



Newsletters n. 2/2017 March - April

1. Law 232 2016 art. 1 para. 243 (call centers)

In mid-March IBAR was informed that a Ministerial interpretation of one of the 638 paragraphs of the 2017 Budget Law of 23 December 2016, originally devised to regulate the Call Center Operators , extended the scope of such law to all “economic operators” , airlines included.

IBAR was able to arrange an urgent meeting , on March 27th, with the Ministry of Economic Development and obtain some important clarifications as to the scope of the new regulation. At the end of April IBAR and IATA addressed a formal letter to the Ministries of Economic Development , Labour and Tourism to inform them that , as a possibly unforeseen side-effect generated by the law , several Carriers had been forced to cut-off and/or strongly reduce the access to their overseas call-centers also for their foreign clients visiting Italy who wished to receive assistance in their own language.

2. IBAR Workshop on EU Regulation 261/2004

On March 31st some 50 delegates , including ten joining from abroad , attended the IBAR workshop on EU Regulation 261/2004 on Passenger Rights and on the various ways this regulation is applied in Italy.

The legal counsels of the Association illustrated , with a detailed presentation , the most recurrent cases and the relevant jurisprudence so far matured in Italy.

In a specific Q & A session , the impact of the recently introduced law on call centers was also debated.

3. ENAC WORKSHOP ON SAFETY DATA

On March 7th , IBAR participated in a Workshop on Safety Data organized by ENAC.

While the ENAC activities on data collection and classification concerning both the mandatory and non-mandatory safety reports seemed accurately carried out, the actions undertaken by ENAC to correct potentially dangerous situations were explained only passingly.

4. AIR CARGO WORKING GROUP

The high-level air cargo working group set up by the Ministry of Transport continued in the preparation of the strategy paper that will identify and recommend urgent action on the infrastructural and bureaucratic bottlenecks currently hindering the Air Cargo Industry.

All the Parties involved, including IBAR through its experts , submitted their observations and proposals.

The final document is foreseen to be ready by the end of June 2017.

5. CLUSTER CARGO AEREO MEETING WITH ENAC

Following the previous meeting held in January , on April 6th the Associations party to the CCA met again the ENAC Directorate in charge of Economic

Regulation to follow-up on the Meeting held in January.

ENAC informed the participants that they had formally asked SEA for their comments on the complaints lodged by the Users of the MXP Cargo City and that an outcome, possibly requiring an ENAC intervention, could be expected soon.

6. AIR TRANSPORT STRIKE PLANNED FOR 21 APR

On April 18th, the Minister of Transport ordered, on grounds of public order, the deferral of several national strikes (ATC, Carriers, Handling Companies) in the Air Transport sector which may have had a potentially crippling impact on mobility during the highly popular period between Easter and Labour Day.

This decision answered the strong concerns expressed by the Airlines' and Airports' Associations with regard to the difficulties that would have been encountered for flight re-protections and hotel accommodation.

7. G7 SUMMIT IN TAORMINA 26/27 MAY

On April 14th and 21st ENAC distributed two different notes to announce, based on a ministerial decree:

- a) – the reintroduction of border checks between 10 and 31 May.
- b) – for the same period, the request to provide API data for all departing/arriving flights regardless of their origin/destination.

IBAR and IATA have promptly written to ENAC and to the Border Police to point out that the implementation of point b) above may prove extremely difficult at such short notice.

Moreover, according to the information available at the time of distribution, the methodologies adopted by the various local airport Authorities for

the implementation of such measures do not always appear to be coordinated at National level.

The Carriers' and Airports' Associations met the Heads of ENAC Security and of the Border Police to request at least a modicum of uniformity and express their concern for the foreseeable congestion in the Airport Terminals throughout the Country.

The Authorities subsequently clarified that request to transmit API data for the intra-Schengen flights was to be deemed of a non-obligatory nature and that the passenger lists could be provided instead. The detailed modalities for the submission of such lists would be established at each airport by the local Heads of the Border Police in coordination with the User Committees and Airport Operator Committees.

8. GROUND HANDLERS' LIMITATION AT LINATE

In March, as a result of the swift intervention by the Associations representing the Airline Industry, SEA announced that the procedure intended to limit the number of Ground Handlers at LIN had been temporarily put on hold pending "further studies".

9. REVISION OF THE TRANSPORT AUTHORITY (ART) REGULATORY MODELS.

On April 19th, ART announced the release of the new draft Models regulating the determination of Airport charges at all Italian Airports (except FCO/CIA/MXP/LIN and VCE).

The Authority decided to take a two-steps approach starting with a limited rewrite of the existing Models and announcing at the same time the thorough overhaul of the entire subject by mid-2018.

On this matter, the working group set up by IATA, A4E, ASSAEREO and IBAR has promptly reacted to

request ,first of all, the extension of the deadline (May 12th) set by ART for the submission of observations as the bulky and highly technical documentation to be assessed has been made available in Italian only.

10. ARRIVALS & DEPARTURES

We say goodbye to:

Mr Angelo Bartolini - Qatar Airways
Mrs Emanuela Gentili Stuhler - Air Berlin

And extend a warm welcome to:

Mr Stefano Casaregola - Air Canada
Mr Carsten Zurbrieger - Air Berlin
Mr Li Yu - Air China
Mr Sandro Magnetta - Qatar Airways

