

ABU DHABI INTERNATIONAL AIRPORT

Check In Policy

Version 1.0
31 October 2023

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Background & Purpose

Check-in is an important part of the passenger's experience. To support forecasted passenger growth and continuously improve the levels of service offered, AD Airports and its service partners need to ensure that capacity utilisation and operations are optimised.

The purpose of the Check-In Policy is to support the delivery of sustained improvements in check-in service and operational performance by:

- Detailing the guiding principles for a demand-driven check-in allocation, delivering an optimised customer experience, ensuring best use of available capacity and promoting operational efficiency.
- Detailing the integrated check-in planning and allocation process aligned from the strategic level through to the day of operations between AD Airports, EAS and the Airlines.
- Defining the roles and responsibilities of all stakeholders involved in each stage of the check-in allocation process and establish success criteria for the check-in operation.
- Highlighting the guidelines, actions and penalties supporting the planning and actual check-in operation.

This document will be reviewed on a seasonal basis.

1. The Check-in Allocation Process in AUH

1.1 Introduction

Aiming to continuously improve the passenger experience and efficiency of the airport operation, AD Airports allocates check-in desks considering its partners requirements, ensuring that each flight and each airline has sufficient desks to process passenger and baggage demand. Check-in should operate in accordance with the agreed Levels of Service (LoS) as defined by AD Airports in this document. The Service Level Agreement's (SLA's) between the handling agent and the airline should be aligned with these in order to optimise and provide a consistent experience for airport passengers.

1.2 Roles and Responsibilities (RACI)

Category	Sub-category/ task	AD Airports (ADA)						Airlines	EAS	Governance/Comment
		Airport Planning	Operations Data & Analytics	Operations Planning	AOCC	Terminal Operations	ADA IT			
1. Performance Metrics & Standards	1.1 Definition of LoS	C	C	C	C	A		RI	RI	Level of Service (LOS) Cards
	1.2 Definition of performance data to be collected	C	RC	A	C	C	I	C	C	Updated to this Policy
	1.3 Queue Time	I	A	C	I	C	R			
	1.4 Open vs Planned	I	A	C	I	C	R			
	1.5 Queue Length	I	A	C	I	C	R			
	1.6 Queue Space	I	A	C	I	C	R			
	1.7 Processing Time	I	A	C	I	C	R			
	1.8 Show up profile at Terminal	I	C	A	I	C	RC		RC	
	1.9 Baggage Acceptance Compliance					A		R	R	AUH Baggage Acceptance Policy
2. End-to-End Planning Process	2.1 Strategic Planning	A	C	C	I	C		I	I	
	2.2 Seasonal Planning	C	I	A	C	C		RC	RC	Seasonal Schedule, Assumptions, Business Rules Peak Week Resource Allocation Seasonal Forecast Seasonal Maintenance/Works Windows
	2.3 In Season/ Weekly Planning		I	A	C	C		RC	RC	Peak Planning Weekly Resource Allocation (-7d) Tactical Resource Changes
	2.4 On-the-day		I	C	A	RC		RC	RC	
	2.5 Post Operational Review	C	RC	A	RC	RC		C	C	KPI Review, Root Cause Analysis, Actions
3. Provision and Maintenance of Equipment	3.1 CUPPS			C	C	I	A		I	Preventive Maintenance Plan aligned with AMC
	3.2 DCS			I	I	I	RC	A	RC	Preventive Maintenance Plan aligned with AMC
	3.3 LDCS			C	C	I	A		RC	Preventive Maintenance Plan aligned with AMC
	3.4 SITA APV Check-In module			C	C	C	A		RC	Preventive Maintenance Plan aligned with AMC
	3.5 SITA AMS		I	RC	RC		A			Preventive Maintenance Plan aligned with AMC
	3.6 Public FIDS			RC	C	RC	A		C	Preventive Maintenance Plan aligned with AMC
	3.7 Boarding pass printer			C	C	I	A		C	Preventive Maintenance Plan aligned with AMC
	3.8 Bag tag printer			C	C	I	A		C	Preventive Maintenance Plan aligned with AMC
	3.9 BHS			C	C	A	C		C	Preventive Maintenance Plan aligned with AMC
	3.10 Self Service Check-in			C	C	C	A	RC	C	Preventive Maintenance Plan aligned with AMC
	3.11 Biometric devices (facial recognition cameras, PAX and agent facing screens)			C	C	C	A	C	I	Preventive Maintenance Plan aligned with AMC
	3.12 QMS		RC	RC	C	C	A			Preventive Maintenance Plan aligned with AMC
4. Airline Data Sharing to enable Operational Planning	4.1 Show up profile at Check-In	I	C	C	I	C	RC	A	RC	Data and Analytics from Airline DCS
	4.2 Check-In Transaction Times	I	C	C	I	C	RC	A	RC	Data and Analytics from Airline DCS
	4.3 Booked passenger loads			I	I	I	RC	A	R	Please refer to Conditions of Use for all data types required to be sent.

Category	Sub-category/ task	AD Airports (ADA)						Airlines	EAS	Governance/Comment
		Airport Planning	Operations Data & Analytics	Operations Planning	AOCC	Terminal Operations	ADA IT			
5. Operational Processes & Procedures	5.1 Management Plan for common check-in/products/special handling			C	C	C		A	R	Email notifying any special handling requirements shared via our governance forums or directly to operationsplanning@adairports.ae (-72h) and aocc@adairports.ae (within -72h)
	5.2 Service Level Agreements supporting planned check-in allocation		I	C	I	I		A	R	Check-In Counter Allocation Plan SLAs (airline - EAS)
	5.3 Queue Management Plans & Layouts			R	R	A				Queue Management Plan
	5.4 Disruption Management			C	C	A		RC	RC	Disruption Management Plan
6. Operations Manpower	6.1 Forward looking oversight to ensure compliance with performance standards				A					Shift Briefings Passenger Forecasting & Flow Monitoring Shift Reports
	6.2 Real-time oversight to ensure compliance with performance standards inc. planned vs actual desk open/close					A				Shift Briefings Monitoring compliance with plan and resourcing Disruption management LOS & Shift Reporting
	6.3 Frontline Guest Experience Staff to manage early show-up passengers					A				Passenger handling pre and post check-in
	6.4 Check-in queue management set-up and management of queues inc. Queue Combing			I	I			A	R	Queue management
	6.5 Check-In desk Open/Close as per plan		I	C	I	I		A	R	Check-In counter open/close in accordance with plan Changes requested and controlled via AOCC
	6.6 Counter Cleanliness & Appearance					R		A	R	Maintain standards
	6.7 Repacking Areas					A		I	I	Provision of repacking areas for passengers
	6.8 Baggage Trolleys					A				Provision of trolleys and circulation in line with demand

1.3 Objectives & Levels of Service

Optimising the check-in planning and allocation at Abu Dhabi International Airport has the following objectives:

- Optimised levels of customer service (queue time, airline preferences, passenger feedback, etc).
- Effective use of infrastructure, equipment and manpower resources, including making best use of capacity and supporting sustainable traffic growth.
- More efficient and resilient operations to deliver great service in all conditions and improve recovery from disruption.

The main performance and service indicators used to oversee the check-in operation are listed in Table 1 below. Reviewed as part of a robust post-operational review process, they will help generate detailed insights about the quality of the plan, the on-the-day delivery and the passenger experience.

AD Airports is investing significant efforts and resources in enhancing its capability to monitor the operation, and although some of these indicators cannot be measured today, they have been included to provide a comprehensive overview of what AD Airports intends to measure eventually.

Some of these indicators do not have defined performance targets, however monitoring them will ensure the identification of trends which may trigger a review of planning assumptions. For example, processing time can vary significantly between airlines based on the demographics of the passengers and the check-in process itself (including the DCS system, ancillaries on offer, etc.). It is essential to monitor this indicator to ensure that correct planning assumptions are used when calculating desks requirements.

Table 1: Check-In Planning & Allocation – Main Performance and Service Indicators

Indicator	Service Standard	Methodology	LOS Performance Target
Queue Time	Time passengers spend in a queue before approaching the check-in desks without exceeding set standard.	Sensor technology measuring individual or groups of flights.	The queue time for 95% of passengers on each flight should not exceed: • 15 minutes (Economy Class). • 5 minutes (Business Class). • 3 minutes (First Class). No passenger will queue in excess of 30 mins.
Open vs. Planned Desks (Desk Resourcing)	Desks are opened and closed according to the demand-driven allocation plan. Ground handling resources are adequate to operate the plan and operate additional functions where required.	Combination of sensor technology, RMS, DCS, BHS and FIDS data.	100% of allocated desks are opened and manned according to the plan. Desk opening and/or closing will not differ from scheduled time by more than 5 mins.
Queue Length	The queue for a particular airline or flight should always remain within the allocated queuing area and should never obstruct another airline's operation.	Combination of sensor technology and site observations.	Inside designated common queue space assigned to flight.
Queue Space	The total number of passengers dwelling in common circulation spaces should remain at or under a safe and comfortable standard.	Combination of CCTV, sensor technology, and site observations.	Currently unable to view / measure common areas in Terminal 2.
Processing Time	The average processing time is in line with planning parameters.	Combination of sensor technology, DCS, BHS data, and process audits.	Processing time should be efficient and at minimum in line with 162 seconds per pax on average to achieve LOS targets above
Show-up profile at Terminal	The time passengers arrive at the Terminal prior to reaching the check-in queues.	Combination of process audits and sensor technology	N/A

2. The Planning & Allocation Process

2.1 Continuous Planning Process

The Allocation Process is split into four phases; Strategic / Seasonal, In Season / Weekly, Day of Operation and Post Operational (Review).



Table 2 summarises the key activities included in each phase and the team responsible for leading these. When activities are duplicated (e.g. creation of seasonal templates), careful change control ensures the plans remain aligned and consistent. Deviations from the plans created at an earlier phase (e.g. weekly plan different from the seasonal plan) should be clearly documented to help continuously review the quality of the planning assumptions and of the future plans.

Table 2: Continuous Planning Process Summary

Phase	Comments / Details	Frequency	Leader
Strategic	- Long-term capacity assurance - Development of strategic assumptions	Capacity Planning beyond current season	AD Airports - Airport Planning
Seasonal Planning	- Pre-seasonal, high-level - Management of strategic assumptions	- Twice a year before the start of Winter / Summer season, - Ad-hoc in case of referrals	AD Airports - Operations Planning
In-Season/ Weekly Planning	- In-season planning & optimisation - Up to 72 hours before operation - Prepare, optimise and publish the allocation plan based on the most recent schedule	Weekly	AD Airports - Operations Planning
On-the-day	- Monitor plan delivery - Pro-actively manage deviations - Manage disruptions	Day-to-day	AD Airports - AOCC

Phase	Comments / Details	Frequency	Leader
Post-Operational (Review)	- Robust review process (planned vs actual) - Validation of assumptions - Identification of improvement areas and required business rule changes	- Weekly on Ops Level - Seasonally on Strategic Level - Ad-hoc for audits	AD Airports - Operations Planning (engagement of various stakeholders)

2.2 Strategic Planning

The Airports Planning team shall develop long-term check-in capacity planning as part of the overall airport masterplan and coordinate closely with the Operation Planning team to ensure strategic assumptions are aligned and regularly reviewed.

2.3 Seasonal Planning

Detailed planning standards are developed by AD Airports and are used to establish a seasonal check-in desk allocation aligned with the capacity of the infrastructure, based on the forecast schedule developed by the appointed slot facilitator. Seasonal coordination aims to guarantee infrastructure and to identify manpower and equipment requirements in the long term, whilst allowing for daily and weekly variations that occur during the daily operation and will consider:

- Pre-season operational, service and capacity audits.
- Target levels of service.
- Size of aircraft and seat configuration per class (as per coordinated schedule).
- Expected passenger load of aircraft per class, product, and Transfers / O&D split.
- Engagement time per passenger.
- Passenger presentation profile.
- Physical queuing space and available circulation space.
- Common and dedicated flight check-in.
- Mode of check-in (online check-in, self-service check-in, hand baggage only, home/ off-site check-in).
- Time of check-in opening and closing.
- Baggage system processing capability and limitations (including EBS, transfer laterals and MUP if relevant).
- Impact of downstream facilities such as departure security screening, immigration etc.

Where possible, a data-driven, demand-based allocation is preferable to a static desk allocation. Information about the characteristics of individual airlines and flights is a crucial part of this process.

For new airlines, assumptions will be developed by the AD Airports Operations Planning team. Operational data will then be analysed to review and update the planning assumptions where required.

AD Airports review the planning parameters with its partners on a regular basis, to ensure the check-in allocation allows the operation to deliver the targeted customer experience consistently.

This forms the basis of the operational rulesets applied within the Resource Management System (RMS) used for in-season / weekly plans (detailed in Section 2.1). AD Airports allows some flexibility for operational optimisation on the day, due to unplanned changes or operational variance, referred to as the 'Operational Planning Envelope'.

The airlines and EAS are expected to operate the number of desks allocated and must draft their Service Level Agreements accordingly.

In practice, AD Airports will usually avoid in-season allocation changes involving a significant relocation of one airline's operation, however, there is no entitlement to specific check-in desks. AD Airports reserves the right to change an airline's planned desk allocation (location or occupancy) at short notice, after consultation with the airline or EAS (e.g. flight schedule change such as retime or aircraft change).

Airlines' or EAS's requests are managed as described in Section 2.4.

2.4 Referrals Process

The slot facilitation process includes determining referral limits relating to check-in capacity. This is in place to ensure capacity is efficiently used when carriers are requesting slots. The process involves an assessment of the flight request in the form of a check-in allocation. This process is required to be as swift as possible to ensure timely response to the airline on acceptance, rejection or alternative proposal to their request. This process is facilitated through the slot facilitator appointed by the airport and referred to AD Airports Operations Planning who then determine whether the referral can be accommodated or advise on alternative timings. The coordination process also needs to consider other declared capacity parameters including but not limited to runways and stands.

2.5 In-Season / Weekly Planning

During the current season, the check-in allocation plan is updated on a weekly basis, considering the latest available information for:

- Changes in expected operational capacity due to planned or unplanned development or maintenance work activities.
- Changes in aircraft type, expected passenger and/or baggage demand received through booked load information.
- Airline schedule changes that release previously allocated space, require additional space or moves demand to an alternative time of day, received from the slot facilitator or the airline.
- Temporary variation in operational performance and/ or planning assumptions/ requirements for specific airlines (such as speed of processing or average number of bags or show up profile) due to ad-hoc events or conditions, leading to a higher or lower desk requirement to meet the agreed SLA. These variations should be clearly documented and logged for audit purposes and to ensure that future planning can consider such changes if deemed appropriate.

Check-in counter allocation will be revised whenever there is a schedule change or an event that impacts the overall allocation, or at any other time at AD Airports' discretion. For example, if further changes occur within the week impacting the Scheduled Time of Departure (STD) or the capacity of the aircraft, an updated plan may be issued.

Relevant planning parameters as defined in the Operational Planning Envelope will be applied in the RMS to ensure that the operation has the flexibility to accommodate tactical changes without impacting the airport's, airlines' or EAS's ability to accommodate future demand.

The review process (in Section 2.1) may highlight ongoing deviations between actual operational performance and planning assumptions. In such cases, detailed analysis may demonstrate the need to update the planning assumptions and/ or relevant rule sets. This alignment will ensure ad-hoc in-season changes do not impact the seasonal planning process detailed in Section 2.7.

The seasonal and weekly check-in plans are shared and refined with EAS, based on expected or forecasted loads where available and to attempt to align desk and resourcing plans. Likewise, these plans are also shared with the baggage teams.

Regular stakeholder forums offer an opportunity to provide input and ensure that exceptions, advice and requests are recorded and considered. Ongoing communications should ensure planning parameter assumptions and forecasted/ booked loads are updated.

2.6 Day of Operation

AD Airports' AOCC is responsible for tactical allocation on the day of operation.

Requests for allocation changes to accommodate schedules or loads different than initially planned are managed directly with the AOCC, EAS and the Terminal and Baggage Operations teams who will review and assign capacity if available.

AD Airports reserves the right to change the desk allocation at short notice after consultation with the airline and EAS in order to provide the best possible overall passenger experience. This may be due to various causes, for example when the desk requirement is lower than initially planned (due to lower loads than initially planned), unplanned maintenance requirements, etc.

The airport reserves the right to restrict the usage of check-in counters by linking the opening and closure of counters to the allocation in the RMS. Counters can only be opened by the agent if allocated in the RMS and only at the allocation start time. Counters in use will close automatically at the counter allocation end time with prior notice to the agent. The extension of counters can be requested following the change request process.

Additional counters can only be opened by the agent if a request has been raised to the AOCC as per standard procedure and the resource has been allocated in the RMS.

2.7 Post Operational (Review)

After the day of operation, information from the RMS system (which represents the check-in allocation in its final state), in addition to operational data from monitoring systems, can be used to review the operational performance and inform future decision making. All operational data used to inform decisions should be robustly analysed and collated to reinforce any allocation changes. In the medium to long-term this can influence the high-level strategic planning assumptions, the Operational Planning Envelope and the seasonal planning cycle for future Winter / Summer scheduling seasons.

2.8 Check-in Allocation Change Request Management

Change requests for desk allocations should be managed on a case-by-case basis and depend on the following factors:

- Timing of request (on-the-day or far in advance)
- Duration of change (permanent, ad-hoc, or seasonal/part seasonal)
- Scale of change (impact on the airport community)
- Type of change (addition / reduction of desks, new service desks, different classes)

Different combinations of the above factors will mean that requests can either be accepted, modified, or rejected based on their potential impact on capacity, the overall operation and expected customer experience. This will be undertaken through joint review between AOCC and AD Airports Operations Planning, or directly by AOCC if the timeliness of the request does not permit wider consultation. Changes will be documented and be made available to relevant stakeholders through appropriate communication channels.

Requests submitted less than two working days in advance of the day of operation may have to be assessed, collaboratively discussed and agreed directly with the Terminal and Baggage Operations teams.

Additional desks shall only be allocated following prior agreement with AD Airports. It should be noted, that will only be on an ad-hoc basis and will not be considered as operational precedent for the allocation of future capacity.

Change requests over a long-period should be reviewed in detail and assessed in conjunction with AD Airports – Operations Planning to review their impact on the strategic and seasonal planning processes (Section 2.3).

3. Check-in Setup and Operational Guidelines

The following guidelines should be used in the setup and monitoring of check-in operations. Terminal Operations, AOCC and EAS teams should review on-the-day performance against these guidelines and provide relevant input into the planning process.

3.1 Check-in Desk Opening Times

At AUH, check-in opening is standardised as STD -3 hours for all flights, closing at STD -1 hour. Variations from this schedule may be required subject to review and approval by AD Airports, after a thorough assessment of the check-in operation.

AD Airports reserves the right to instruct that the ground handler provide early check-in desks (even if chargeable to the airline) to mitigate any congestion in the check-in areas and impact upon other flights. This may be due to ad hoc disruption/congestion or if there is a trend of early passenger show-up profile at the airport.

Requests for alternate check-in timings must be supported by analysis that shows a demonstrable benefit to passengers. This will be examined to understand the impact on the overall airport community and considering upstream / downstream touchpoints (e.g. baggage operations, departure security screening, immigration etc).

3.2 Irregular Operations

Flight disruption may occur on the day of operation, leading to delays or cancellation of flights. Equipment and infrastructure serviceability, availability of manpower and operational performance across the airport has the potential to disrupt the flow of check-in operations (e.g. baggage operations). A clear process to manage disruption should be established and followed by the operational teams.

Coordination of check-in desks for delayed flights in case of unplanned delays is the responsibility of AOCC in conjunction with EAS. To ensure minimal disruption to ongoing operations around the disrupted flight, EAS need to ensure constant updates about delayed flights are conveyed in a timely manner to the AOCC. Flights that are delayed should not impact the operation of on-time departures.

A flexible approach to resourcing in challenging situations where more resource may be required to clear potential backlogs at check-in should be in place to ensure that any disruptions are handled effectively, this may be limited due to overall check-in capacity. Guidelines should be established to inform service partners in case of check-in opening at a different time than originally scheduled due to significant unplanned operational delays.

3.3 Baggage Acceptance

Airlines must ensure that all baggage accepted for travel is compliant with the AD Airports Baggage Acceptance Policy which is available to passengers and all operators via the Commercial Aviation Development team.

Non-compliance with the policy can impact the efficient operation of the baggage system and may result in delays in processing of the baggage, and potentially mishandling.

Pieces of baggage not meeting these requirements will require repacking to comply, will be processed as Out-Of-Gauge (OOG) or Super Out-Of-Gauge (SOOG) if oversized, or denied carriage if necessary.

3.4 Airline Preferences & Exceptions

These requirements are considered separately to the standard check-in requirements and can include, for example, requests for specific desks, additional check-in desks, extra desks for special services, or opening/closing time different to the planned allocation. Requests will be assessed against the overall benefit to the airline and the benefit or impact to the whole terminal community. Airlines can request changes to the allocated check-in desk profile by engaging with EAS and AD Airports. (see Section 3.7) There is no automatic entitlement to these preferences and the airport will assess these on a case-by-case basis either via the AD Airports Operations Planning Team on a tactical basis or on a pre-seasonal basis. The airline should provide a quantified justification of these additional requirements to demonstrate their needs.

AD Airports reserves the right to amend check-in counter allocation to accommodate overall airline demand and to optimise the whole check-in, baggage and departure system as required, for both Business as Usual (BAU) or service recovery.

3.5 Common Check-in

AD Airports reserves the right to instruct that the airline and ground handler provide common check-in for airlines operating multiple flights close to each other across the day, as the airline and its passengers can derive significant benefits from operating a common check-in desk allocation and queue arrangement for its flights.

3.6 Off Airport Check-in

AD Airports reserves the right to instruct that the airlines provide off-airport check-in for their passengers which may require online check-in.

3.7 Other Capacity and Efficiency Initiatives

AD Airports reserves the right to instruct the alternative modes of check-in such as but not limited to Bag Drop and Online Check-in. Airlines are required to participate in continuous improvement initiatives to support AD airports to best utilise the available capacity.

3.8 Airline Information Sharing Requirements

Airlines are requested to provide the following data:

- Requirements for airline specific services and products to be reviewed regularly based on demand and passenger flow.
- Information on flight booked loads as far in advance as possible with frequent pre-tactical updates to the same information.
- Information on flights regularly requiring special handling or segregation, of those flights that significantly deviate from the normal check-in profile (e.g. historically higher bag to passenger ratio or visa checks, high levels of Persons with Restricted Mobility (PRM), high number of Out-Of-Gauge bags, etc.).
- For common check-in, details of operational procedures in place to manage the common queue, e.g. hosting at the queue entrance to ensure that late-presenting passengers can be prioritised to close flights on time, etc.

3.9 Common Use Self-Service Check-in / Bag Drop

14no. Common Use Self-Service Check-In/Bag Drop units are available in check-in row D. The units are biometrically enabled but can also be used without a biometric token/ profile. The units allow check-in of passengers and functionalities/ services include the verification of travel documents, the printing of boarding passes and bag tags, check-in of baggage and credit card payments for access baggage. Airlines are responsible to promote the usage of the Self-Service Check-In/Bag Drop units. The units are managed by EAS. Review of Self-Service Check-In/Bag Drop performance data should be part of the post-operational review and should also be assessed seasonally to understand uptake and utilisation on a per flight basis.

3.10 Queue Setup

AD Airports and EAS typically employ a queue system that has a single entrance and exit. This system provides a fair and flexible service to customers, whereby queue time is not reliant on the processing of any single desk and the next waiting customer can immediately be served once a desk becomes available. Straight-line queues, or simplified snake queues may be suitable for premium services like First and Business Class check-in, if applicable, but are not recommended for common or economy class check-in.

AD Airports will provide sufficient queuing space for up to 15 minutes' worth of planned passenger queuing space based on the demand-driven allocated desks. For example, where an airline has an allocation of 10 desks and processes up to 5 passengers per desk per 15 minutes, AD Airports will provide queuing space for up to 50 passengers. AD Airports supplies stanchion barriers for the check-in area and will also provide a plan to accompany the check-in desk plan where queue space is required. The

stanchions will be positioned to maximise usable queuing space whilst offering maximum operational flexibility and alignment to any specific airlines' product requests.

Terminal Operations are responsible for the queue management plan. The handling agent is responsible for ensuring that the queuing system is correctly set up for all check-in types and does not overlap or interfere with adjacent airlines desk or queues. Ideally, the queue maze should be located directly in front of the allocated desks of the airline, and not overflow in adjacent or circulation areas. The airline and EAS can request the queuing areas to be reconfigured through consultation with Terminal Operations team who will update all systems to reflect the new configuration.

Encroachment into common circulation areas needs to be minimised to ensure that check-in space is not compromised for other airlines and the terminal is not unnecessarily crowded. Where the queues occasionally exceed the allotted queue space, it is the airlines responsibility to manage and control the queue. This activity can be contracted out to a handling agent.

3.11 Queue Combing

When operating a common queue for multiple flights, queue combing may help prioritise passengers running close to the specific check-in closing time. Queue combing may also help the airline or ground handling personnel identify which passengers in the queue seem to be unprepared for the check-in process, usually due to the size or shape of their luggage. When identified, these passengers should be approached and directed to repacking stations before re-joining the queue. Passengers reaching the desk and then being requested to repack their luggage may disrupt the flow of passengers when they re-join the queue and result in unnecessary delay to the overall throughput of check-in. Airlines are encouraged to discuss the benefits of resourcing queue combers based on their passengers' requirements.

3.12 Airline Specific Branding and Products

Airlines are requested to refer to the 'AUH Operations Communications and Information' Policy.

3.13 Counter Cleanliness and Appearance

The airline and handling agent should ensure that the counters retain a clean and tidy appearance. Self-adhesive stickers and notices must not be applied to the counters and all airline and handling agent related materials must be removed from the counter at the end of the check-in operation. All waste material such as used bag tags, boarding passes, paper etc. must be deposited in the bins provided.

Baggage tags, immigration cards and any other materials that are kept on the counter must be correctly stored and secured in the storage spaces provided on the counters.

3.14 Counter Security and Safety

When counters are not in use, doors must be closed on entrances to both desks and belts. No items, including baggage, clothing or belongings, are to be left unattended behind the check-in counters. These must be removed once counter has been closed.

Airline and EAS personnel are responsible for ensuring that the counters are left in a safe condition before vacating the counters. All common user equipment must be left / stored in an appropriate manner to prevent any trip hazard. All equipment faults should be reported immediately.

3.15 Repacking Areas

Dedicated repacking areas and baggage wrapping services are available within the check-in hall for passengers to weigh, protect, and repack their bags if required.

3.16 Passenger Information Provision

The airline is responsible for informing the passengers of their check-in opening times through all available channels and at all stages of travel, from ticket booking to the day of the flight. This is to ensure a consistent message to the passenger and to avoid unnecessary confusion when passengers present at the airport. This includes, but is not limited to the following:

- Online at the time of ticket booking.
- Supplementary information for individual booking via third parties or travel agents.
- Global Distribution Systems (GDS) and Online Booking Engines (OBE).
- Flight Information Display Screens (FIDS), in coordination with AD Airports.

Ensuring a consistent message regarding check-in opening times of -3 hours prior to departure through all available channels minimises the risk of passengers turning up prior to check-in opening and creating congestion in the departures' hall and around other check-in operations. Airlines should communicate to all passengers that check-in shall only accept passengers from -3 hours prior to the STD and earlier show ups will not be checked in.

Airlines that encourage passengers to show up for their flight earlier than the stipulated time risk overcrowding the check-in hall and affecting theirs and other operators' operations.

3.17 FIDS

The FIDS application supports both check-in screens and FIDS summary boards. The check-in screens use information triggered by the handling agent in the FIDS system and information available in the RMS to display flight information and changing the passenger class remarks or product type (e.g. dedicated, common, etc.). Once logged in to the DCS, EAS check-in agents control the display above the counters. Implementation of this system also allows for a better monitoring of check-in resourcing and operation.

3.18 Baggage Trolleys

Baggage trolleys must be managed to ensure that they do not block the flow of passengers into, out of and around the check-in area. AD Airports will proactively monitor and reduce the accumulation of trolleys around the check-in hall and make sure that trolleys are kept away from circulation areas and returned to the designated staging areas for use by newly-arriving customers.

4. Supporting Data and Systems

4.1 Resource Management System

AD Airports uses a Resource Management System (FRMS) at AUH to optimise the use of available desks using a combination of KPIs detailed in section 1.3, then distribute the plan to EAS who are expected to provide adequate resources to operate the plan.

4.2 Check-in Monitoring

AD Airports is deploying sensor-based technology at Terminal A check-in, which will provide situational awareness and allows the live, continuous measurement of operational KPI's such as queue time, area occupancy and throughput. The system provides live feedback to operational teams to support decision-making and tactical resource deployment to support operations, as well as comprehensive post-operational performance feedback to stakeholders. If an airline's operation exceeds the target levels of service regularly, a thorough analysis of the operation may help it develop a corrective action plan.

4.3 Measurement of Opening vs. Planned Desks

To ensure that supply meets demand throughout the check-in process, the correct number of desks need to be opened and actively processing passengers at the right time. Cross-checks of the actual number of active desks versus the optimised plan can be made using outputs from the passenger tracking system, and future development of integration between the Departure Control System (DCS) the Airport Operational Database (AODB) and the resource plan. This can also be complemented by using manual spot checks on planned vs. open number of desks and monitored live by AD Airports AOCC.

4.4 Measurement of Queue Time

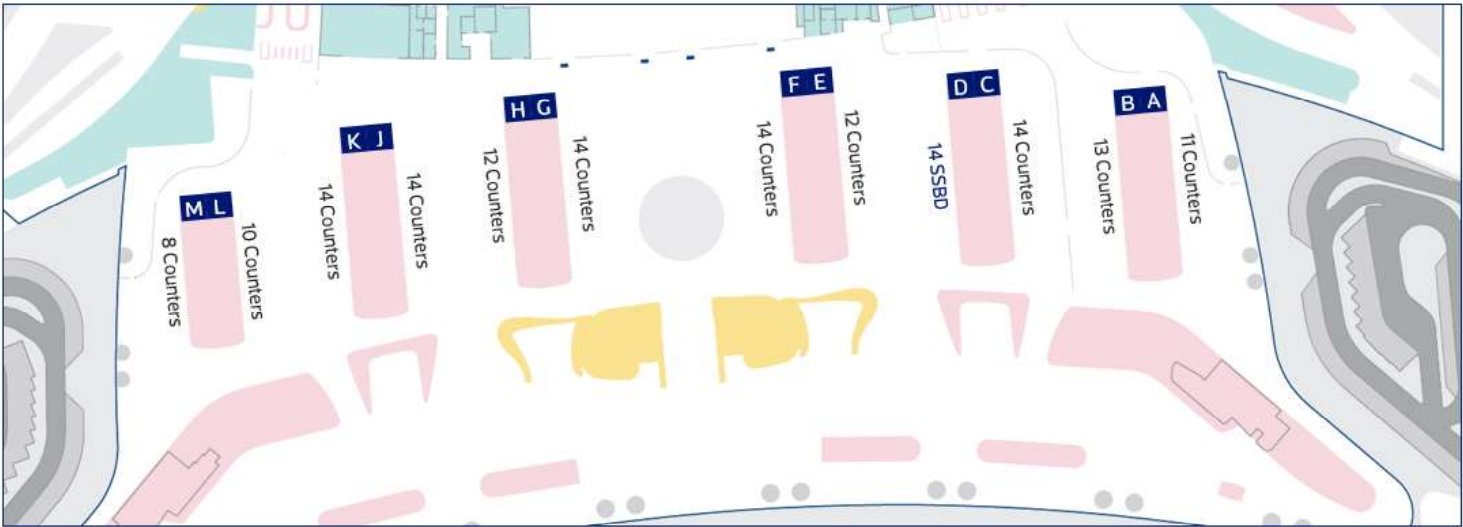
Queue time expectations may differ by individual airline depending on individual SLA's, however, it is important that the airport promotes a minimum standard allowing a consistent passenger experience and to ensure that one airline's check-in process does not negatively impact another one. Feedback on queue performance will be provided continuously by AD Airports' AOCC.

5. Appendix

5.1 Appendix A: Acronyms

AD Airports	Abu Dhabi Airports
AOCC	Airport Operations Control Centre
AODB	Airport Operational Database
BHS	Baggage Handling System
CCTV	Close-Circuit Television
DCS	Departure Control System
EAS	Etihad Aviation Services
EBS	Early Baggage Store
FIDS	Flight Information Display System
RMS	Resource Management System
GDS	Global Distribution System
HBS	Hold Baggage Screening
KPI	Key Performance Indicator
LOS	Level of Service
NCC	(Etihad) Network Control Centre
O&D	Origin & Destination
OBE	Online Booking Engine
OOG or SOOG	Out Of Gauge or Super Out Of Gauge
OPE	Operational Planning Envelope
MUP	Make-Up Area
SAL	Slot Allocation List
SLA	Service Level Agreement
STD	Scheduled Time of Departure

5.2 Appendix B: Terminal A Check-in Layout



5.3 Appendix C: List of Supporting Systems

System/ end device	Description	System Owner (Business)	System Owner (Technical)	Product Manager	Key User	Supplier
CUPPS	Common user platform to enable airline DCS system	AD Airports TO	IT OPS	Elham Almeihri	Airlines, EAS	SITA
DCS	Airline Departure Control systems	Airlines	Airlines	Airlines	Airlines, EAS	Various/ LDCS – SITA Maestro
SITA AMS	AODB and RMS system to manage AUH	VP AMC	IT OPS	Elham Almeihri	Operations Planning, AOCC, EAS, ATC, Airside Operations AOCC	
SITA APV	FIDS application	VP AMC		Elham Almeihri		
SITA APV Check-In module	FIDS module used to manage the check-in process	AMC/ TO	IT OPS	Elham Almeihri	EAS, AOCC	SITA
SITA Media Manager		TBD	IT OPS	Elham Almeihri	TBD	SITA
Public FIDS		TBD	IT OPS	Elham Almeihri	Passengers, AOCC	SITA/ IKUSI
Staff FIDS		TBD	IT OPS	Elham Al Mehri	Airport stakeholders	SITA/ IKUSI
Boarding pass printer		AD Airports/ TO	IT OPS	Elham Almeihri	EAS	SITA
Bag tag printer		AD Airports/ TO	IT OPS	Elham Almeihri	EAS	SITA
BHS		Terminal Operations			EAS, BHS	Crisplant
Airport View App		VP AMC	IT OPS	Anban Stephen	All airport stakeholders	tNexus
PAVA		Terminal Operations	FM	TBD	EAS	Honeywell
CCTV views	Video surveillance of selected areas	Police	IT Security	Amer Bakkour	AOCC, Police	Atlas
Telephony (landlines and mobiles)		Abu Dhabi Airports	IT OPS	Arif Sifi	AOCC stakeholders, EAS, airlines, ATC	Cisco
Common Use Self Service Check-In/Bag Drop		Abu Dhabi Airports	IT OPS	Anban Stephen	Airlines, EAS	SITA, Embross
Biometric devices (facial recognition cameras, PAX and agent facing screens)		TBD	IT OPS	TBD	Passengers, EAS	SITA, NEC, TBA