

"Malpensa Smart City of Goods" Ecosystem

Rules of Operation

Article 1

Subject

This document contains the rules of operation of the "Malpensa Smart City of Goods" Ecosystem approved by the Steering Committee - composed of a representative of the Operating Subscribers and any third parties - which the participants are required to comply with.

Article 2

Definitions

"Malpensa Smart City of Goods" Ecosystem: IT platform for data interchange.

Promoters: Regione Lombardia, SEA, Anama and Assohandlers, signatories of the Memorandum of Understanding signed on 18/12/2013 and of the Executive Appendix to the Protocol signed on ...

Operating Subscribers: SEA S.p.A. (hereinafter SEA), ANAMA, ASSOHANDLERS

Steering Committee is the body responsible for the overall governance of the initiative from a strategic point of view and for promoting the development and dissemination of the Ecosystem in terms of the participation of new subjects and the publication of an increasing number of services and applications. The body is composed of a representative of the Operating Subscribers and any third parties.

Technological Platform Manager: SEA S.p.A. .

Participant: an economic operator, company, public or private entity, which participates in the Ecosystem according to specific participation conditions

IATA Freight Forwarder Agent (FF): a forwarding company registered with the competent regulated activities office of the Companies Register of the Chamber of Commerce and acquired the status of an IATA (intermediary) agent.

Ground Handler (GH): airport ground handling service provider, certified by ENAC

Handler off Airport (HoA): a logistics company that on the basis of commercial relationships with Air Carriers and/or IATA Forwarding Agents handles air cargo to and from the airport.

Airport Manager (GA): subject, certified by ENAC, to whom the regulatory provisions entrust, along with other activities, the task of administering and managing the airport infrastructures and

coordinating and controlling the activities of the various operators present in the airport, acknowledging the role of subject responsible for the efficiency and regular and safe operation of the airport.

Customs operator (CB): a customs operator is defined as a customs officer or a C.A.D. (customs assistance centre), duly enrolled in their respective registers, entrusted by the *IATA Freight Forwarding Agent (FF)* to carry out the formalities relating to the filing of the customs declaration of goods.

Air carrier (VA): An undertaking holding a valid licence to operate commercial flights, which operates regular and non-regular air transport services for consideration, offered to the public for the transport of passengers, mail and cargo.

Service L1 (dispatch of cargo data): enables the dispatch of a digital data stream including AWB information, air safety data and customs data to the GHA.

Service L2 (sending delivery bordereau): enables the sending of bordereau data, complete with palletisation and transport security information, to the GHA.

Service L3 (cargo delivery booking): allows the GHAs of Malpensa Cargo City to offer dedicated cargo unloading time slots to FFs, HoAs and their agents, who have anticipated all the information of the previous levels and requested to use the service.

Tire flights: Road transport operated, between two airports, by Air Carrier and escorted by poster with alphanumeric identification

Multi-load truck: truck that collects goods in line from two or more FFs and delivers directly to the airport.

Multi-unload truck: truck taking delivery at Malpensa airport of goods destined for two or more GH

Article 3

General principles and rule changes

The "Malpensa Smart City of Goods" Ecosystem can be used exclusively for the transmission and management of information of an operational nature and no information of a commercial (e.g. rates applied, payment terms, etc.) or contractual (e.g. consignor of the consignment, consignee, etc.) nature agreed between the operators using it or between them and third parties in the transport chain is required or managed.

The operation of the Ecosystem is governed by the principles set out in the document "*Terms and Conditions for the Use of the Ecosystem*".

The operating rules are established by the Steering Committee in a transparent and non-discriminatory manner to safeguard the proper functioning of the market.

The rules of operation can be changed by the Steering Committee. The changes must be brought to the attention of the Ecosystem participants in sufficient time to allow them to make the necessary technical and procedural adjustments.

These changes are posted on the Ecosystem website (<http://ecosistemacargomalpensa.seamilano.eu/>) in an easily and immediately visible manner.

Ecosystem participants are required to conform their conduct to the ordinary principles of good faith, using the platform exclusively for the input of information necessary to streamline processes in line with the ecosystem's own purposes

Article 4

Ecosystem Information System

The Ecosystem IT system is managed and developed by the Technological Platform Manager according to the indications and decisions taken by the Steering Committee.

Data exchange between Ecosystem and participants can take place via automatic data transmission/reception or via the Ecosystem portal (<http://ecosistemacargomalpensa.seamilano.eu/>).

4.1) Asset protection and network communications

- The technological infrastructure is architecturally structured on three levels (presentation, business logic, backend), segregated both at server system and network level
- The FTP/SFTP and WSDL exposure systems are located within a DMZ network protected by Firewall/IPS-IDS installed at a Fastweb provider's farm;
- The presentation site (web server) is CA-certified and allows HTTPS communications
- Business logic services (Middleware), on the other hand, are located on the SEA Server Farm's internal network and in turn protected by internal firewalls
- Administrative access takes place only via SSH-type sessions.

4.2) Technical ways of connecting to the system

- The ecosystem can be accessed by one of the following transmission channels:
 - Web-Services (HTTPS = HTTP over Secure Socket Layer),
 - FTP (SFTP = Secure FTP),
 - Portal (HTTPS)
- To access the system via any channel, the participant must log in with a user name and password.

4.3) Users identification when connecting to the system

- In the event that data exchange between participants and the centralised cargo platform takes place in FTP/SFTP mode, access is only permitted using assigned credentials
- In the case of WEB Service mode access over HTTPS protocol, the identification of the participant takes place with application recognition of the calling site.

Article 5

Utilisation of the ecosystem: users and delegations

5.1) User profiles and system access credentials

- The characteristics of the passwords, their management and the verification of access to the system by users ensure the highest security standards in the management of Ecosystem use by authorised users.
- Each participant is authorised to access one or more of the functions and services supported by the ecosystem. Authorisations to use the functions are associated with the credentials provided to access the system.
- Each participant using the "Web Service" or "FTP" connection mode is allowed to create and manage its own internal users, assigning them an authorisation to use the functions and services they access.
- On the other hand, authorisations to use the portal are given to each user account individually.

5.2) Delegations for data input during the process of uploading information into the Ecosystem

- The delegation may only take place for a subset of functions for which both the delegator and the delegatee are entitled to access
- A sub-delegation mechanism between operators performing the same roles is not allowed
- It is the responsibility of each participant to activate delegations for the functions and services to which other operators are to be authorised in its stead according to two modes of delegation:
 - **default delegation:** this implies that the delegatee may operate on all the delegator's entities pertaining to it. The delegator may designate one or more persons as the default delegates for a certain activity, assuming full responsibility for any interference between them.
 - **specific delegation:** involves the delegator, for a specific entity and for a specific activity, explicitly designating one or more delegated parties, assuming full responsibility for any interference between them.
- Ground Handlers (GH) may have access, without delegation, to all data concerning shipments addressed to them.
- Air Carriers (VA) have read-only access to their shipment data
- Public administrations have read-only access to the information they are responsible for
- The Ecosystem's user profiling and control mechanisms verify that each authorised operator (information holder or its delegatee) can only access information for which the relevant authorisation has been registered.
- The Ecosystem verifies that each delegation request complies with the requirements set out in the participation rules
- All authorisations and delegations are recorded and stored in the system history.

Article 6

Goods delivery at Handlers off Airport (HOA)

The IATA Agent Freight Forwarder (FF) who has recorded the data of the shipment to be delivered to the Handler off Airport (HoA) in its computer systems, can anticipate them to the Ecosystem by indicating as departure airport the IATA code of the virtual airport where the goods are delivered.

The Handler off Airport (HoA) can access this data via the Ecosystem for the processing of L2 service data under its own responsibility.

Article 7

Timing of data transmission

L1 and L2 service data must be sent no later than the time of departure of the vehicle to Malpensa Airport.

Any corrections to the transmitted data can be made before the truck arrives at the airport.

Article 8

Acceptance of goods at the airport.

GHs dedicate a number of counters to acceptance and unloading appropriate to the goods delivered with L1, L2 and L3 service respectively.

Upon arrival at the airport, drivers present themselves at the check-in desk at the dedicated door, handing over the following documents:

- in the case of L1 data transmission: L1 list transmitted via ecosystem and paper bordereau, marked "goods processed L1";
- in the case of L2 data transmission: bordereau downloaded from ecosystem on the participant's headed paper (including the address of the site of origin) or stamped with the participant's details.

A hard copy of the paper AWB/s must always be handed in at acceptance unless the shipment is e-AWB.

Article 9

Formulation of legal reservations upon delivery/collection of goods at the airport.

Any reservations on delivery of the goods are entered in the paper bordereau.

In case of return of goods, reservations are entered in the "goods return document".

Article 10

Management of discrepancies between delivered goods and data in the ecosystem

For the management of shipments, GHs use the data entered in the Ecosystem. If there are obvious discrepancies between the data entered in the Ecosystem and the goods physically delivered, the data to be used are those contained in the FWB message or in the delivered paper AWBs.

Article 11

Filling in fields - Data transmission L1 and L2

- In case of "partial shipments", i.e. goods relating to the same Master that are brought to the airport by several trucks, the shipment must specify in the appropriate field that it is a partial shipment, and then confirm its completeness at the end of the shipment.
- In case of shipments with special cargo, the relevant field ("Special code") must always be correctly set. The related specifications for the various types of special cargo must then be specified in the "Handling Information" field. The entry in the "Handling information" field is not taken into account if the special code is not indicated in the appropriate box.
- The "Nature of Goods", "Handling Information" and "Notes" fields of AWB and HAWB are all free fields, but have different and very specific operational meanings:
 - in the field "Nature of Goods", only the description of the nature of the goods must be reported in short;
 - in the field "Handling Information", all information concerning the handling of the goods according to the transport contract (e.g.: temperature, storage, UN DGR, etc.) must be provided;
 - in the field "Notes", the supplementary information to the transport contract must be provided (e.g.: need to reprint labels, etc.), but it is not acceptable for information relating to the transport contract to be included in Notes.
- In case of Special Code and Handling Information associated with a HAWB, there must also be evidence in the Handling Information field at the Master level: in the event of a discrepancy, the AWB/MAWB with its special code and handling always applies
- The "Customs Status" field of the AWB entity must mandatorily be specified when the truck departs, otherwise the entire AWB is rejected on acceptance (unless customs procedures are to be carried out at the airport, a case which must be highlighted as per the tracking). The acronym TBD (to be done) may not be indicated in this field.
- The security of the shipment must always be specified, possibly at Master level. If the security status of the goods is not known, the TBD code can be used. Goods without any security data are rejected by the GH systems as incomplete.

- In case of sending customs data, customs procedures are considered to be completed. It is not possible to send only a part of customs bills. If no Custom Declaration type entities are found associated with an AWB or its HAWBs, and in the absence of the "Customs to be done at the airport" tracking specification, the AWB is operationally rejected by GH systems as incomplete. If the customs documents include an ATA Carnet or similar document, the identification number must be indicated in the "customs bill" field.
- If goods already subject to security controls and non-secured goods are present on the same truck, it is mandatory to fill in two separate bordereaux.
- When filling in the bordereau for the L2 service, it is compulsory, for the shipment of secure goods, to enter the data concerning the Regulated Agent Code, as per the European Data Base, from whose warehouse the goods destined for airport acceptance depart.
- For the purposes of proper management of customs entities, it should be considered that the priority order of customs statuses is as follows:
 - TD (which includes carnets)
 - T1
 - T2
 - TF
 - X
 - C
- In relation to the field "place of destination". enter the acronym MXP.

Article 12

Rules for the L3 Service

- **Exclusion conditions.** The service cannot be activated for BUP, HEA and van parcels. The service is automatically deactivated in the event of conflict with the data sent, including, but not limited to, the type of load.
- **Types of load.** The L3 Service applies, with different levels, to the following types of load:
 - Truck Type 1 (40 minutes)
 - Palletised goods
 - Goods already subjected to security checks
 - Absence of hazardous goods
 - Presence of express product (safe, palletised, non-hazardous)
 - Truck Type 2 (60 minutes)
 - Palletised goods
 - Goods already subjected to security checks

- Presence of DGR goods (secure and palletised)
- Presence of goods at temperature (secure and palletised)
- Presence of goods with shock watch (secure and palletised)
- Truck Type 3 (90 minutes)
 - Presence of palletised goods for 60%
 - Presence of goods to be subjected to security controls in part or in full
- Truck Type 4 (150 minutes)
 - Truck to assist with portage activities
- **Activation mode.** The service can only be requested by FFs that have activated the L1 and L2 services. Data must all be correctly allocated.

FFs send the reservation request to the relevant GH via the Ecosystem between 15.00 and 18.00 on each day, but at least one hour before the arrival of the truck/s at the airport. FFs are entitled to request a specific unloading time. No later than 30 minutes after sending the request, the GH communicates the booking time of the unloading, trying, where possible, but not obligatory, to correspond with what the FF proposed/requested.
- **Methods of performing the service.** A delay in the presentation of the truck in relation to the confirmed booking time not exceeding 15 minutes is tolerated. The GH is entitled to postpone the unloading of the truck, compared to the presentation time as booked, by no more than 15 minutes. Based on these indications, the unloading times are those indicated for the different types of trucks. Drivers must present themselves at the goods acceptance counter properly prepared.
- **Suspension of service for individual FF.** For each individual agent, the percentage of cancellations (or changes in the truck type) of bookings is monitored, as well as adherence to the timing of the request.

The Steering Committee may temporarily "inhibit" a FF from using the L3 service in the event of use in violation of these rules.