

 <b>Aeroporti di Roma</b>	<b>SATELLITE CONTINGENCY PLAN</b>	Procedure
		<b>07/06/2017</b>

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## SATELLITE CONTINGENCY PLAN

## 1. INTRODUCTION

The following Satellite Contingency Plan establishes the procedures necessary to assist passengers departing on delayed flights from Satellite, the supply of meals and beverages (as stated in regulation 261/2004) and the consequent transport of these passengers from the F&B area in the “Front-building”.

## 2. Entities Concerned

- ADR Duty Station Manager (06 6595 5000)
- ADR Flight Control (06 6595 3381)
- Terminal Control Room Supervisor (06 6595 7510)
- Terminal Manager
- ADR Security Supervisor (06 6595 3768)
- ADR Assistance Operations Room
- Handler/Carrier
- Transport Services Provider

## 3. Passenger Assistance

- ADR Flight Control communicates delays exceeding 2 hours to Terminal Control Room in the appropriate format (focusing on flights allocated to gates E31-E44).
- Handler/Carrier contacts Terminal Control Room to formalise the request to transport passengers from Pier E31-E44 (previously G) to the “Front-building”, communicating:
  - the number of passengers to be assisted;
  - the number of PRM passengers to be assisted (if any);
  - the F&B(s) operating in the re-routing.
- Terminal Control Room notifies the service provider for transporting passengers from Satellite to “Front-building”.
- Terminal Control Room sends a request to ADR Flight Control for a free remote gate in Satellite (E32-E36-E40) to board passengers onto the buses, and a free gate at E1-E8 to unload them in “Front-building”.
- Terminal Control Room communicates these gates to the service provider.
- Terminal Control Room communicates to Handler/Carrier which gate passengers will be directed and accompanied to.
- Handler/Carrier escorts and assists the passengers boarding the bus at Satellite.
- Terminal Control Room organises the opening of a remote gate at “Front-building” and assistance when disembarking passengers.
- ADR Security guarantees management of the identified remote “Front-building” gate.

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The opposite procedure (from “Front-building” to Satellite) will use the normal channels (people-mover).

The management of PRM passengers will be guaranteed by ADR Assistance through the use of minivans.

ADR Assistance will be notified by Terminal Control Room and both parties will agree on the operations and priorities of the transfer.