+10
Ramp agent car	1	STA-5	STD+10
Loader (if container)	2	STA-5	STD+5
Transporter (if container)	2	STA-5	STD+5
Cobus (if remote stand)	2	STA-5	STA+25
		STD-45	STD+5
Push back	1	STD-10	STD+10
aircraft cleaning truck	1	STA+15	STA+30
GDL transport truck	1	STA-5	STD+10

The fleet thus calculated will be increased by 10% for every type of vehicle in order to ensure the availability of equipment even in the event of failures.

### Calculating the seasonal requirements of staff for flights assistance

Are excluded from the calculation of the following requirements:

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>ANNEXES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 08/02/2019	<b>pag. 12–32</b>

Staff personnel (management, technical management, etc)

Staff for activities aircraft centering, load drinking water, Lost & Found, toilet drain board, documentation, etc for which the presence of at least one operator per shift is required.

The following parameters have been developed for all activities of full service handling and in particular:

- Embarkation / disembarkation of passengers
- Baggage Handling

All at request or for guard activities are to be provided in addition to the parameters specified below.

The demand calculation is made on the basis of best practices IATA to ensure the turnaround of flights in line with the times of standard rotation Fiumicino and with the quality standards expected.

For full handling services (excluding cleaning and check-in) for each turnaround planned on 7 frequencies the following parameters apply:

narrow-body Flights: 7.8 FTEs

wide-body Flights: 11.7 FTEs

In case of provision of check-in services the parameters above will have to be increased by further:

narrow-body Flights: 6.8 FTEs

wide-body Flights: 10.2 FTEs

in case of aircraft cleaning the above parameters will be increased by further:

narrow-body Flights: 1.9 FTEs

wide-body Flights: 3.9 FTEs

In the case of freight handling service the above parameters will have to be increased by further:

narrow-body Flights: 0.7 FTEs

wide-body Flights: 1.3 FTEs

Such calculation are made on a seasonal basis or in the event of changes to handling contracts during the current season, and in any case whenever the market share of reference changes by 5%

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>ANNEXES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 15/11/2023	<b>pag. 12–33</b>

## 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 Fiumicino 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 €77.5 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, an example of which is handlers operating exclusively in Cargo City in possession of **category 4 for cargo and mail assistance**.

 <b>AEROPORTI DI ROMA</b>	<b>LEONARDO DA VINCI AIRPORT</b> <b>FIUMICINO</b> <b>AIRPORT REGULATIONS</b> ENGLISH TRANSLATION FOR DISCLOSING PURPOSES ONLY – IN ANY CASE OF CONFLICT THE ITALIAN TEXT SHALL PREVAIL	<b>ANNEXES</b>	<b>REVISION 5</b> Section rev.3
		<b>Effective Date of this</b> page 15/11/2023	<b>pag. 12–34</b>

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.

**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 €77.5 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.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 15/11/2023

pag. 12–35

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

**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.



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 12–36

## Annex 9.3 – Procedure Methods of transport to/from the satellite



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 30/05/2024

pag. 12–37

## **Annex 9.4 – Procedure for the transportation of firearms and/or ammunition by passengers**

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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–38

## Annex 9.5 – Satellite Contingency Plan

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



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–39

## **Annex 9.6 – V.I.P. passengers assistance procedure**

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**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 08/02/2019

pag. 12–40

## Annex 9.7 – Unaccompanied minors assistance procedure

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

## Annex 10.1 – Airport Minimum Requirements Table

Table 1

### MINIMI DI SCALO: INDICATORI E STANDARD PER FIUMICINO

Indicatori	Fase 1 dal 17.06.2016	Fase 2	
<b>Tempo di riconsegna ultimo bagaglio</b>	voli nazionali NB voli Schengen NB voli extra Schengen NB voli extra Schengen WB	34' <sup>(1)</sup> 39' <sup>(1)</sup> 45' 45' <sup>(2)</sup>	26' <sup>(1)</sup> 36' <sup>(1)</sup> 38' 40' <sup>(2)</sup>
<b>Tempi di coda al check-in</b>	voli nazionali voli Schengen voli extra Schengen	12' 16' 20'	12' 16' 20'
<b>Tempo di attesa al controllo sicurezza bagaglio a mano</b>		8' <sup>(3)</sup>	8' <sup>(3)</sup>
<b>Tempo di attesa per discesa primo passeggero</b>		6'	5'
<b>Tempo per ripristinare la regolarità del processo</b>	Arrivi : dalla chiamata per nastro riconsegna entro : Partenze : dalla chiamata per check-in entro :	8' 20'	8' 20'
<b>Ritardo aeromobile in partenza (escluso ritardo in arrivo)</b>		45'	45'
Tempo di assistenza PRM in partenza	dalla chiamata entro	Pren. 12' Non Pren. 20'	Pren. 12' Non Pren. 20'
Tempo di assistenza PRM in arrivo	dalla discesa ultimo passeggero entro	Pren. 6' Non Pren. 12'	Pren. 6' Non Pren. 12'
<b>Pulizia complessiva toilette (valutazione media; scala 1 pessimo-4 buono)</b>		3,5	3,5

(1) Per gli eventuali voli WB Nazionali e Schengen i valori sono incrementati di 4'. (2) Il target è incrementato di 5' per gli A/M con MTOW >450 tonnellate. (3) Per i voli sensibili Minimo di Scalo pari a 11 minuti.

## Annex 11.1 – Turnaround activities audit Check-list (equipment and staff)

As provided by Airport Regulations Chapter 11 the Managing Company will perform inspections to check for the proper service of the flights. The availability of resources will be controlled through the following tables:

	Wide-body (up to class E)		
	NUM	da	a
Conveyors	1	ETA-5	ATD
Tractors	4	ETA-5	ATD
airport ladder truck (if l/b)	1	ETA-10	ATD
airport ladder truck (if remote stand)	2	ETA-10	ATD
Ramp agent car	1	ETA-5	ATD+10
Loader	2	ETA-5	ATD+5
Transporter	2	ETA-5	ATD+5
Cobus (if remote stand)	3	ETA-5	ATA+25
		ETD-45	ATD
Push back	1	ETD-15	ATD+5
aircraft cleaning truck	2	ATA+15	ATA+75
	Wide-body (class F)		
	NUM	da	a
Conveyors	1	ETA-5	ATD
Tractors	4	ETA-5	ATD
airport ladder truck (if l/b)	1	ETA-10	ATD
airport ladder truck (if remote stand)	2	ETA-10	ATD
Ramp agent car	1	ETA-5	ATD+10
Loader	2	ETA-5	ATD+5
Transporter	2	ETA-5	ATD+5
Cobus (if remote	5	ETA-5	ATA+25



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 12–43

stand)		ETD-60	ATD
Push back	1	ETD-15	ATD+5
aircraft cleaning truck	3	ETA+25	ATA+85
<b>Narrow-Body</b>			
	NUM	da	a
Conveyors (if bulk load)	2	ETA-5	ATD
Tractors	2	ETA-5	ATD
airport ladder truck (if l/b)	1	ETA-10	ATD
airport ladder truck (if remote stand)	2	ETA-10	ATD
Ramp agent car	1	ETA-5	ATD+10
Loader (if container)	2	ETA-5	ATD+5
Transporter (if container)	2	ETA-5	ATD+5
Cobus (if remote stand)	2	ETA-5	ATA+25
		ETD-45	ATD
Push back	1	ETD-15	ATD+5
aircraft cleaning truck	2	ETA+25	ATA+40

### Full-handling services controll check-list (presence of staff controll)

As provided by Airport Regulations Chapter 11 the Managing Company will perform inspections to check for the proper service of the flights and passengers.

For aircraft weight and balance, potable water supply, Lost&Found, toilette service, documentation, etc activities Per le attività di centraggio aa/mm, carico acqua potabile, Lost&Found, scarico toilette di bordo, documentazione, etc the presence of at least one operator by shift is required.

The availability of resources will be controlled through the following tables:



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

ANNEXES

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 12–44

Staff presence control for full-handling activities			
	NUM	da	a
<b>Check-in agents</b>	At least 1 every 50 pax	STD-150' (Class C,D,E,F Flights) STD-120 (Class B Flights)	STD-45' STD-35'
<b>Boarding staff</b>	2	ETD-50	ATD
<b>Ramp agent</b>	1	ETA-10'	ETD+10'
<b>OPR</b>	1 (if Narrow-Body) 2 (if Wide-body)	ETA-10'	ATD
<b>OUA</b>	3 (if container Narrow-Body) 3 (if Bulk Load Narrow-Body) 5 (if Wide-Body)	ETA-10'	ATD
<b>Line Operator</b>	1	ETD-10'	ATD+10'
<b>Cobus Drivers</b>	2 (if Narrow-Body) 4 (if Wide-Body up to class F) 5 (if class F Wide-Body)	ETA-5' -> ATA+25' ETA-5'->ATA+25' ETA-25'->ATA+25'	STD-45' -> ATD STD-45' -> ATD STD-60' -> ATD
<b>PLB Operators</b>	4 (if Narrow-Body) 8 (if Wide-Body class D) 12 (if Wide-Body class E) 18 (if Wide-Body class F)	ETA+15' ETA+15' ETA+15' ETA+15'	ETA+30' ETA+45' ETA+75' ETA+75'
<b>Operators at baggage claim belt conveyors (airside)</b>	1(IF Narrow-Body) 2 (Widebody up to class E) 3 (Widebody class F)	ATA+Service Charter 1° baggage delivery time – 5'	ATA+ Service Charter last baggage delivery time



**LEONARDO DA VINCI AIRPORT  
FIUMICINO  
AIRPORT REGULATIONS**  
ENGLISH TRANSLATION FOR DISCLOSING  
PURPOSES ONLY – IN ANY CASE OF  
CONFLICT THE ITALIAN TEXT SHALL  
PREVAIL

TECHNICAL  
INSTRUCTIONS

REVISION 5  
Section rev.3

Effective Date of this  
page 12/01/2026

pag. 13-0

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