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1. PURPOSE

This procedure defines the flow of actions to be undertaken by carriers/handlers to correctly manage the landing operations that can potentially be carried out at Pier E, at the pairs of interference gates (E11-E13; E15-E17; E16-E18) and the independent gates (E12; E14; E19; E20; E21; E22; E23; E24), located near Pier E:

- Remote disembarking through tower;
- Disembarking from Loading Bridge of passengers originating from ExSch/One-Stop Security airports;
- Disembarking from Loading Bridge of passengers originating from ExSch/NON One-Stop Security airports.

2. ENTITIES CONCERNED

- Carriers
- Handlers

3. PREMISES

There are two types of gates at Pier E:

- 1) **Interference gates (E11-E13; E15-E17; E16-E18)**: these are the gates that jointly share the disembarking channel of passengers originating from ExSch/NON One-Stop Security airports
- 2) **Independent gates (E12; E14; E19; E20; E21; E22; E23; E24)**: are the gates that:
 - Do not have a disembarking channel of passengers originating from ExSch/NON One- Stop Security airports (E12; E14);

They have a disembarking channel of passengers originating from ExSch/NON One-Stop Security airports dedicated and not shared with other gates (E19; E20; E21; E22; E23; E24).

4. MANAGEMENT PROCESS OF THE LANDING OPERATIONS

Summary matrix of the disembarking operations that can be carried out at Pier E

YES: Operation can always be carried out, regardless of what is happening at any other gate/stand of Pier E;

YES* (conditional) Operation can only be carried out if, relative to the gates that interfere with the one in question, the automatic system does not detect an interfering boarding/disembarking operation in progress (e.g. Disembarking One-Stop Security that cross Non One-Stop Security disembarking).

If the system does not permit the Loading Bridge disembarking operation, the disembarking operation must be performed through the tower.

ADR - CLD will notify the handler in advance to carry out the remote disembarkation from tower, since the disembarkation from Loading Bridge is forbidden.

	Remote disembarkation from tower (compulsory for Dom/Sch origin)	Disembarkation from Loading Bridge ExSch/One-Stop Security	Disembarkation from Loading Bridge ExSch/ NON One-Stop Security
Gate E11 Stand 601	YES <i>Pages 4-5-6</i>	YES* (E13 - 602) <i>Pages 7-8-9</i>	YES <i>Pages 20-21-22</i>
Gate E13 Stand 602	YES <i>Pages 4-5-6</i>	YES <i>Pages 7-8-9</i>	YES* (E11 - 601) <i>Pages 20-21-22</i>
Gate E15 Stand 603	YES <i>Pages 4-5-6</i>	YES <i>Pages 7-8-9</i>	YES* (E17 - 604) <i>Pages 20-21-22</i>
Gate E17 Stand 604	YES <i>Pages 4-5-6</i>	YES* (E15 - 603) <i>Pages 7-8-9</i>	YES <i>Pages 20-21-22</i>
Gate E19 Stand 605	YES <i>Pages 4-5-6</i>	YES <i>Pages 13-14-15</i>	YES <i>Pages 23-24-25</i>
Gate E21 Stand 606		YES <i>Pages 16-17-18-19</i>	YES <i>Pages 26-27-28-29</i>
Gate E22 Stand 607		YES <i>Pages 16-17-18-19</i>	YES <i>Pages 26-27-28-29</i>
Gate E23 Stand 608		YES <i>Pages 16-17-18-19</i>	YES <i>Pages 26-27-28-29</i>
Gate E24 Stand 609		YES <i>Pages 16-17-18-19</i>	YES <i>Pages 26-27-28-29</i>
Gate E20 Stand 610	YES <i>Pages 4-5-6</i>	YES <i>Pages 13-14-15</i>	YES <i>Pages 23-24-25</i>
Gate E18 Stand 611	YES <i>Pages 4-5-6</i>	YES* (E16 - 612) <i>Pages 7-8-9</i>	YES <i>Pages 20-21-22</i>
Gate E16 Stand 612	YES <i>Pages 4-5-6</i>	YES <i>Pages 7-8-9</i>	YES* (E18 - 611) <i>Pages 20-21-22</i>
Gate E14 Stand 613	YES <i>Pages 4-5-6</i>	YES <i>Pages 10-11-12</i>	
Gate E12 Stand 614	YES <i>Pages 4-5-6</i>	YES <i>Pages 10-11-12</i>	

	<p style="text-align: center;">OPERATING PROCEDURE FOR THE MANAGEMENT OF THE LANDING AT PIER E</p>	<p style="text-align: right;">Issued on: Rev.1 16/09/2019 Rev.0 08/05/2017</p>
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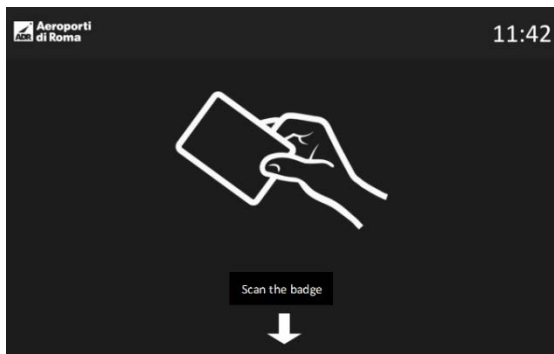
	<p style="text-align: center;">OPERATING PROCEDURE FOR THE MANAGEMENT OF THE DISEMBARKATIONS AT PIER E</p>	<p style="text-align: right;">Issued on: Rev.1 16/09/2019 Rev.0 08/05/2017</p>
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❑ Remote disembarkation from tower

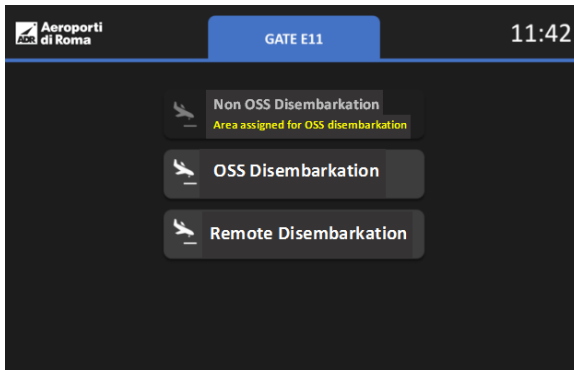
Pairs of interfering gates: E11-E13; E15-E17; E16-E18 + Independent gates: E12; E14; E19; E20

To correctly perform the remote disembarkation of passengers from the tower, the ramp agent must:

- 1) When the aircraft has stopped, bring his airport badge close to the reader built into the tablet for the management of the operations that can be performed at the gate.



- 2) Select the “**remote disembarkation**” command on the tablet display which operates the opening of the door located inside the tower (*thereby activating the electromagnet which keeps the doors of the tower open*).



After having selected the operation, a verification check-list of the status of the doors appears on the tablet display in which the opening has to be checked and the map with the correct route that the passengers must follow.

The ramp agent must carry out and subsequently flag every single check required in the check-list, within a defined and limited time. After 30 seconds of inactivity, the tablet goes into stand-by. Using the badge, the screen of the tablet is released and the pending check-list appears again.

It is very important to follow the support check-list of the procedure and to correctly check the status of the doors. Failure to complete these phases will not permit the closing of the procedure regarding the operation being performed.

It is necessary to scroll down with your fingers the check-list to display all the operations to be checked.

Until the check-list is completed (every field flagged), the graphic interface will have an orange border.

When the check-list has been completed (every field is flagged), the graphic interface will have a green border.

- 3) Prevent access to the pre-walkway area of the gate by using the fixed tensor located in the tower and the information totem and hook to the electromagnet the door from which the stairs of the tower are accessed;



- 4) Go to the lower level - apron level.
Open the door to access the apron, using the badge reader.
Hook the door to the electromagnet;
- 5) Once the passengers have disembarked, after closing the procedure, the electromagnets deactivate automatically and, as a result, the door of the tower closes.



- 6) Bring the same badge use to start the remote disembarkation procedure and select the corresponding "Close Procedure" function.
Remove the fixed tensor in the tower.

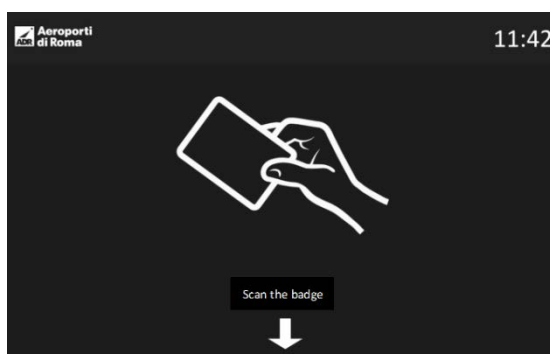
N.B. It is necessary that the opening and closing of the procedure be performed by the same operator using the same badge, otherwise the procedure will not be closed.

- **Disembarking from Loading Bridge of passengers coming from ExSch/One-Stop Security airports.**

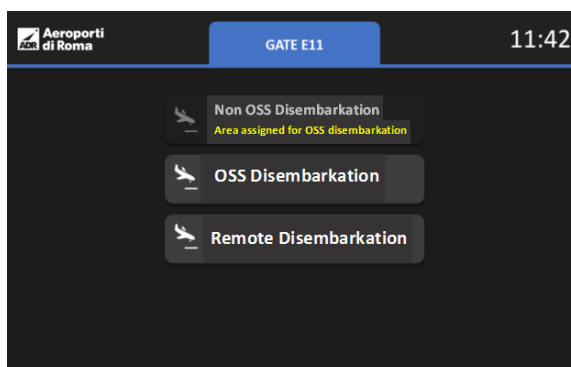
Pairs of interfering gates: E11-E13; E15-E17; E16-E18

To correctly carry out the disembarkation activities from the Loading Bridge of passengers coming from ExSch/One-Stop Security airports, the ramp agent must:

- 1) When the aircraft has stopped, scan his airport badge on the reader built into the tablet for the management of the operations that can be performed at the gate.



- 2) Select the “**Disembarkation OSS**” command on the tablet display which manages the opening of the doors.



N.B. It is necessary that the OSS disembarkation operation be kept active for at least 5 minutes, before being able to continue with its closing.

After having selected the operation, a verification check-list of the status of the doors appears on the tablet display in which the opening has to be checked and the map with the correct route that the passengers must follow.

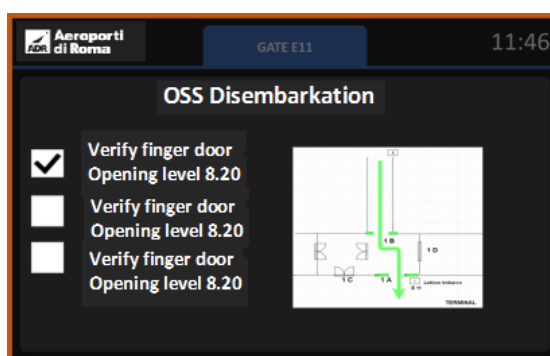


The ramp agent must carry out and subsequently flag every single check required in the check-list, within a defined and limited time. After 30 seconds of inactivity, the tablet goes into standby. Using the badge, the screen of the tablet is released and the pending check-list appears again.

It is very important to follow the support check-list of the procedure and to correctly check the status of the doors. Failure to complete these phases will not permit the closing of the procedure regarding the operation being performed.

It is necessary to scroll down with your fingers the check-list to display all the operations to be checked.

Until the check-list is completed (every field flagged), the graphic interface will have an orange border.



When the check-list has been completed (every field is flagged), the graphic interface will have a green border.



Having selected the OSS Disembarkation operation, the **glass door of the finger (B)** and the **glass door of the gate (A)** open. The **side door (D)** leading to the glazed corridor remains closed.

The passengers flow by exiting directly to the departures level of Pier E (+8.20m), going beyond the glass door of the gate (A), passing the desk of the gate.

Nomenclature localisation of all the doors are accurately shown on the display of the tablet.

3) At the end of the operation:

- make sure that all the passengers have gone beyond the glass door of the gate (A), accessing the departures level of Pier E (+8.20m);
- scan the same badge used to start the OSS disembarkation procedure and select the corresponding "Closing Procedure" function.

This leads to the glass door of the finger (B) and the glass door of the gate (A) closing.



N.B. It is necessary that the opening and closing of the procedure be done by the same operator using the same badge, otherwise the procedure will not be closed

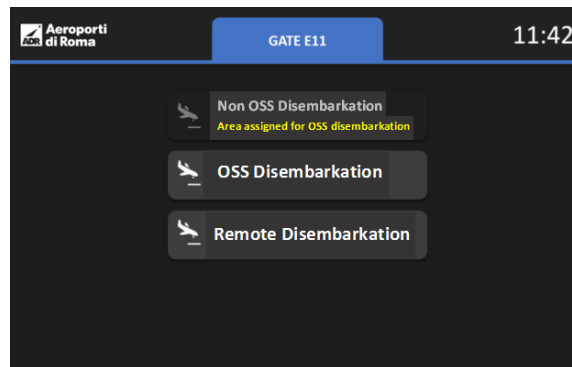
Independent gates: E12; E14

To correctly carry out the disembarkation activities from the Loading Bridge of passengers coming from ExSch/One-Stop Security airports, the ramp agent must:

- 1) When the aircraft has stopped, scan his airport badge on the reader built into the tablet for the management of the operations that can be performed at the gate.



- 2) Select the “Disembarkation OSS” command on the tablet display which manages the opening of the doors.



N.B. It is necessary that the OSS disembarkation operation be kept active for at least 5 minutes, before being able to continue with its closing.

After having selected the operation, a verification check-list of the status of the doors appears on the tablet display in which the opening has to be checked and the map with the correct route that the passengers must follow.

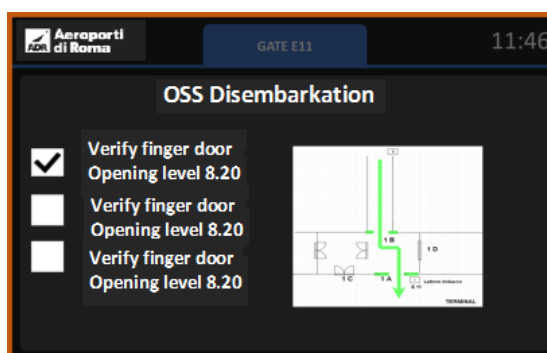


The ramp agent must carry out and subsequently flag every single check required in the check-list, within a defined and limited time. After 30 seconds of inactivity, the tablet goes into standby. Using the badge, the screen of the tablet is released and the pending check-list appears again.

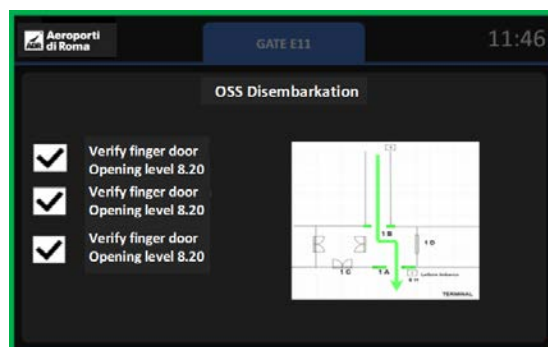
It is very important to follow the support check-list of the procedure and to correctly check the status of the doors. Failure to complete these phases will not permit the closing of the procedure regarding the operation being performed.

It is necessary to scroll down with your fingers the check-list to display all the operations to be checked

Until the check-list is completed (every field flagged), the graphic interface will have an orange border.



When the check-list has been completed (every field is flagged), the graphic interface will have a green border.



Having selected the OSS Disembarkation operation, the **glass door of the finger (B)** and the **glass door of the gate (A)** open.

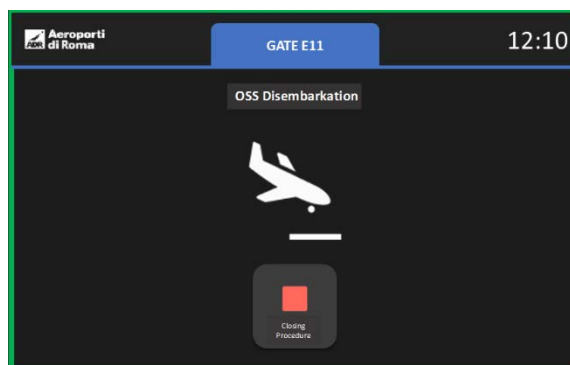
The passengers flow by exiting directly to the departures level of Pier E (+8.20m), going beyond the glass door of the gate (A), passing the desk of the gate.

Nomenclature localisation of all the stores are accurately shown on the display of the tablet.

3) At the end of the operation:

- make sure that all the passengers have gone beyond the glass door of the gate (A), Accessing the departures level of Pier E (+8.20m);
- scan the same badge used to start the OSS disembarkation procedure and select the corresponding "Closing Procedure" function.

This leads to the glass door of the finger (B) and the glass door of the gate (A) closing.



N.B. It is necessary that the opening and closing of the procedure be performed by the same operator using the same badge, otherwise the procedure will not be closed.

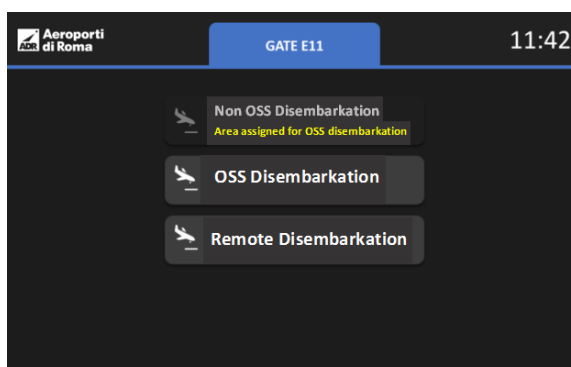
Independent gates: E19; E20

To correctly carry out the disembarkation activities from the Loading Bridge of passengers coming from ExSch/One-Stop Security airports, the ramp agent must:

- 1) When the aircraft has stopped, scan his airport badge on the reader built into the tablet for the management of the operations that can be performed at the gate.



- 2) Select the “**Disembarkation OSS**” command on the tablet display which manages the opening of the doors.

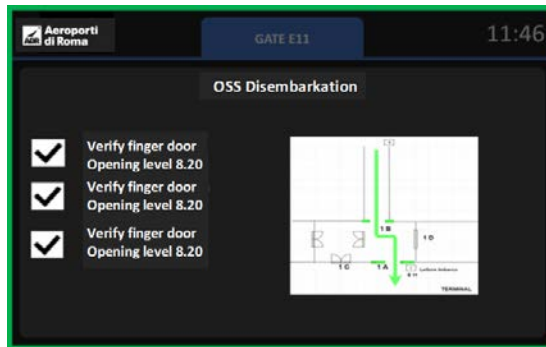


N.B. It is necessary that the OSS disembarkation operation be kept active for at least 5 minutes, before being able to continue with its closing.

	<p align="center">OPERATING PROCEDURE FOR THE MANAGEMENT OF THE LANDING AT PIER E</p>	<p align="right">Issued on: Rev.1 16/09/2019 Rev.0 08/05/2017</p>
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	<p align="center">OPERATING PROCEDURE FOR THE MANAGEMENT OF THE DISEMBARKATIONS AT PIER E</p>	<p align="right">Issued on: Rev.1 16/09/2019 Rev.0 08/05/2017</p>
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After having selected the operation, a verification check-list of the status of the doors appears on the tablet display in which the opening has to be checked and the map with the correct route that the passengers must follow.

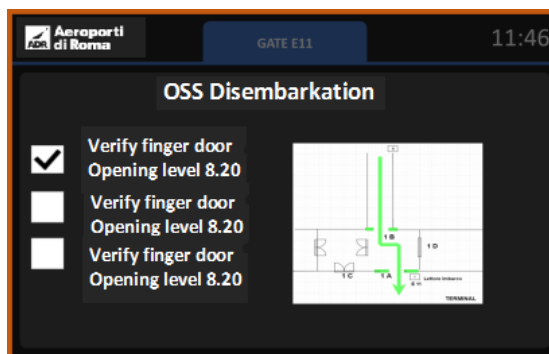


The ramp agent must carry out and subsequently flag every single check required in the check-list, within a defined and limited time. After 30 seconds of inactivity, the tablet goes into standby. Using the badge, the screen of the tablet is released and the pending check-list appears again.

It is very important to follow the support check-list of the procedure and to correctly check the status of the doors. Failure to complete this phases will not permit the closing of the procedure regarding the operation being performed.

The fingers must scroll down the check-list to display all the operations to be checked.

Until the check-list is completed (every field flagged), the graphic interface will have an orange border.



When the check-list has been completed (every field is flagged), the graphic interface will have a green border.



Having selected the OSS disembarkation operation, the **glass door of the gate (A)** opens. The **side door (B)**, which leads to the stairs going to the upper level, remains closed.

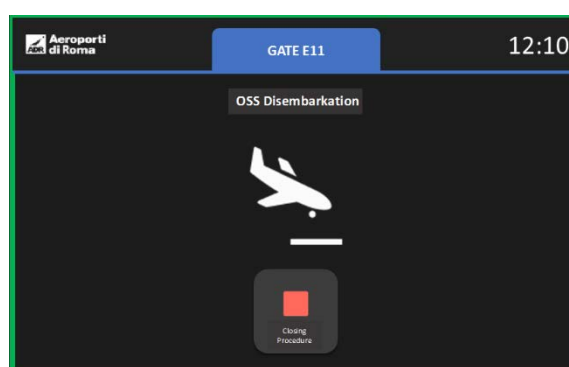
The passengers flow by exiting directly to the departures level of Pier E (+8.20m), going beyond the glass door (A), passing the desk of the gate.

Nomenclature localisation of all the stores are accurately shown on the display of the tablet.

3) At the end of the operation:

- Make sure that all the passengers have gone beyond the glass door of the gate (A), Accessing the departures level of Pier E (+8.20m);
- scan the same badge used to start the OSS disembarkation procedure and select the corresponding “Closing Procedure” function.

This closes the glass door of the gate (A).

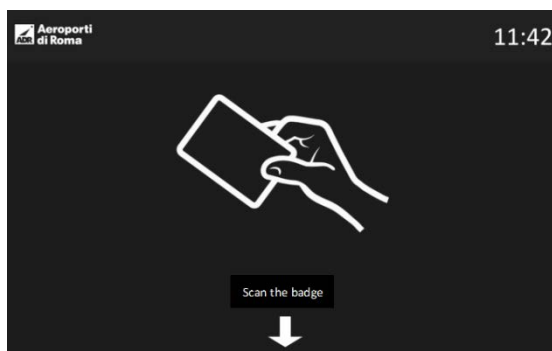


N.B. The opening and closing procedure must be done by the same operator using the same badge, otherwise the procedure will not be closed

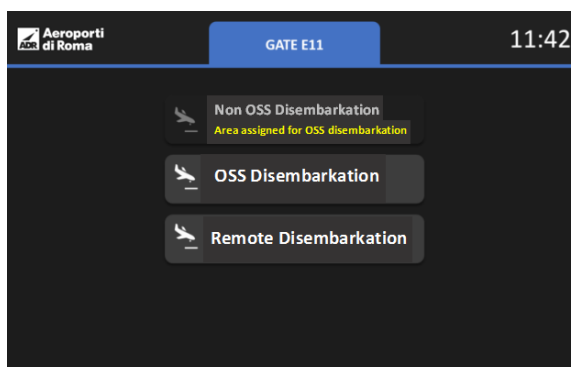
Independent gates: E21; E22; E23; E24

To correctly carry out the disembarkation activities from the Loading Bridge of passengers coming from ExSch/One-Stop Security airports, the ramp agent must:

- 1) When the aircraft has stopped, scan his airport badge on the reader built into the tablet for the management of the operations that can be performed at the gate.



- 2) Select the “Disembarkation OSS” command on the tablet display which manages the opening of the doors.



N.B. It is necessary that the OSS disembarkation operation be kept active for at least 5 minutes, before being able to continue with its closing.

After having selected the operation, a verification check-list of the status of the doors appears on the tablet display in which the opening has to be checked and the map with the correct route that the passengers must follow.

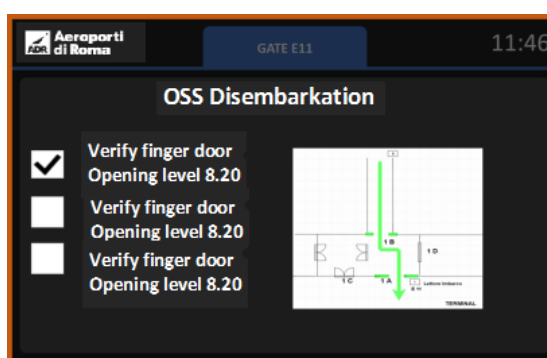


The ramp agent must carry out and subsequently flag every single check required in the check-list, within a defined and limited time. After 30 seconds of inactivity, the tablet goes into standby. Using the badge, the screen of the tablet is released and the pending check-list appears again.

It is very important to follow the support check-list of the procedure and to correctly check the status of the doors. Failure to complete this phases will not permit the closing of the procedure regarding the operation being performed.

The fingers must scroll down the check-list to display all the operations to be checked.

Until the check-list is completed (every field flagged), the graphic interface will have an orange border.



When the check-list has been completed (every field is flagged), the graphic interface will have a green border.



The ramp agent will prohibit access to the escalators through tensor.

Having selected the OSS disembarkation operation:

- **Gate E21:** the **glass door of the gate (2A)** opens at level +8.20m.
The glass door of the finger (7B) remains closed at level +15.20m.
- **Gate E22:** the **glass door of the gate (1A)** opens at level +8.20m.
The glass door of the finger (4A) remains closed at level +15.20m.
- **Gate E23:** the **glass door of the gate (1A)** opens at level +8.20m.
The glass door of the finger (4A) remains closed at level +15.20m.
- **Gate E24:** the **glass door of the gate (2A)** opens at level +8.20m.
The glass door of the finger (7B) remains closed at level +15.20m.

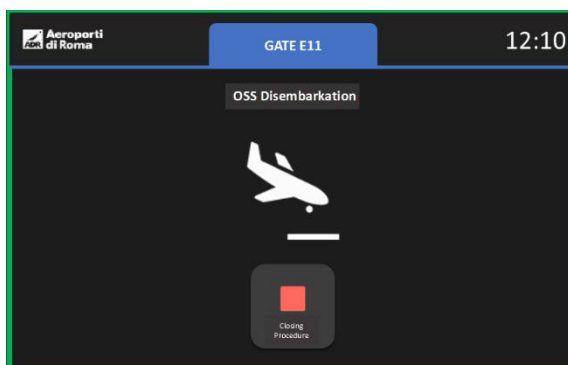
The passengers flow exiting directly at the departures level of Pier E (+8.20m), passing the desk of the gate.

Nomenclature localisation of all the stores are accurately shown on the display of the tablet.

3) At the end of the operation:

- Make sure that all the passengers have gone beyond the glass door of the gate (A), accessing the departures level of Pier E (+8.20m);
- scan the same badge used to start the OSS disembarkation procedure and select the corresponding “Closing Procedure” function.

This closes the glass door of the gate (A).



N.B. It is necessary that the opening and closing of the procedure be performed by the same operator using the same badge, otherwise the procedure will not be closed.

- ❑ **Disembarkation from Loading Bridge of passengers coming from ExSch/**NON** One-Stop Security airports**

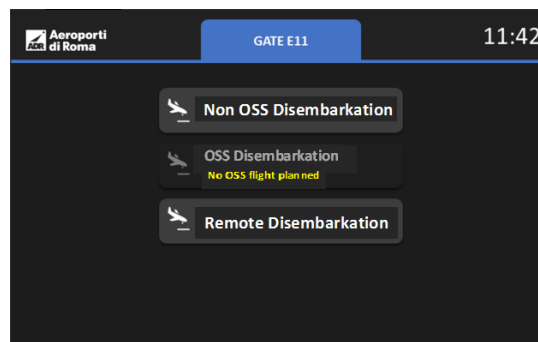
Pairs of interfering gates: E11-E13; E15-E17; E16-E18

To correctly perform the disembarkation activities from the Loading Bridge of passengers arriving from ExSch/**NON** One-Stop Security airports, the ramp agent must:

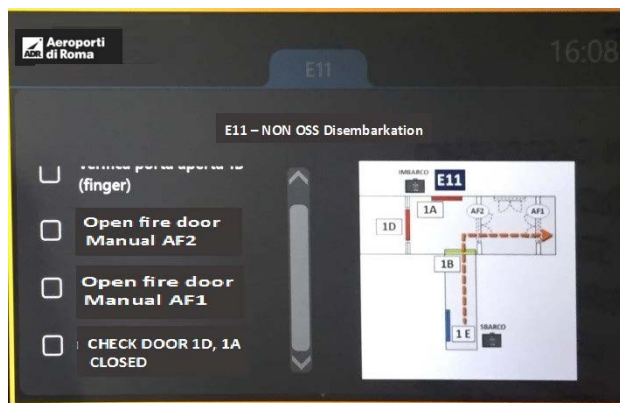
- 1) When the aircraft has stopped, scan his airport badge on the reader built into the tablet for the management of the operations that can be performed at the gate.



- 2) Select the “**Non OSS Disembarkation**” command on the display of the tablet from which the opening of the doors is operated.



After having selected the operation, a verification check-list of the status of the doors appears on the tablet display in which the opening has to be checked and the map with the correct route that the passengers must follow.

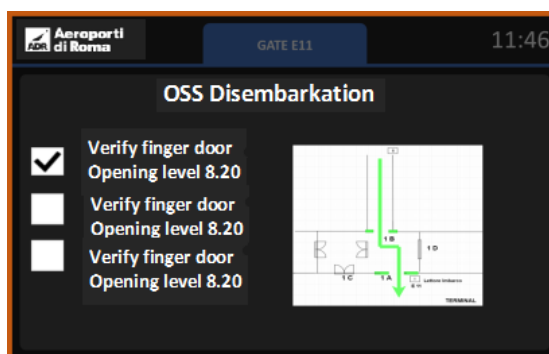


The ramp agent must carry out and subsequently flag every single check required in the check-list, within a defined and limited time. After 30 seconds of inactivity, the tablet goes into standby. Using the badge, the screen of the tablet is released and the pending check-list appears again.

It is very important to follow the support check-list of the procedure and to correctly check the status of the doors. Failure to complete these phases will not permit the closing of the procedure regarding the operation being performed.

It is necessary to scroll down with your fingers the check-list to display all the operations to be checked.

Until the check-list is completed (every field flagged), the graphic interface will have an orange border.



When the check-list has been completed (every field is flagged), the graphic interface will have a green border.

Having selected the non OSS disembarkation operation, the **glass door of the finger (B)** and the **side door (D)** leading to the glazed corridor open.

Manually open the fire doors (AF).

The glass **door of the gate (A)** stays closed.

The passengers flow through the glazed corridors towards the stairs/elevators that lead to Station E.

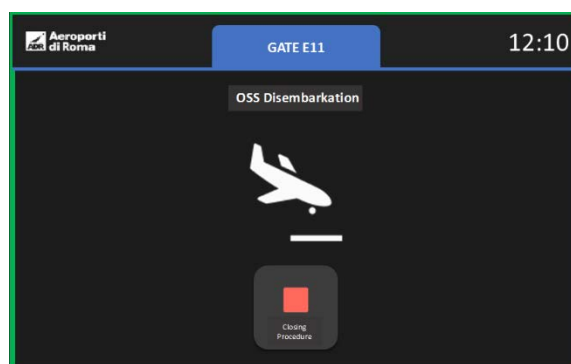
Nomenclature localisation of all the stores are accurately shown on the display of the tablet.

3) At the end of the operation:

- make sure that all the passengers have gone beyond the glass door of the finger (B) and all the doors located within the glazed corridor;
- scan the same badge used to start the NON OSS disembarkation procedure and select the corresponding “Closing Procedure” function.

This causes the glass door of the finger (B) and the side door (D) leading to the glazed corridor to close;

- close the fire doors (AF).



N.B. The opening and closing procedure must be done by the same operator using the same badge, otherwise the procedure will not be closed.

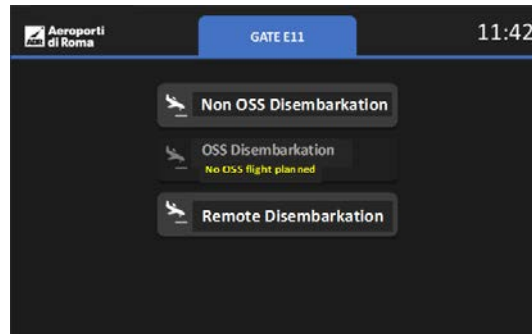
Independent gates: E19; E20

To correctly perform the disembarkation activities from the Loading Bridge of passengers arriving from ExSch/NON One-Stop Security airports, the ramp agent must:

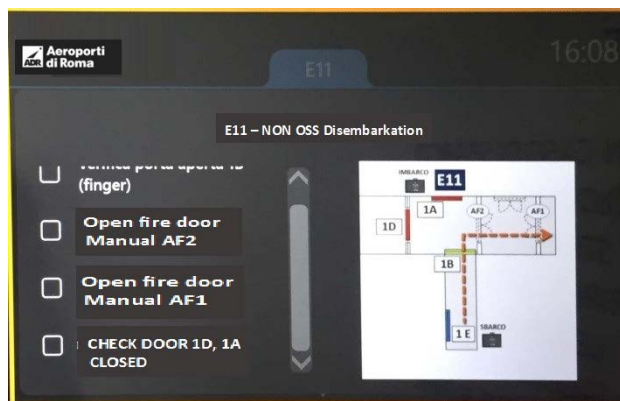
- 1) When the aircraft has stopped, scan his airport badge on the reader built into the tablet for the management of the operations that can be performed at the gate.



- 2) Select the “**Non OSS Disembarkation**” command on the display of the tablet from which the opening of the doors is operated.



After having selected the operation, a verification check-list of the status of the doors appears on the tablet display in which the opening has to be checked and the map with the correct route that the passengers must follow.

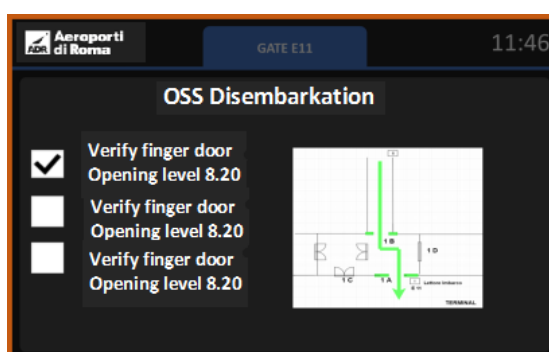


The ramp agent must carry out and subsequently flag every single check required in the check-list, within a defined and limited time. After 30 seconds of inactivity, the tablet goes into standby. Using the badge, the screen of the tablet is released and the pending check-list appears again.

It is very important to follow the support check-list of the procedure and to correctly check the status of the doors. Failure to complete this phase will not permit the closing of the procedure regarding the operation being performed.

It is necessary to scroll down with your fingers the check-list to display all the operations to be checked

Until the check-list is completed (every field flagged), the graphic interface will have an orange border.



When the check-list has been completed (every field is flagged), the graphic interface will have a green border.

Having selected the non OSS disembarkation operation, the **glass door of the finger (B)** opens which leads to the stairs going to the upper level.

The glass **door of the gate (A)** stays closed.

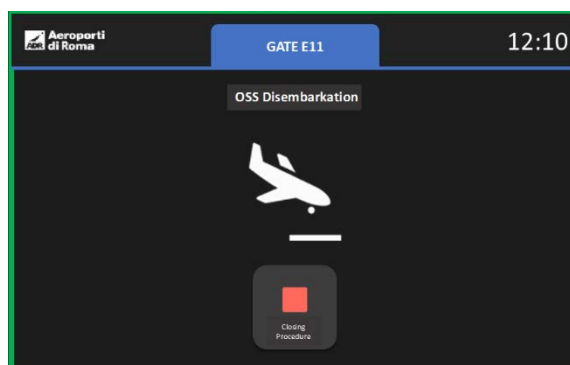
The passengers flow towards the stairs/elevators that lead to Station E.

Nomenclature localisation of all the stores are accurately shown on the display of the tablet.

3) At the end of the operation:

- make sure that all the passengers have gone beyond the glass door of the finger (B);
- bring the same badge close used to start the NON OSS disembarkation procedure and select the corresponding "Close Procedure" function.

This leads to the glass door of the finger (B) closing.

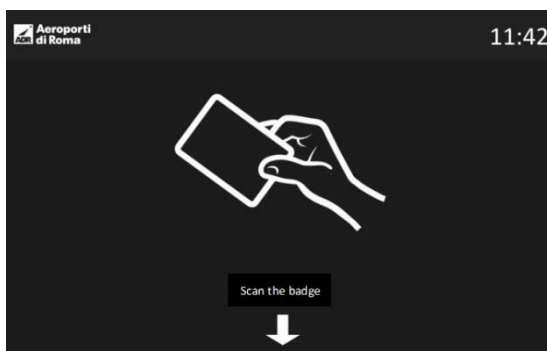


N.B. The opening and closing procedure must be done by the same operator using the same badge, otherwise the procedure will not be closed.

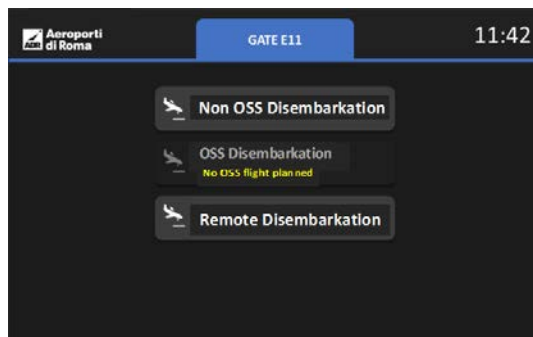
Independent gates: E21; E22; E23; E24

To correctly perform the disembarkation activities from the Loading Bridge of passengers arriving from ExSch/NON One-Stop Security airports, the ramp agent must:

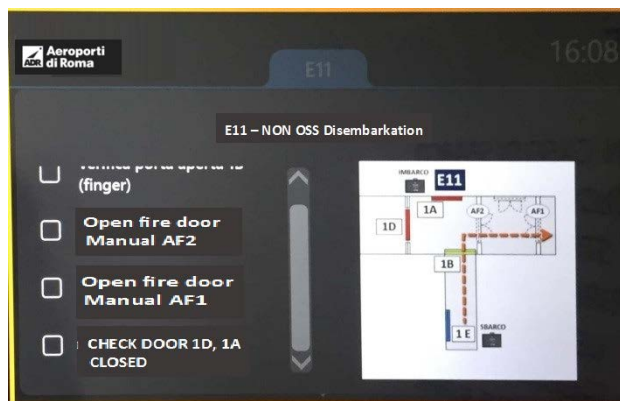
- 1) When the aircraft has stopped, move his airport badge close to the reader built into the tablet for the management of the operations that can be performed at the gate.



- 2) Select the “**Non OSS Disembarkation**” command on the display of the tablet from which the opening of the doors is operated.



After having selected the operation, a verification check-list of the status of the doors appears on the tablet display in which the opening has to be checked and the map with the correct route that the passengers must follow.

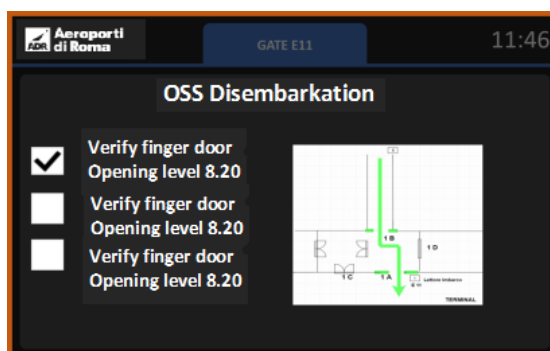


The ramp agent must carry out and subsequently flag every single check required in the check-list, within a defined and limited time. After 30 seconds of inactivity, the tablet goes into standby. Using the badge, the screen of the tablet is released and the pending check-list appears again.

It is very important to follow the support check-list of the procedure and to correctly check the status of the doors. Failure to complete this phase will not permit the closing of the procedure regarding the operation being performed.

It is necessary to scroll down with your fingers the check-list to display all the operations to be checked

Until the check-list is completed (every field flagged), the graphic interface will have an orange border.



When the check-list has been completed (every field is flagged), the graphic interface will have a green border.

Select the non OSS disembarkation operation:

- **Gate E21:** the **glass doors 7B** and **8B** open at level +15.20m.
The glass door of the gate **2A** remains closed at level +8.20m and the glass door **6B** at level +15.20m;
- **Gate E22:** the **glass doors 4A** and **8B** open at level +15.20m.
The glass door of the gate **1A** remains closed at level +8.20m and the glass door **6B** at level +15.20m;
- **Gate E23:** the **glass doors 4A** and **8B** open at level +15.20m.
The glass door of the gate **1A** remains closed at level +8.20m and the glass door **6B** at level +15.20m;
- **Gate E24:** the **glass doors 7B** and **8B** open at level +15.20m.
The glass door of the gate **2A** remains closed at level +8.20m and the glass door **6B** at level +15.20m;

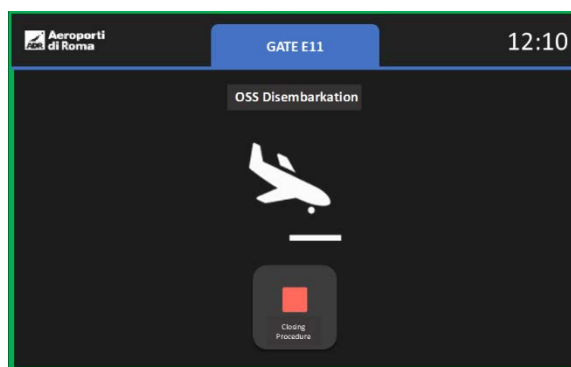
The passengers flow exiting directly at the arrivals level of Pier E (+15.20m).

Nomenclature localisation of all the stores are accurately shown on the display of the tablet.

3) At the end of the operation:

- Check the correct access of all the passengers at the arrivals level of Pier E (+15.20m).
 - access level 15.20m using the stairs;
 - make sure that all the passengers have passed the glass door of the finger (8B);
 - return to level 8.20m using the service elevator;
- Bring the same badge close used to start the NON OSS disembarkation procedure and select the corresponding “Closing Procedure” function.

This closes the glass doors at level +15.20m.



N.B. It is necessary that the opening and closing of the procedure be done by the same operator using the same badge, otherwise the procedure will not be close

5. QUICK REFERENCE

Below please find the quick reference posted at every single gate of Pier E, which specifies the principal actions that the ramp agent must perform without fail.

PROCEDURE FOR USING BADGE READER

- **ALWAYS USE THE SAME BADGE.**
- **THE DOORS BEFORE STARTING BOARDING/DISEMBARKATION PROCEDURES MUST BE CLOSED.**

IN RAMP AREA: NON-OSS DISEMBARKATION – OSS DISEMBARKATION – REMOTE DISEMBARKATION/BOARDING.

- BRING THE BADGE CLOSE TO THE READER (FOR APPROX. 2 SECONDS); THE INFORMATION ON THE ARRIVING FLIGHT WILL APPEAR ON THE READER.
- SELECT THE TYPE OF DISEMBARKATION TO BE PERFORMED.

CHECK THE OPENING OF THE DOORS REQUESTED BY THE TABLET AND “FLAG” THE BOXES SHOWN. **(AT LEAST 5 min. MUST ELAPSE BETWEEN DISEMBARKATION OPENING AND DISEMBARKATION CLOSING)**.

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- AT THE END OF DISEMBARKATION BRING THE BADGE CLOSE TO THE READER AND SELECT STOP/END PROCESS.
- MAKE SURE THE DOORS HAVE CLOSED.

N.B. THE DISEMBARKATION PROCEDURE MUST ALSO BE DONE IN THE EVENT OF FLIGHT FERRY (POSITIONING), IN TRANSIT WITH PASSENGERS ON BOARD WHO ARE NOT DISEMBARKING AND MUST BE CLOSED AGAIN AFTER AT LEAST 5 MINUTES TO PERMIT THE BOARDING OF THE DEPARTING FLIGHT.