

Venice “Marco Polo” Airport

AIRPORT REGULATIONS

Part two – CARGO ACTIVITIES

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Distribution List

The present "PART TWO – CARGO ACTIVITIES" is an integrating part of the "AIRPORT REGULATIONS" and is diffused contextually to "PART ONE – PASSENGERS ACTIVITY" according to the "Distribution List" published there at page 0-2.

List Of Effective Pages

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Chapter [1] PURPOSES AND SUBJECT OF THE DOCUMENT

These Regulations define the operational discipline, which is binding for Handlers / Self-Handlers of cargo and mail assistance activities at Venice "Marco Polo" airport regarding the handling of cargo and mail, whether incoming, outgoing or in-transit between the air terminal and the aircraft.

If not otherwise and explicitly specified, the "Airport Regulations – First Part – **Passengers Activity**" will apply.

Chapter [2] DEFINITIONS AND ABBREVIATIONS

Handler/ Self-Handler	The subject that provides, also as a Self-Handler, the cargo and mail assistance service as regards physical handling of cargo and mail incoming, outgoing and in-transit between the air terminal and the aircraft (see point 4 in Annex A to Legislative Decree No. 18/99)
Carrier	Any natural or juridical person that transports, by air, cargo and mail from and to the Venice Airport, according to the definition contained in Art.2 letter d) of Legislative Decree No. 18 of 13/11/1999
Agent	Any natural or juridical person acting on behalf of the Carrier
“Security Company” “Security”	Any certified Security Company, licensed to operate at airports according to Italian Ministry Decree D.M. 85/1999.
PI	The company Poste Italiane S.p.A.
APO	Allied Forces Post Office. The Post Office that manages the correspondence relating to the USA Forces at the NATO bases in Italy (see letter of the Ministry of Finance - Customs and Indirect Taxes Department - Central Management Office for Customs Services - DIV.II/SD - Prot. 2401N of 24/2/1 995)

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Chapter [3] COMMON PROCEDURES FOR CARGO AND MAIL TRANSPORT ACTIVITIES

The present **Chapter [3]** deals with common procedures for cargo and mail assistance activities (including military mail) as regards the handling of cargo and mail, whether incoming, outgoing or in-transit between the air terminal and the aircraft.

Generalities

- 3.1. Subject to the prescriptions indicated in this document, each Handler/Self-Handler shall however fully comply with all EC, national and local standards, provisions and rules, whether present or future, issued by any subject having title to do so, with regard to the activities dealt with herein.

Information from Carriers and Handlers

- 3.2. Each Handler/Self-Handler operating at VCE shall notify to SAVE Cargo and Logistics the list of users contractually assisted for assistance with cargo and mail, whether incoming, outgoing or in-transit between the air terminal and the aircraft; this communication shall be sent at least 15 days before beginning operations at VCE.

Similar information shall be sent at least 15 days before the change takes place, in the event of changes, to the list of assisted Carriers.

For a regular performance of the activities disciplined in this document, each Handler/Self-Handler shall also agree with SAVE on the times (bringing forward of STD) for the collection of cargo and mail leaving from the planned pick-up points.

Within 15 days of receiving this document, each Handler/Self-Handler shall **communicate** to SAVE Cargo and Logistics the list of **its own operational duty-officers**. This **document** is necessary for a correct management of the information flows relating to the activities disciplined in the document itself. **This communication shall be updated** and sent to SAVE Cargo and Logistics, every time its data and/or information change. Please note, in particular, that each Handler/Self-Handler shall indicate the name of a Person assigned enough decisional power, who can be always **contacted** during operations for communications and/or consulting relating to particularly important or critical situations.

The above mentioned contacts will be published in the Airport Regulations as specified in Chapter [10] Contacts and Communications – Cargo Regulations.

Should the reference persons indicated be totally or partly unavailable, SAVE will not guarantee – as far as it is responsible – the correct performance of the processes in which said unavailable reference persons are involved.

Company Mail

- 3.3. The incoming Company Mail (company internal mail), albeit not being governed by the normal cargo and mail procedures, must be delivered by the Handler/Self-Handler directly to the Carrier.

Dollies

- 3.4 The trolleys owned by of the Handler/Self-Handler - baggage carriers, pallet carriers and container carriers - must be sufficient in number to ensure, also in the moments of operational peaks, the regular performance of the cargo/mail handling service (including military mail) from and to the aircraft; these trolleys shall be maintained so as to be always in efficient condition and shall have such characteristics as to allow the safe transport of the various types of cargo and mail, by preventing falls, losses and damage to the packages, in particular damage deriving from severe weather conditions.
- 3.5 The Handler/Self-Handler shall guarantee to SAVE Cargo, at the Cargo central facility, the continuous availability of enough trolleys, for each type, to allow the performance of the transit and preparation/cargo removal and mail operations within the times agreed on (see point 3.2).
- 3.6 To allow mail and cargo sorting activities to be correctly performed by all the subjects operating at the Airport, should the number of trolleys, of one or more types, at the SAVE Cargo facility exceed the need with regard to the loads foreseen for the short- medium-term, SAVE Cargo and Logistics may decide that said trolleys be moved to another area, subject to prior notification to the reference person of the Handler/ Self-Handler indicated in [Chapter \[10\] Contacts and Communications – Cargo Regulations](#).
- 3.7 The trolleys that the Handler/Self-Handler, for whatever reason (cargo/incoming mail, supply top up, etc.) take to the SAVE Cargo facility, must not have any materials and tags on them which refer to the previous handling operations. At the end of every trolley-removal operation for incoming cargo (except for military mail, since the removal is done by APO), it will be SAVE's responsibility to remove all the materials and tags regarding only the incoming cargo.

Damage to cargo and mail

- 3.8 In the event of any damage happening to cargo or mail (including military mail) during any incoming, outgoing or in-transit transport operation by the Handler/Self-Handler - or in any case during all the time the latter has said cargo and/or mail on consignment, subject to the compliance to following paragraphs - the Handler/Self-Handler shall immediately notify SAVE Cargo ([see Chapter \[10\] Contacts and Communications – Cargo Regulations](#)) so that the latter may co-ordinate action to be taken together with the Handler/Self-Handler and with any other subjects involved (which, depending of the cases, may be Carriers, PI, APO).

Chapter [4] OUTGOING CARGO

This paragraph deals with the procedures, information and document flows relating to the delivery process of outgoing cargo from VCE from SAVE to the Handler/Self-Handler, and the cargo transport process to the aircraft.

Transport and delivery and of cargo to the aircraft

- 4.1 SAVE will receive the Booking List from the Carrier or its Agent. It will deal with outfitting the cargo made up of loose cargo and/or made up into units on the trolleys supplied by the Handler/Self-Handler, providing them with the related ID tags with information on the flight, date and weight. The load will be available for pick up by the Handler/Self-Handler on the apron of SAVE export warehouse (air side), at the agreed-on times (see point 3.2).
- 4.2 Should the Handler/Self-Handler not have made available the type and number of trolleys necessary for the cargo outfitting operations, it shall be fully liable towards any subject concerned, and in particular towards the ordering Carrier with reference to any missed or delayed cargo shipment. Subject to this liability, SAVE may request the lacking trolleys to be sent by contacting the reference person of the Handler/Self-Handler indicated (see [Chapter \[10\] Contacts and Communications – Cargo Regulations](#)).
- 4.3 The Handler/Self-Handler shall pick up the outfitted cargo from SAVE in enough time to allow for boarding within the times agreed upon with the Carrier (see point 4.1). Should the Handler/Self-Handler not pick up the outfitted cargo in good time, including any last-minute cargo, subject to the liability of the Handler/Self-Handler towards any subject concerned for any cargo loading delayed or missed, SAVE reserves the right - in exceptional cases and only upon request of the Carrier - to personally have the cargo sent to the aircraft using its own towing means, and to charge the requesting Carrier for the related costs.
- 4.4 The accompanying documents of the cargo (Air-Waybill, Cargo-Manifest authorised by the Customs and any other) shall be put by SAVE into the special pocket of the [last trolley](#). The Handler/Self-Handler shall therefore equip the trolleys with said pocket. To all intents and purposes, after pick up by the Handler/Self-Handler, cargo and documents will be considered as being kept in custody and handled by the Handler/Self-Handler under its total liability. The Handler/Self-Handler shall provide SAVE Cargo in advance with the list of the professional persons it has authorised to accept delivery of the a.m. cargoes and documents.
- 4.5 After complying with all the provisions indicated in the immediately preceding point, the Handler/Self-Handler will use its own means to deal with the transport of the cargo and the related documents, subject to any other agreements with SAVE, to the departing aircraft, for the subsequent delivery to the Handler/Self-Handler competent for the loading operations onto the aircraft (if other than itself) and/or the Carrier, according to the agreements taken with the receiving subjects.
During transport to the aircraft, in addition to respecting all the standards and provisions in force with regard to the road-system indications, the Handler/Self-Handler shall also ensure that the cargo is always preserved in the same condition as when it was picked up and, in particular, that it is protected against adverse weather/temperature conditions.

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Once near the aircraft, the Handler/Self-Handler shall co-ordinate properly with the Carrier and the Handler/Self-Handler in charge of loading cargo onto the aircraft, if other than itself, so that the loading operations may take place within the timescale and in the ways provided for, without interfering with the activities of other subjects in the area, without risks to any personnel working near the aircraft, and without damaging or losing the cargo to be loaded.

- 4.6 SAVE will use the procedures agreed upon to report to the Handler/Self-Handler the load data for the purposes of aircraft balancing and administrative procedures.

Last-Minute Cargo

- 4.7 Should the Carrier or its Agent request shipment of last-minute cargo, subject to the provisions of the above points, as soon as it receives the request, SAVE will contact the reference person of the Handler/Self-Handler (see **Chapter [10] Contacts and Communications – Cargo Regulations**). The Handler/Self-Handler shall go to SAVE export warehouse as quickly as possible to pick up the cargo.

Special cargo

- 4.8 With reference to the transport of special cargo (for example hazardous substances, live animals, perishable goods, arms, munitions, valuables) the Handler/Self-Handler shall comply with all EC, national and local standards, provisions and rules issued by any subject having title to do so. In particular, transport towards the aircraft shall be performed by suitably trained personnel and in such a way as not to damage persons, transported cargo, the environment and nearby infrastructures. SAVE reserves the right to ask the Handler/Self-Handler to produce documents proving that the personnel employed has received proper training.

In particular, arms and valuables shall be escorted by the **Security Personnel**, which will be called by Cargo SAVE and with which the Handler/Self-Handler shall suitably co-ordinate for the transport to the aircraft.

Perishable goods and live animals

- 4.9 Perishable goods and live animals shall be considered a priority for transport to the aircraft. In no case will SAVE be responsible towards the Carrier for the deterioration of cargo correctly stored and made available for pick up by the Handler/Self-Handler and subsequently dealt with by the latter in a way that is not compatible with correct transport conditions.

In the event of delay of the flight and/or of the loading operations onto the aircraft, the Handler/Self-Handler and, if other than itself, the Handler/Self-Handler in charge of loading the aircraft, shall co-ordinate properly between themselves so as to act accordingly and avoid any cargo deterioration, thereby not excluding the temporary return of the cargo to the SAVE Cargo premises.

Cargo with anomalous outfitting

- 4.10 If, during the cargo transport and/or loading onto the aircraft, anomalies are noticed in the shape of the outfitted cargoes it is not possible to intervene to eliminate the same, the Handler/Self-Handler and, if other than itself, the Handler/Self-Handler in charge of the loading operations onto the aircraft, shall co-ordinate between themselves so as to guarantee that SAVE Cargo (see Chapter [10] Contacts and Communications – Cargo Regulations) is immediately informed and may organise the necessary intervention in order to allow for the loading the cargo involved in any case.

Cargo returning from stand

- 4.11 If, for any reason, not all the cargo has been loaded onto the aircraft, the Handler/Self-Handler and, if other than itself, the Handler/Self-Handler in charge of loading operations onto the aircraft, shall properly co-ordinate to guarantee sending immediate telephone communication confirmed within 30' after ATD of the aircraft by telex to SAVE Cargo (see Chapter [10] Contacts and Communications – Cargo Regulations), specifying the quantity of cargo not loaded and the related reasons.
- 4.12 The a.m. cargo shall be returned by the Handler/Self-Handler together with the related documents, if not loaded with the rest of the cargo, no longer than 60' after aircraft ATD, at the apron of the SAVE export warehouse, where SAVE Cargo will take it on consignment. In the event of non loading of perishable cargo or live animals, these shall be returned as quickly as possible.
- 4.13 In the event of cancelled departing flight, unloaded cargo shall be returned by the Handler/Self-Handler - using similar procedures to those described at the previous point - to the apron of the SAVE export warehouse no longer than 60 mins. after the flight's cancellation by the Carrier.

Empty cargo units

- 4.14 Any empty cargo units may be pre-arranged on trolleys by SAVE personnel, for transport to the aircraft, if requested in advance by the Carrier/Agent on the load Booking List.

Managing anomalies and emergencies

- 4.15 Any anomaly in the airport infrastructures (route markings, signs/signals, etc.) shall be immediately reported, when noted, by the Handler/Self-Handler to the SAVE Duty Airport Supervisor (RDS).

- 4.16 Any communication not specifically dealt with in this paragraph and relating to anomalies or to special operating situations regarding handling activities of outgoing cargo dealt with in the above points, shall be addressed to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 4.17 Any communication not specifically dealt with in this paragraph and relating to anomalies or to special operating situations regarding handling activities of outgoing cargo dealt with in the above points, shall be addressed by SAVE Cargo to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 4.18 The Handler/Self-Handler will be however liable towards any subject concerned, and in particular towards the ordering Carrier for any anomaly relating to the cargo (for example non loading, loss, damage) deriving from the non performance or incorrect performance of the provisions contained in this paragraph.

Chapter [5] INCOMING CARGO

This paragraph deals with the procedures and information and document flows relating to the transport process of incoming cargo to VCE from the aircraft and the delivery to the SAVE Import Warehouse by the Handler/Self-Handler.

Transport of cargo from aircraft and delivery to the SAVE import Warehouse

- 5.1 With regard to incoming cargo, the Handler/Self-Handler will be fully liable towards the Carrier and any other party involved, starting from when the cargo is picked up from the aircraft until SAVE takes the cargo on consignment. During transport from the aircraft to SAVE Cargo, in addition to respecting all the standards and provisions in force with regard to Airport grounds route markings, the Handler/Self-Handler shall also make sure that the cargo is always preserved in the same condition as when it was picked up, and in particular that it is well protected against adverse weather/temperature conditions;
- 5.2 The Handler/Self-Handler shall guarantee that all cargo from each incoming flight is delivered at the apron of the SAVE cargo import warehouse as quickly as possible. After detaching the trolleys from the towing vehicle, the Handler/Self-Handler shall leave them loaded with their cargo in the areas indicated by SAVE; all trolleys shall be provided with ID tags containing information on the flight and date.
- 5.3 After delivering all the goods according to the provisions contained in point 5.2, the cargo will be considered to be under the custody of SAVE, which will not, however, be liable for any non-conformities noted at the subsequent checking phases between the cargo and the data indicated in the accompanying documents.
- 5.4 The envelope containing the accompanying documents of landed cargo (Air-Waybill, Cargo-Manifest and any other) shall be put by the Handler/Self-Handler into the special pocket of the **last trolley**.

Special cargo

- 5.5 With reference to the transport of special cargo (for example hazardous substances, live animals, perishable goods, arms, munitions, valuables) the Handler/Self-Handler shall comply with all EC, national and local standards, provisions and rules issued by any subject having title to do so. In particular, transport from the aircraft shall be performed by suitably trained personnel and in such a way as not to damage persons, transported cargo, the environment and the nearby infrastructures. SAVE reserves the right to ask the Handler/Self-Handler to produce documents proving that the personnel employed has received proper training.
- 5.6 In particular, the **Security Personnel**, that will be quickly activated by the Handler/Self-Handler, will escort arms and valuables from under the aircraft to SAVE caveau.

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Perishable goods and live animals

- 5.7 Perishable goods must be considered a priority for the transport from stand. Their delivery to SAVE Import Warehouse shall be done within a reasonable time so as to allow for their subsequent handling and storage by SAVE without perishing. In no case will SAVE be responsible towards the Carrier for the deterioration of cargo delivered in bad condition and/or in times not in keeping with conditions for correct preservation.

Anomalies on incoming cargo

- 5.8 In no case will SAVE be liable towards the Carrier for cargo unloaded at VCE stands and not transported by the Handler/Self-Handler to the SAVE import area. SAVE however reserves the right, in the interest of the overall normal performance of cargo sorting activities, to request the delivery of the above cargo to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations). SAVE shall also have the right, in exceptional cases and only upon request of the Carrier, to personally take care of sending the cargo to the aircraft using its own towing means, and to charge the requesting Carrier the related costs.
- 5.9 Should the incoming cargo not have the accompanying envelope containing the related documents, the Handler/Self-Handler shall inform SAVE of non arrival of said documents. SAVE will however take the cargo on consignment upon its delivery, according to the formalities indicated at point 5.2.

Managing anomalies and emergencies

- 5.10 Any anomaly in the airport infrastructures (route markings, signs/signals, etc.) shall be immediately reported, when noted, by the Handler/Self-Handler to the SAVE Duty Airport Supervisor (RDS).
- 5.11 Any communication not specifically dealt with in this paragraph and relating to anomalies or to special operating situations regarding handling activities of incoming cargo dealt with in the above points, shall be addressed to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 5.12 Any communication not specifically dealt with in this paragraph and relating to anomalies or to special operating situations regarding handling activities of incoming cargo dealt with in the above points, shall be addressed by SAVE Cargo to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 5.13 The Handler/Self-Handler will be however liable towards any subject concerned, and in particular towards the ordering Carrier, for any anomaly relating to the goods (for example non-loading, loss, damage) deriving from the non-performance or incorrect performance of this paragraph's provisions.

Chapter [6] TRANSIT CARGO

The management and handling process of transit cargo and the related document and information flows is made up of the sequence of processes, already described, dealing with incoming and outgoing cargo.

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Chapter [7] OUTGOING MAIL

This paragraph deals with the procedures and the information and document flows relating to the transport process of outgoing mail from VCE from SAVE to the Handler/Self-Handler, and mail transport process by the latter to the aircraft. The above refers to civil outgoing mail. At a specific point in this paragraph the differences will be described in terms of procedure and flow for military mail.

Delivery and transport of mail to the aircraft

- 7.1 SAVE will deal with outfitting the cargo received from PI, made up of loose mail and/or made up into units on the trolleys supplied by the Handler/Self-Handler, providing them with the related ID tags with information on the flight, date and weight. The load will be available for pick up by the Handler/Self-Handler on the apron of SAVE export warehouse (air side), at the agreed-on times (see point 3.2).
- 7.2 Should the Handler/Self-Handler not have made available the type and number of trolleys necessary for the operations of fitting out of the cargoes, the same shall be fully liable towards any subject concerned, and in particular towards the ordering Carrier with reference to the missed or delayed shipping of the cargo. Subject to this liability, SAVE may request the lacking trolleys to be sent by contacting the reference person of the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 7.3 The Handler/Self-Handler shall pick up the mail cargo, prepared by SAVE, in good time to allow for its loading by the times agreed on with the Carrier (see point 7.1). Should the Handler/Self-Handler not pick up the outfitted load in good time (including any last-minute cargo), subject to the Handler's/Self-Handler's liability towards any subject concerned for any missed or delayed loading of the mail, SAVE reserves the right, in exceptional cases and only upon request of the Carrier, to personally take care of sending the cargo to the aircraft using its own towing means, and to charge the requesting Carrier for the related costs.
- 7.4 The mail accompanying documents will be put by SAVE into the special pocket of the last trolley. To all the intents and purposes, after being picked up by the Handler/Self-Handler, all mail and documents will be considered as in custody and handled by the Handler/Self-Handler and under its total liability.
- 7.5 The Handler/Self-Handler shall provide SAVE Cargo in advance with the list of the professional persons it has authorised to accept delivery of the a.m. mail and documents.
- 7.6 After complying with all the provisions indicated in the immediately preceding point, the Handler/Self-Handler will use its own means to deal with the transport of the mail and the related documents to the departing aircraft, for the subsequent delivery to the Handler/Self-Handler competent for the loading operations onto the aircraft (if other than itself) and/or the Carrier, according to the agreements taken with the receiving subjects.
- 7.7 During the transport to the aircraft, in addition to respecting all the standards and provisions in force with regard to ground markings, the Handler/Self-Handler shall also make sure that the cargo is always preserved in the same conditions as when it was picked up, and in particular that it is well protected against adverse weather/temperature conditions;
- 7.8 Once near the aircraft, the Handler/Self-Handler shall co-ordinate properly with the Carrier and the Handler/Self-Handler in charge of the cargo loading onto the aircraft, if other than itself, so that loading operations may take place within the timescale and in the ways provided for, without interfering with the activities of other subjects in the area, without risks for all the personnel working near the aircraft and without damaging or losing the cargo to be loaded.

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- 7.9 SAVE will use the procedures agreed upon to notify the Handler/Self-Handler of the load data for the purposes of aircraft balancing and administrative fulfilments.

Valuables

- 7.10 With reference to the transport of letter-valuables, the Handler/Self-Handler shall comply with all EC, national and local standards, provisions and rules in force issued by any subject having title to do so. With reference to the transport of letter-valuables to the aircraft, the Handler/Self-Handler shall also co-ordinate with the **Security Company**, which will deal with the escort service.

Mail returning from stand

- 7.11 If, for any reason, not all the mail has been loaded onto the aircraft, Handler/Self-Handler and, if other than itself, the Handler/Self-Handler in charge of loading operations onto the aircraft, shall properly co-ordinate to guarantee sending immediate telephone communication confirmed within 30' after ATD of the aircraft by telex to the reference person of SAVE Cargo indicated **(see Chapter [10] Contacts and Communications – Cargo Regulations)**, specifying the quantity of mail not loaded and the related reasons.
- 7.12 The a.m. mail shall be returned by the Handler/Self-Handler together with the related documents, if not loaded with the rest of the mail, no longer than 60' after the ATD of the aircraft, at the apron of SAVE export warehouse, where SAVE Cargo will take it on consignment.
- 7.13 In the event of a cancelled departing flight, mail not loaded shall be returned by the Handler/Self-Handler, using similar procedures as those described in the previous point, at the apron of SAVE export warehouse, no longer than 60 mins. after the cancellation of the flight by the Carrier

NATO Military Mail

- 7.14 With reference to the NATO Military Mail incoming to VCE, the procedures apply which are stated at the above points, with the following clarifications:
- The corporate bodies to which SAVE delivers the incoming mail together with its related documents are the Post Offices of Aviano and Vicenza military bases; the procedures and activities described in the above points with reference to the PI are applicable also to the APO.
 - Subject to other agreements between the parties, the letter applies of the Ministry of Finance — Department of the Customs Offices and Indirect Taxes – “Direzione Centrale dei Servizi Doganali” (Central Management Office of Customs Services) - DIV.II/SD - Prot. 240/N of 24/2/1995
 - The fitting out of the loads on the trolleys may be performed, if not by SAVE, also by APO personnel, subject to the fact that the delivery procedures of mail from SAVE to the Handler/Self-Handler shall remain unchanged.
 - In the event of tampering and slashes the Handler/Self-Handler may contact the **Security Company used (see Chapter [10] Contacts and Communications – Cargo Regulations)**.

Managing anomalies and emergencies

- 7.15 Any anomaly in the airport infrastructures (route markings, signs/signals, etc.) shall be immediately reported, when noted, by the Handler/Self-Handler to SAVE – Responsabile di scalo (RDS).
- 7.16 Any communication not specifically dealt with in this paragraph and relating to anomalies or to special operating situations regarding handling activities of outgoing mail dealt with in the above points, shall be addressed to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 7.17 Any communication not specifically dealt with in this paragraph and relating to anomalies or to special operating situations regarding handling activities of outgoing mail dealt with in the above points, shall be addressed by SAVE Cargo to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 7.18 The Handler/Self-Handler will be however liable towards any subject concerned, and in particular towards the ordering Carrier, the PI and APO for any anomaly relating to the mail (for example non-loading, loss, damage) deriving from the non-performance or incorrect performance of this paragraph's provisions.

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Chapter [8] INCOMING MAIL

This paragraph deals with the procedures and the information and document flows relating to the transport process of incoming mail to VCE from the aircraft and the delivery process to the SAVE Import Warehouse by the Handler/Self-Handler.

The above refers to civil incoming mail.

At a specific point in this paragraph the differences will be described in terms of procedure and flow for military mail.

Transport of mail from aircraft and delivery to the SAVE import Warehouse

- 8.1 With regard to the incoming mail, the Handler/Self-Handler will be fully liable towards the Carrier and any other party involved, starting from when the mail is picked up from the aircraft until SAVE takes the cargo on consignment. During transport from the aircraft to SAVE Cargo, in addition to respecting all the standards and provisions in force with regard to Airport grounds route markings, the Handler/Self-Handler shall also make sure that the cargo is always preserved in the same condition as when it was picked up, and in particular that it is well protected against adverse weather/temperature conditions.
- 8.2 The Handler/Self-Handler shall guarantee the delivery of all the incoming mail for each flight and of the related accompanying documents, on the apron of SAVE import cargo warehouse as quickly as possible. After detaching the trolleys from the towing vehicle, the Handler/Self-Handler shall leave them loaded with their mail in the areas indicated by SAVE; all trolleys shall be provided with mail ID tags containing information on the flight and date.
- 8.3 The mail will be considered to be under SAVE's custody starting from when it is delivered by the Handler/Self-Handler according to the procedures contained under point 8.1 above.
- 8.4 In the cases in which the accompanying documents of the mail landed is inside an envelope, this shall be put by the Handler/Self-Handler into the special pocket of the last trolley.

Valuables

- 8.5 With reference to the transport of letter-valuables, the Handler/Self-Handler shall comply with all EC, national and local standards, provisions and rules in force issued by any subject having title to do so. With reference to the transport of letter-valuables from the aircraft, the Handler/Self-Handler shall also co-ordinate with the Security Company, which will deal with the escort service.

Anomalies on incoming mail.

- 8.6 SAVE will be in no way liable towards the Carrier for mail unloaded at VCE stands and not transported by the Handler/Self-Handler to the SAVE import area. SAVE however reserves the right, in the interest of the overall normal performance of mail sorting activities, to request the delivery of the above cargo to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).

SAVE shall also have the right, in exceptional cases and only upon request of the Carrier, to personally take care of sending the cargo to the aircraft using its own towing means, and to charge the requesting Carrier the related costs.

NATO Military Mail

- 8.7 With reference to the NATO Military Mail incoming to VCE, the procedures apply which are stated at the above points, with the following clarifications:
- The corporate bodies to which SAVE delivers the incoming mail together with its related documents are the Post Offices of Aviano and Vicenza military bases.
 - In the event of tampering and slashes the Handler/Self-Handler may contact the Security Company used (see Chapter [10] Contacts and Communications – Cargo Regulations).

Managing anomalies and emergencies

- 8.8 Any anomaly in the airport infrastructures (route markings, signs/signals, etc.) shall be immediately reported, when noted, by the Handler/Self-Handler to the SAVE Duty Airport Supervisor (RDS).
- 8.9 Any communication not specifically dealt with in this paragraph and relating to anomalies or to special operating situations regarding handling activities of incoming mail dealt with in the above points, shall be addressed to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 8.10 Any communication not specifically dealt with in this paragraph and relating to anomalies or to special operating situations regarding handling activities of incoming mail dealt with in the above points, shall be addressed by SAVE Cargo to the reference person indicated by the Handler/Self-Handler (see Chapter [10] Contacts and Communications – Cargo Regulations).
- 8.11 The Handler/Self-Handler will be however liable towards any subject concerned, and in particular towards the ordering Carrier, for any anomaly relating to the mail (for example loss, damage) deriving from the non-performance or incorrect performance of this paragraph's provisions.

Chapter [9] 9.TRANSIT MAIL

The management and handling process of transit mail and the related document and information flows is made up of the sequence of processes, already described, dealing with incoming and outgoing mail.

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Chapter [10] **Contacts and Communications – Cargo Regulations**

For phone, fax and e-mail contacts related to the subjects treated in the “Airport Regulations – Part two – Cargo Activities” please refer to:

- ▶ AIRPORT REGULATION – PART ONE – PASSENGERS ACTIVITY, **section 7.1.2.0** entitled “**References SAVE (Cargo Terminal Regulations)**”.
- ▶ AIRPORT REGULATION – PART ONE – PASSENGERS ACTIVITY, **section 7.2.0.0** entitled “**Handler/ Self-Handler References**”.

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