

**TITLE:**

***MODE B (B<sub>1</sub>; B<sub>2</sub>):  
Embarkation/disembarkation of  
passengers through the pier and on foot  
through the tower***

<b>Document Code</b>	<b>E-14 GEN04_F02</b>
<b>Document Type</b>	<b>Procedure</b>

**AUDIT LOG**

Revision	Date	Revised Section and Chapter	Page	Summary description of the revision
0	03/08/2017	-	-	New document
1	25/06/2019	-	-	Procedure adapted to the new template in Mda Appedix A-0-A01.
2	09/12/2019	3, 4	10-13	Integrate procedure with gate/stand D02/503; D05/505; D07/507.
3	12/01/2021	3, 4	10, 12	Cancellation of procedure for gate/stand D02/503 e D05/505.
4	06/12/2021	1.1, 1.5, 2.5, 3.1, 3.5, 4.1, 4.5	5, 6, 9, 10, 11, 12, 13	Added Gate, removed Entity
5	20/02/2023	1.1, 1.3, 1.3.2, 2.3.2, 3.1, 3.2, 3.3.2, 4.1, 4.2, 4.3.2	4, 5, 6, 9, 10, 11, 12, 13	Inconsistency new B mode stands from 301 to 313 (excluding 307) added. Specific passengers with embarkation/disembarkation difficulties. Correct repetition par.1.3
6	28/03/2023	3.1, 4.1, 4.2	10, 12, 13	Entered for Mode B <sub>2</sub> stands 501 and 502.
7	16/07/2024	3.2, 4.2	10, 11, 13, 14	Updated Q300 embarkation/disembarkation supervision

All changes and *newly* inserted parts are highlighted with a sidebar like the one that accompanies this part of the text.

All temporary changes are highlighted with a double red sidebar like the one accompanying this part of the text and a yellow highlight.

All *newly* inserted chapters and paragraphs are highlighted in grey.

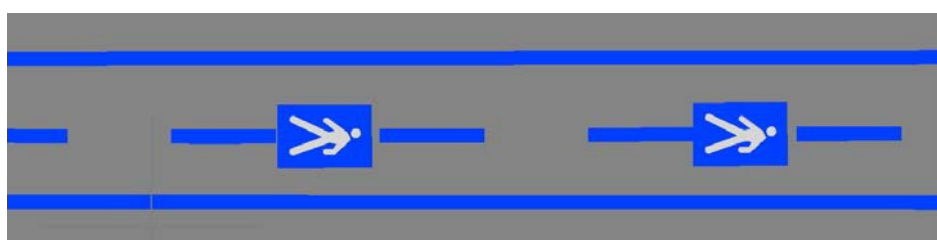
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## MODE B: Embarkation/disembarkation of passengers via the jetty and on foot via the tower

The routes used for the embarkation and disembarkation of passengers, without the aid of inter-traffic vehicles, are marked with appropriate road signs.



The Carrier/Handler is responsible for the safe performance of all foot boarding and disembarkation operations described in the reference procedure.

The Carrier/Handler is obliged to verify the conditions of feasibility before embarking and/or disembarking on foot.

The Carrier/Handler shall provide the necessary resources to man the dedicated pedestrian walkway and assist passengers, in the case of boarding, from the gate to the aircraft, and, in the case of disembarking, from the aircraft to the tower, from which to enter the terminal.

The Carrier/Handler must always ensure that the loading bridge can be used for the disembarkation and embarkation of any passengers who have difficulty in following the procedure.

Particular care must also be taken by the Carrier/Handler to ensure that no objects are left on the movement areas by passengers.

## **1 Mode B<sub>1</sub>: EMBARKATION**

### **1.1 Gates and Stands enabled**

- Gate E52 → Stand 806
- Gate E51 → Stand 807

### **1.2 Dedicated personnel to be allocated**

In order to ensure the regular performance of passenger pre-boarding and embarkation operations, the Carrier/Handler guarantees the presence of dedicated personnel at the following points

- 1) At least one contact person at the stand in order to
  - a. check the positioning of the mobile barriers connecting the fixed barriers to the self-propelled ladders and/or the aircraft;
  - b. direct passengers within the routes, identified by the appropriate road markings, so that they do not interfere with ground handling operations.
- 2) At least one contact person at the fixed staircase in the turret, in order to
  - a. prepare the routes within the terminal from the gate to the stand;
  - b. welcome and direct passengers to the rear staircase of the aircraft, along the route indicated by the road signs, for boarding.

### **1.3 Safety measures to be implemented**

#### **1.3.1 Preliminary activities**

Gate personnel announce the boarding procedure to passengerstaking care to inform them of the following prohibitions and obligations:

- no running;
- smoking ban;
- prohibition to throw any kind of object on the ground along the route to the aircraft;
- obligation to hold children by the hand, taking care not to leave them unattended;
- obligation to diligently comply with the requirements of the Handler's personnel escorting them on their way to the aircraft.

#### **1.3.2 Start of embarking procedure**

The Carrier's/handler's personnel in charge of operations shall, therefore:

1. Supervise and check that the areas along the planned passenger route from the boarding exit to the apron are free of obstacles;
2. Ensure that devices have been placed under the aircraft to prevent passengers from passing under the wings and near the engines;
3. Assisting passengers throughout the entire route;
4. Ensure and see to it that passengers comply in an orderly manner with their boarding requirements;

5. Check that after boarding is closed at the gate all passengers have reached the aircraft;
6. Put in place everything necessary to ensure the safety of passengers and other Operators during operations;
7. Co-ordinate with cabin crew the boarding of passengers who have difficulty following the procedure.

### **1.3.3 Conclusion of the Embarkation Procedure**

At the end of operations, the Handler's staff restores the standard gate and stand configuration.

## **1.4 Limitations**

Passengers will be boarded exclusively through the boarding pier, from the front door of the aircraft, during the following conditions:

- Presence of thunderstorms/electrical discharges in the field;
- Activation of LVP procedures;
- Precipitation of a snowy character;
- Rainfall in the form of showers with associated winds in excess of 25 kt;
- Surfaces contaminated by snow, hail or ice.

## **1.5 Control activities**

ADR, through its OAP-ISE and SMN-ACE functions, ensures that the procedure described in this document is correctly implemented. If discrepancies are found in the application of the procedure, ADR will take the risk mitigation measures it deems appropriate.

In the event of a detected non-compliance, ADR may suspend boarding operations - on foot, from the tower - and request to proceed with standard boarding operations, i.e., exclusively from the jetty.

The internal procedures drawn up by the Handler and the Carrier shall contain the manner in which the operating offices inform gate/stand personnel of the beginning or end of boarding restrictions.



**MODE B:  
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foot through the tower**

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### 1.6 Content subscription

The Handler and the Carrier undertake to guarantee the Safety requirements described in the previous chapters.

DATE	ROLE	FIRST NAME/SURNAME	SIGNATURE AND STAMP
	VECTOR		
	HANDLER		

## **2 Mode B<sub>1</sub>: DISEMBARKATION**

### **2.1 Enabled Stands and Gates**

- Stand 806 → Gate E52
- Stand 807 → Gate E51

### **2.2 Dedicated personnel to be allocated**

In order to ensure the smooth performance of passenger disembarkation operations, the Carrier/Handler guarantees the presence of dedicated personnel at the following points:

1. At least one contact person at the stand in order to
  - a. check the positioning of the mobile barriers connecting the fixed barriers to the self-propelled ladder;
  - b. direct passengers within the routes, identified by the appropriate road markings, so that they do not interfere with ground handling operations.
2. At least one contact person at the fixed ladder of the tower used for disembarkation, in order to
  - a. prepare the routes within the terminal from the stand to the air terminal;
  - b. welcome passengers and direct them inside the terminal.

### **2.3 Safety measures to be implemented**

#### ***2.3.1 Preliminary activities***

The personnel on board the aircraft announce the disembarkation procedure to passengers, taking care to inform them of the following prohibitions and obligations:

- no running;
- smoking ban;
- prohibition to throw any kind of object on the ground along the route to the aircraft;
- obligation to hold children by the hand, taking care not to leave them unattended;
- obligation to comply diligently with the Handler's personnel escorting them on their way to the tower.

#### ***2.3.2 Initiation of disembarkation procedure***

The Carrier/Handler's personnel in charge of operations must therefore:

1. Supervise and check that the areas along the intended route for passengers, from the aircraft to the terminal access gate, are free of obstacles;
2. Ensure that devices have been placed under the aircraft to prevent passengers from passing under the wings and near the engines;
3. Assisting passengers throughout the entire route;



4. Ensuring and supervising that passengers comply in an orderly manner with what is required upon disembarkation;
5. Put in place everything necessary to ensure the safety of passengers and other Operators during operations;
6. Co-ordinate with cabin crew the boarding of passengers who have difficulty following the procedure.

### **2.3.3 Conclusion disembarking procedure**

At the end of operations, the Handler restores the standard gate and stand configuration.

## **2.4 Limitations**

Passengers will disembark exclusively from the front door of the aircraft, through the pier. during the following conditions:

- Presence of thunderstorms/electrical discharges in the field;
- Activation of LVP procedures;
- Precipitation of a snowy character;
- Rainfall in the form of showers with associated winds in excess of 25 kt;
- Surfaces contaminated by snow, hail or ice.

## **2.5 Control activities**

ADR, through its OAP-ISE and SMN-ACE functions, ensures that the procedure described in this document is correctly implemented. If discrepancies are found in the application of the procedure, ADR will take the risk mitigation measures it deems appropriate.

In the event of a detected non-compliance, ADR may suspend disembarkation operations from the self-propelled ladder and/or the aircraft, and request that disembarkation operations proceed, exclusively from the front door, via the jetty.

## **2.6 Content subscription**

The Handler and the Carrier undertake to guarantee the safety requirements set out in the previous chapters.

DATE	ROLE	FIRST NAME/SURNAME	SIGNATURE AND STAMP
	VECTOR		
	HANDLER		

### 3 Mode B<sub>2</sub>: EMBARKATION

#### 3.1 Enabled Gates and Stands

- Stand 501 → Gate A01
- Stand 502 → Gate A03
- Stand 503 → Gate A02
- ~~- Stand 505 → Gate A05~~
- ~~- Stand 507 → Gate A09~~
- ~~- Stand 509 → Gate A11~~
- Stand 301 → Gate A62
- Stand 302 → Gate A64
- Stand 303 → Gate A66
- Stand 304 → Gate A68
- Stand 305 → Gate A70
- Stand 306 → Gate A72
- Stand 308 → Gate A71
- Stand 309 → Gate A69
- Stand 310 → Gate A67
- Stand 311 → Gate A65
- Stand 312 → Gate A63
- Stand 313 → Gate A61

#### 3.2 Dedicated personnel to be allocated

In order to ensure the regular performance of passenger pre-boarding and embarkation operations, the Carrier/Handler guarantees the presence of dedicated personnel at the following points

1. At least one contact person at the stand in order to
  - a. check the positioning of the mobile barriers connecting the fixed barriers to the self-propelled ladders and/or the aircraft;
  - b. accommodate passengers within the routes, identified by appropriate road markings, so that they do not interfere with ground handling operations;
  - c. direct passengers to the rear staircase of the aircraft, along the route indicated by the road signs, for boarding.
2. For all ~~pitches~~stands, point 2A below ~~is applies-applied; alternatively, or~~ for WIWO stands in quadrant 300 ~~alternatively~~ point 2B ~~is applied~~:
  - 2A. At least one contact person in the vicinity of the fixed staircase of the tower, ensuring, in the case of stands 501-502-503, visual contact with the aircraft to stop operations if necessary, in order to
    - a. prepare the routes within the terminal from the gate to the stand;
    - b. at the pier/tower junction, direct passengers according to their assigned row, roughly, from row 1 to 17 towards the pier, from 18 onwards towards the tower.
  - 2B. For the 300 WIWO stands, a single contact person may be present at the stand (see point 1) if two mobile barriers (tensors) are positioned so as to delimit ~~on both sides seamlessly~~ the walkway ~~of passengers within the stand on both sides along the entire route in order to~~

avoid interference of passengers with service operations.

In particular, the barriers are to be positioned as follows:

- a tensor along the aircraft-side walkway markings, attaching one end to the aircraft's rear ladder and the other to the tower, placing the base close to the wing;
- a tensor in a parallel manner to the first one, following the markings provided for the walkway and attaching the ends to the rear staircase and the tower.

~~of passengers within the stand without continuity along the entire route in order to avoid interference of passengers with service operations.~~

~~In particular, the barriers are to be positioned as follows:~~

- ~~○ a tensor along the aircraft side walkway markings, attaching one end to the aircraft's rear ladder and the other to the tower, placing the base close to the wing;~~
- ~~○ a tensor in a parallel manner to the first one, following the markings provided for the walkway and attaching the ends to the rear staircase and the tower~~

### **3.3 Safety measures to be implemented**

#### **3.3.1 Preliminary activities**

Gate personnel announce the boarding procedure to passengers, taking care to inform them of the following prohibitions and obligations:

- no running;
- obligation to hold children by the hand, taking care not to leave them unattended;
- smoking ban;
- prohibition to throw any kind of object on the ground along the route to the aircraft;
- obligation to diligently comply with the requirements of the Handler's personnel escorting them on their way to the aircraft.

#### **3.3.2 Start of embarking procedure**

The Carrier's/handler's personnel in charge of operations shall, therefore:

1. Supervise and check that the areas along the planned passenger route from the boarding exit to the apron are free of obstacles;
2. Ensure that devices have been placed under the aircraft to prevent passengers from passing under the wings and near the engines;
3. Assisting passengers throughout the entire route;
4. Ensure and see to it that passengers comply in an orderly manner with their boarding requirements;
5. Check that after boarding is closed at the gate all passengers have reached the aircraft;
6. Put in place everything necessary to ensure the safety of passengers and other Operators during operations;
7. Co-ordinate with cabin crew the boarding of passengers who have difficulty following the procedure.

#### **3.3.3 Conclusion of the Embarkation Procedure**

At the end of operations, the Handler's staff restores the standard gate and stand configuration.

### 3.4 Limitations

Passengers will be boarded exclusively through the boarding pier, from the front door of the aircraft, during the following conditions:

- Presence of thunderstorms/electrical discharges in the field;
- Activation of LVP procedures;
- Snowfall of a snowy nature;
- Rainfall in the form of showers with associated winds in excess of 25 kt;
- Surfaces contaminated by snow, hail or ice.

### 3.5 Control activities

ADR, through its OAP- ISE and SMN-ACE functions, ensures that the procedure described in this document is correctly implemented. If discrepancies are found in the application of the procedure, ADR will take the risk mitigation measures it deems appropriate.

In the event of a detected non-compliance, ADR may suspend boarding operations - on foot, from the tower - and request to proceed with standard boarding operations, i.e., exclusively from the jetty.

The internal procedures drawn up by the Handler and the Carrier shall contain the manner in which the operating offices inform gate/stand personnel of the beginning or end of boarding restrictions.

### 3.6 Content subscription

The Handler and the Carrier undertake to guarantee the Safety requirements described in the previous chapters.

DATE	ROLE	FIRSTNAME/SURNAME	SIGNATURE AND STAMP
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	HANDLER		

## 4 Mode B2: DISEMBARKATION

### 4.1 Enabled Stands and Gates

- Stand 501 → Gate A01
- Stand 502 → Gate A03
- Stand 503 → Gate A02
- ~~- Stand 505 → Gate A05~~
- ~~- Stand 507 → Gate A09~~
- ~~- Stand 509 → Gate A11~~
- Stand 301 → Gate A62
- Stand 302 → Gate A64
- Stand 303 → Gate A66
- Stand 304 → Gate A68
- Stand 305 → Gate A70
- Stand 306 → Gate A72
- Stand 308 → Gate A71
- Stand 309 → Gate A69
- Stand 310 → Gate A67
- Stand 311 → Gate A65
- Stand 312 → Gate A63
- Stand 313 → Gate

### 4.2 Dedicated personnel to be allocated

In order to ensure the smooth performance of passenger disembarkation operations, the Carrier/Handler guarantees the presence of dedicated personnel at the following points

1. At least one contact person at the stand in order to
  - a. check the positioning of the mobile barriers connecting the fixed barriers to the self-propelled ladder;
  - b. direct passengers within the routes, identified by the appropriate road markings, so that they do not interfere with ground handling operations.
2. For all ~~pitchesstands~~, point 2A below ~~applies is applied; alternatively, or~~ for WIWO stands in quadrant 300 ~~alternatively~~ point 2B is applied:
  - 2A. At least one contact person in the vicinity of the fixed staircase of the tower used for disembarkation ensuring, in the case of stands 501-502-503, visual contact with the aircraft to stop operations in case of need, in order to
    - a. prepare the routes within the terminal from the stand to the air terminal;
    - b. welcome and direct passengers, via the fixed stairs of the tower, inside the terminal.
  - 2B. For the quadrant 300-enabled stands, it is possible for a single contact person to be present at the stand (as referred to in point 1) if two mobile barriers (tensors) are positioned so as to delimit ~~seamlessly on both sides~~ the passengers' walkway within the stand on both sides ~~without interruption~~

along the entire route in order to avoid interference of the passengers with the service operations.

In particular, the barriers are to be positioned as follows:

- a tensor along the aircraft-side walkway markings, attaching one end to the aircraft rear staircase and the other to the tower, placing the base close to the wing;
- a tensor in a parallel manner to the first one, following the markings provided for the walkway and attaching the ends to the rear staircase and the tower.

### **4.3 Safety measures to be implemented**

#### **4.3.1 Preliminary Activities**

The personnel on board the aircraft announce the disembarkation procedure to passengers, taking care to inform them of the following prohibitions and obligations:

- no running;
- smoking ban;
- prohibition to throw any kind of object on the ground along the route to the aircraft;
- obligation to hold children by the hand, taking care not to leave them unattended;
- obligation to comply diligently with the Handler's personnel escorting them on their way to the tower.

#### **4.3.2 Initiation of disembarkation procedure**

The Carrier/Handler's personnel in charge of operations must therefore:

1. Supervise and check that the areas along the planned passenger route from the apron to the tower door are free of obstacles;
2. Ensure that devices have been placed under the aircraft to prevent passengers from passing under the wings and near the engines;
3. Assisting passengers throughout the entire route;
4. Ensure and see to it that passengers comply in an orderly manner when disembarking;
5. Put in place everything necessary to ensure the safety of passengers and other Operators during operations;
6. Co-ordinate with cabin crew the boarding of passengers who have difficulty following the procedure.

#### **4.3.3 Conclusion Disembarking procedure**

At the end of operations, the Handler restores the standard gate and stand configuration.

### **4.4 Limitations**

Passengers will disembark exclusively from the front door of the aircraft, through the pier, during the following conditions:

- Presence of thunderstorms/electrical discharges in the field;
- Activation of LVP procedures;
- Precipitation of a snowy character;
- Rainfall in the form of showers with associated winds in excess of 25 kt;
- Surfaces contaminated by snow, hail or ice.

#### 4.5 Control activities

ADR, through its OAP-ISE and SMN-ACE functions, ensures that the procedure described in this document is correctly implemented. If discrepancies are found in the application of the procedure, ADR will take the risk mitigation measures it deems appropriate.

In the event of a detected non-compliance, ADR may suspend disembarkation operations from the self-propelled ladder and/or the aircraft, and request that disembarkation operations proceed, exclusively from the front door, via the pontoon.

#### 4.6 Content subscription

The Handler and the Carrier undertake to guarantee the safety requirements set out in the previous chapters.

DATE	ROLE	FIRST NAME/SURNAME	SIGNATURE AND STAMP
	VECTOR		
	HANDLER		