C2.2

General Airport Regulations

The General Airport Regulations of Fraport AG (in the following referred to as GAR) supplement the Airport User Regulations (AUR) approved by the appropriate government. The General Airport Regulations are a central and binding set of regulations for visitors, customers, users and employees of Frankfurt Airport.

The contents of the General Airport Regulations are not elaborated in detail for readability reasons. The GAR serve more as a central navigation instrument by referring to specific regulations.

As part of their own responsibility, the companies operating at Frankfurt Airport must ensure that the regulations are observed in their company procedures.

Furthermore, the inclusion of further government agencies, organizations or other third parties may be required due to government regulations or contractual agreements.

The GAR are reviewed on a regular basis. Necessary modifications are continuously introduced and documented.

The German Version prevails.

Fraport AG,

Frankfurt, 1 July 2014

Signed: Stefan Schulte

Signed: Peter Schmitz
### Version

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1. **Applicability and Scope of the General Airport Regulations**

The most important rules or regulations for users of Frankfurt Airport are summarized in the General Airport Regulations to ensure a safe operation of the airport according to general requirements. The enclosure lists more extensive regulations. They are also published on the website of Fraport AG.

Violations against the General Airport Regulations of Frankfurt Airport can lead to expulsion from airport grounds, prohibition to access airport grounds, prosecution and civil liabilities.

The instructions given by authorized airport employees must be followed.

The General Airport Regulations (GAR) apply for all visitors, customers, users and employees of Frankfurt Airport, who receive or provide services at Frankfurt Airport (e.g. lessees, government agencies, persons holding heritable building rights, service-providers, passengers, visitors).
2. **Important Telephone Numbers and Contact Persons at Frankfurt Airport**

2.1 **Emergency and other Important Telephone Numbers at Frankfurt Airport**

<table>
<thead>
<tr>
<th>Department</th>
<th>Internal</th>
<th>External and Mobile Telephones</th>
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<tr>
<td>Emergency number for fire department and ambulance services</td>
<td>112</td>
<td>+49 69 690-44444</td>
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<tr>
<td>Emergency number for security incidents</td>
<td>114</td>
<td>+49 69 690-11111</td>
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<tr>
<td>Defect and damage reports (no emergencies)</td>
<td>119</td>
<td>+49 69 690-73932</td>
</tr>
<tr>
<td>IT disturbance reports</td>
<td>127</td>
<td>+49 69 690-79000</td>
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Violations of regulations listed in the GAR are to be reported to the Safety and Security Control Center!
Tel. +49 69 690-22222

2.2 **Airport Duty Management at Frankfurt Airport**

The Chief Airport Operations (appointed according to § 45 of the Air Transportation Licensing Act), his deputies and direct or indirect agents are responsible for the safe state and proper operation of the airport. The Airport Duty Management department is available 24/7 as coordination and contact point of Airport Duty Management for all users of Frankfurt Airport.

Irrespective of expert and disciplinary authority based on organizational hierarchy, the Chief Airport Operations and his deputies may give instructions to any person using, driving on or accessing the movement area.

**Airport Duty Management:** Tel. +49 69 690-77777

2.3 **Operation Management for the Terminal Buildings at Frankfurt Airport**

The Terminal Duty Manager, his deputies and direct or indirect agents are responsible for the safe state and proper operation of the Terminal buildings at the airport. The Terminal Duty Management department is available 24/7 as coordination and contact point of Terminal Duty Management for all users of the Terminals at Frankfurt Airport.

**Terminal Duty Management:** Tel. +49 69 690-55555
2.4 Operation Management for the Remaining Areas, Buildings, Facilities at Frankfurt Airport

The Corporate Safety and Security department is responsible for the remaining areas, buildings and facilities, as long as they are not operated by third parties based on a heritable building lease contract, and specifically responsible for the movement and parking areas in the operation and public areas.

The Safety and Security Control Center is available 24/7 as coordination and contact point for the users of all remaining areas, buildings and facilities at Frankfurt Airport.

Safety and Security Control Center: Tel. +49 69 690-22222
3. General Safety/Security and Usage Regulations

3.1 Usage
All traffic areas and facilities on the grounds and in the buildings of Fraport AG (auxiliary routes, halls, stairs, lifts, moving walks, escalators, toilets etc.), which are open to the public, may be used by any person during the opening hours. The stay in buildings and on grounds of Fraport AG is only permitted for the designated purpose of the specific functional areas in the buildings and on airport grounds.

3.2 Ensuring Public Safety in Leased Units
The lessee is responsible for ensuring public safety in regard to the leased unit. Public safety must be specifically regulated in contractual agreements (e.g. lease contracts and usage agreements).

3.3 Observance of Service and Quality Standards
The lessees and users of Terminal facilities are obligated to observe and maintain service and quality standards to enhance passenger satisfaction. The current standards are summarized in a special Service Charta (refer to Section 7).

3.4 Commercial Activity including Media and Advertising
In addition to Section 4.1. of the Airport User Regulations, before the start of any activity it is necessary to obtain the required authorization. You can find further information at www.fraport.de > Business Services > Airport ID Cards > Licence Agreements. After receiving authorization / licence agreement, one must apply for the required airport ID cards.

Commercial activity at the airport also includes advertising, display of posters, collections, events and presentations of any kind, distribution of publications or making non-private photographs, films or sound recordings. Authorization information and notification:

Corporate Communications (UKM) Tel.: +49 69 690-70555
Outside office hours:
Airport Duty Management (ADM): Tel.: +49 69 690-77777

3.5 Begging and Peddling, Removal of Items out of Trash Cans
Begging and peddling or similar activities are not permitted on the grounds of Frankfurt Airport. Furthermore, it is not permitted to rummage in trash cans or remove such items as deposit bottles or other materials.

3.6 Contracting of Subcontractors by Lessees and Users on the Grounds of Frankfurt Airport
The company placing the order has the responsibility to inform the subcontractor doing the work about the GAR and AUR and further applicable documents.
3.7 Duties of Disclosure and Authorization Connected to Construction and Maintenance Work

Any construction and maintenance work in buildings, facilities or on the grounds of Fraport AG, which have to be disclosed and authorized, must be reported in time (at least three working days in advance) to the specific Fraport AG corporate officer responsible for object areas and an authorization received (refer to section 9.1 Corporate Officer Responsible for Object Areas). The authorization paperwork must be on hand and presented upon request.

The specific company placing the order and the competent corporate officer responsible for the object area must be informed of the time and date the work will begin. The demarcation measures, safety/security measures and construction site facility areas must be coordinated with the corporate officer responsible for object areas.

All waste must be disposed of immediately. Correct and proper waste disposal must be ensured.

All construction and maintenance work planned in the movement area must be authorized by Chief Airport Operations. This authorization must be requested in time (at least three working days in advance) via e-mail (Baufreigabe-Flugbetrieb@fraport.de) from the department “Entwicklung luftseitige Infrastruktur” (Airside Infrastructure Development) and coordinated with this department in regard to effects on flight operations. Without a valid construction authorization construction work is not permitted in the movement area. The authorization paperwork must be on hand and presented upon request.

3.8 „Hot Work – Permit“

If working with inflammable substances or in combustible environment in specific areas not authorized for this type of work, such work may only be done with the authorization from the Airport Fire Protection Office.

3.9 Use of Construction Cranes or other Construction Equipment Up in the Air

Use of all types of construction cranes or other construction equipment to be erected on the grounds of Fraport AG requires authorization by Chief Airport Operations and possibly approval from the government aviation authority. This authorization must be requested in time via e-mail at (kranenahmigung@fraport.de). Before the authorization is granted the department “Entwicklung luftseitige Infrastruktur” (Airside Infrastructure Development) will check if approval from the government aviation authority is required. If so, this department will apply for approval.

The time required before obtaining the authorization can last up to six weeks due to further offices and agencies having to be involved in the authorization process.

3.10 Access Regulations

Fraport AG is obligated to secure the airport grounds based on the Aviation Security Act, Air Transportation Licensing Act and further European aviation security requirements. Only authorized persons are permitted access to airside and
3.11 Traffic and Licensing Rules
The specific and currently published Traffic and Licensing Regulations apply for all traffic on operation grounds of the airport.

3.12 Video Surveillance
The airport uses video surveillance to assist security and operation processes. The use of video cameras is indicated, as required by § 6b of the Federal Data Protection Act, with camera pictograms at the access points to the airport, buildings and premises.

3.13 Escape and Rescue Routes
Access routes for the fire department, rescue vehicles, ambulances, emergency exits, entrances and exits, floors, escalators, lifts, firefighting equipment must be kept clear at all times.

3.14 Unattended Items
Baggage or other items must never be left unattended.

3.15 Fire Protection
On the grounds of Frankfurt Airport it is not permitted to take any action that can lead to a fire or explosion risk.

Lighting with open flame is generally prohibited. The use of items such as candles, torches, sparklers, fireworks in buildings and on movement area is prohibited (refer to AUR).

3.16 Ban on Smoking
Smoking on movement area and inside the buildings of Fraport AG is prohibited by law except for specifically designated rooms or cabins. Remnants of tobacco may only be disposed of in suited trays of containers. The available ash trays are to be used (refer to AUR, Fire Protection Regulations and section 8.1 in these regulations).

3.17 Operation of Electrical Equipment for the Preparation of Food and Hot Beverages
The operation of electrical equipment for the preparation of food and hot beverages is only permitted in the areas and rooms designated for this work.
3.18 Ban on the Operation of Diesel-Operated Vehicles and Generators in Closed Premises

The operation of Diesel-operated vehicles and generators in closed premises, access tunnels and basement roads is prohibited.

This does not apply to authorized supply vehicles that supply terminal facilities. In these areas it is not permitted to unnecessarily idle Diesel engines, e.g. idling or excessive acceleration of the Diesel engines when starting to drive.

3.19 Accidents involving Persons and/or Material Damages

Fraport AG is to be informed immediately (Fire Department and , the Corporate Safety and Security department refer to list of emergency numbers) in case persons have been hurt due an accident and/or material damages have occurred.

3.20 Disturbances involving Equipment, Facilities and Technical Devices

The Central Office for Defect and Damage Reports is to be informed (refer to list of emergency numbers) in case of disturbances or defects involving equipment, facilities and technical devices including furniture, such as chairs, if property of Fraport AG.

All disturbances involving communication equipment, such as telephone systems etc., must be reported to the IT disturbance center (service desk of the department Information and Communication Services) (refer to the list of emergency numbers).

3.21 Storage of Dangerous, Explosive or Water-Polluting Substances and Goods

The storage of dangerous, explosive or water-polluting substances is generally prohibited. Not subject to this are those substances which are absolutely required for business operations and an authorization has been granted by the airport fire protection office of Fraport AG.

The user or lessee, respectively, is responsible that all current fire protection regulations, Ordinance on Hazardous Substances or other legal regulations including the Ordinance on Fire Protection at Frankfurt Airport are observed. The lessee or user is generally not permitted to store or place objects outside the leased units.

Further regulations are listed in section 6.6.4.

3.22 Waste and Recyclables

Waste of any kind and recyclable waste in buildings must be disposed of in the designated containers.

The various types of waste must be separated and disposed of in the designated containers. If contracting cleaning services to collect the waste, the company providing the services must be subjected to the obligation to fulfill these requirements.
It is prohibited to bring waste from home and put it in trash cans or containers belonging to Fraport AG.

Illegal or improper disposal of waste will be reported to the authorities and the costs for subsequent proper disposal charged to perpetrator.

Already sorted recyclable waste may not be mixed again with other waste and thus become unusable for recycling.

Further regulations are listed in section 6.7 (Waste).
4. Regulations for the Various Operation Areas at Frankfurt Airport

4.1 General
In addition to the general regulations listed above, the following specific regulations apply for the following use cases or facilities of Fraport AG.

4.2 Terminal Rules
The general usage regulations for the Terminals of Fraport AG apply. These regulations are displayed at the access doors to the terminals. They are also published on the website of Fraport AG (refer to section 7.1)

Further regulations for the users of terminals are given in the Terminal Regulations (refer to section 7).

4.3 Parking Garages and Parking Areas
For parking garages and parking areas of Fraport AG the general regulations for usage of these facilities apply. These regulations are displayed at the access areas to these areas. The regulations can also be provided by the Parking Management department of Fraport AG (General Business Conditions for Parking Agreements, refer to section 7).

4.3.1 Designation / Rededication of parking areas
The designation / rededication of parking areas must be permitted by the Parking Management department of Fraport AG.

4.4 Movement Area at Frankfurt Airport

4.4.1 General
Entering and manoeuvring on the movement area are governed by the Airport User Regulations (AUR), Traffic and Licensing Rules and ID Card Regulations of Fraport AG (refer to section 7). The following sections supplement these regulations.

4.4.2 Aircraft Handling, Identification Obligation of Responsible Persons
On the aircraft handling positions the responsible persons for handling must be identified in a suited and uniform manner. The recommendations of the Ramp Safety Committee apply if confirmed by the Chief Airport Operations (refer to the SMS).

4.4.3 Assignment of Vehicle Parking Areas on the Apron
Vehicle parking areas are assigned according to a given procedure in order to ensure functional and operational use of the apron areas. According to this regulation, vehicle parking areas are all leasable apron areas that are not vehicle parking spaces.
This procedure requires that requests for parking positions or modification requests must be exclusively sent to the department “Betrieb luftseitige Infrastruktur” (Airside Infrastructure Operations).

### 4.4.4 General Aviation (GAT)

Fraport AG has special regulations for the handling of traffic and procedures that are part of “General Aviation” (refer to section 7.1).

### 4.4.5 Behavior during Thunderstorms

The German Weather Service provides an information service for companies whose employees also work outdoors. Information is provided about approaching thunderstorms.

Employers are required to implement precautionary and protective measures for their employees.

Unit load devices (ULD) or cargo vehicles with explosives may not be left outdoors for further transportation or transported, respectively. They must be put inside cargo buildings and in fenced in areas inside the building. They possibly must be kept in interim storage (also refer to section 6.9.3.5).

### 4.4.6 Bicycles

Bicycles, which are used on the handling apron, must be equipped in line with legal requirements and the Traffic and Licensing Rules of Fraport AG, specifically regarding lights, mud guards and reflectors (also refer to Traffic and Licensing Rules of Fraport AG).

Bicycle registrations are not issued for the manoeuvring area.
5. Telecommunications and IT

5.1 Regulations for Leasing Telecommunication Equipment

5.1.1 Authorization of Telecommunication Equipment

The lessees of rooms or units owned by Fraport AG can apply for installation or modification of telecommunication equipment listed in the List of Service Charges. Applications must be sent to:

Fraport AG
Informations- und Kommunikationsdienstleistungen
60547 Frankfurt am Main

Fax: +49 69 690-66677
E-Mail: IUK-auftragsmanagement@fraport.de

5.1.2 General Obligations of the Lessee

The lessee is responsible for observing the GAR governing the use of leased telecommunication equipment. Furthermore, the lessee must observe the Terms and conditions of Business of the business department "Informations- und Kommunikationsdienstleistungen" (IUK, Information and Telecommunications) and ensure that infringements do not occur on his part or on the part of others.

An infringement is any usage that is not in line with laws or regulations or endangers public safety and order.

Starting the day the equipment is connected the lessee is fully responsible for the telecommunication equipment in his leased rooms/units. The lessee is responsible for all damage up to the day the equipment is disconnected. Disturbance, damage or loss of equipment must be reported immediately to Fraport AG (Tel. internal 127, external +49 69 690-79000). If damage to the telecommunication equipment is caused by a defect the lessor is only liable if the defect was caused by the lessor or one of the lessor's employees.

The lessee is responsible for observing the Telecommunication Regulations, Telecommunication Law and Federal Data Protection Law in regard to dealing with the persons and numbers listed in the Fraport company telephone book.

5.2 Use of Radio Systems including W-LAN Equipment

The use of radio systems that send and/or receive radio waves with frequencies that have not been assigned to the user by the Regulatory Authority for Telecommunication and Post is prohibited on airport grounds.

Fraport AG can authorize the use of radio systems mentioned above if

- it is proven that the operation of radio systems does not disturb the radio systems that are operated to assist operations at Frankfurt Airport,
- the radius of the radio equipment is measured at the expense of the operator and is not changed once authorization has been granted,
- the operator of the radio equipment can ensure that third parties cannot misuse the radio equipment to disturb operations at Frankfurt Airport.
Fraport AG can demand that already existing radio equipment owned by Fraport AG is used if

- frequencies are to be used and their usage does not require assignment by the Regulatory Agency for Telecommunication and Post and the frequencies are already being used by Fraport AG,

or

- the operation of radio equipment, which uses frequencies as described in a) above, by the operator does not ensure that radio equipment used by Fraport AG will not be disturbed.

Use and charges for use will be governed by a specific contract.

Radio equipment using frequencies that require an assignment decision by the Regulatory Authority for Telecommunication and Post can only be employed on airport grounds if the frequencies have been assigned by Regulatory Authority for Telecommunication and Post in favor of the operator and he can prove a compelling operational interest. If there is a primary economic interest of the operator in the sense of a commercial provision of his equipment for other users, Fraport AG can demand that already existing equipment owned by Fraport be used and demand user fees.

These regulations have no effect in the case of landline-based communication where the installation of landline components, installation of cables and their operation on grounds or in buildings of Fraport AG are only possible by Fraport AG as owner or by third parties after a contract has been signed with Fraport AG.

Holders of hereditary building rights on airport grounds are permitted to operate above-mentioned radio equipment according to paragraph 1 in order to conduct their business on the hereditary building right grounds if the stipulations in paragraph 5.2, a-c, are strictly fulfilled and coordination has taken place with the Fraport department Information and Telecommunications (IUK) beforehand. The operation of the equipment must be reported to the Fraport department Information and Telecommunications (IUK).
6. Environment, Safety/Security and Protection Regulations

6.1 Fire Protection Regulations

Mindfulness and thoughtful action is expected from all persons to prevent fires and, in case of fire, to fight a fire quickly in order to save persons and animals.

6.1.1 Introduction

Fraport AG has issued Fire Protection Regulations in order to fulfill legal requirements according to Traffic, Construction and Fire Protection Laws. The Fraport Fire Protection Regulations supplement Part II, Paragraph 5 “Safety Regulations” of the AUR. The Fire Protection Regulations (refer to sections 7 and 8) are a summary of basic rules to prevent fires and self-help measures in case of fire or other incidents causing damage. The regulations give information about measures for preventive and protective fire protection (also refer to DIN 14096, Part A).

These Fire Protection Regulations are directed to visitors, customers, users and employees of Frankfurt Airport and employees working on airport grounds.

6.1.2 Further Fire Protection Regulations on the Grounds of Fraport AG

Holders of hereditary building rights, companies and government agencies in the area of Frankfurt Airport may issue their own Fire Protection Regulations. These regulations must first be coordinated with the department “Vorbeugender Brand- und Explosionsschutz” (Fire and Explosion Prevention office) of Fraport AG.

The own Fire Protection Regulations must generally not contradict the Fire Protection Regulations of Fraport AG.

6.2 Medical Services (Acute Medical Care)

The Airport Clinic and Rescue Services are available 24/7 for medical care in acute cases (refer to emergency numbers).

6.2.1 Airport Clinic

The Airport Clinic is the contact partner for medical care in all acute cases. The clinic ensures immediate care by a physician and thus enables immediate care for passengers, visitors or employees that become ill or have an accident during their stay at the airport.

The responsibilities of the Airport Clinic include among others:

- Ensure emergency medical care at the airport (employees of Fraport AG, airlines, outside companies, government agencies, hotels, visitors and passengers etc.)
- Medical consulting for all companies and government agencies located at the airport
- Medical consulting for aeromedical questions from external persons or companies (physicians, hospitals, government agencies, passengers)
- First aid in case of accidents on the job by traumatologists in the Airport Clinic (Mon to Fri 0800 to 1800 hours, Sat 0800 to 1300 hours). Outside these hours by emergency physician in the Airport Clinic)
• All vaccinations and travel medical consultation
• “Public health physician activities” upon request of the Public Health Department of the City of Frankfurt according to legal requirements for the airport location including takeover of these duties by the Public Health Department
• Examinations upon request of government agencies (police, federal police or customs)

6.2.2 Ambulance Services
Ambulance Services of Fraport AG is a service-provider within the public ambulance services of the City of Frankfurt and is ready to provide ambulance vehicles and emergency physician ambulances in case of medical emergencies.

6.2.3 First Aid Services at Big Events
First Aid Services must be involved if planning a big event at Frankfurt Airport. Ambulance Services will provide consulting for planning and preparing such events with focus on first aid aspects that need to be considered. Medical Services will provide first aid services on the grounds of the event at Fraport AG or at external customers.

6.3 Occupational Health and Safety

6.3.1 Introduction
Employees from several companies work together at Frankfurt Airport. Despite the close proximity each company is “autonomous” in regard to implementing occupational health and safety measures. Comparable jobs at different employers, who belong to different accident insurance companies, are looked after by different employers’ liability insurance institutions (in addition to the supervision by the Institute for Health and Safety). Consequently, there can be differing instructions for implementation of occupational health and safety regulations. However, uniform implementation of occupational health and safety measures is favored by the supervisory authorities.

Consequently, employers at Frankfurt Airport are obligated to observe occupational health and safety regulations. This responsibility is also given if a company (even if only for a short time) exercises the right to give instructions to the employees of another employer.

Sanctions are possible upon violation of any regulation. In severe cases Fraport AG can also prohibit access to operation areas on airport grounds.

6.3.2 Personal Protection Gear (PPG)
The employer must ensure the provision of personal protection gear. Furthermore, the employees must receive instructions on rules requiring use of PPG at Frankfurt Airport. The requirement to wear PPG must be ordered by the employer (e.g. by a directive). The employer is further obligated to ensure that immediate superiors check that the PPG is worn.

These requirements are only exemplary. Consequently, companies are required to determine if other necessary or additional PPG is required for employees in specific areas of the airport (due to a company-specific danger assessment).
6.3.3 **Warning Clothing according to DIN EN 20471 Class 2**

As minimum standard and “state-of-the-art”, all persons inside specific areas must wear a high visibility warning vest or warning clothing that meets EN 20471, Class 2. This generally applies to all persons inside the movement area (cfr. also the Traffic and Licensing Regulations 1.3). **For areas outside the movement area, such as buildings, halls, and work areas with traffic routes, the employer shall decide on the use of warning clothing on the basis of a hazard assessment conducted in compliance with § 5 of the German Occupational Safety and Health Law (ArbSchG).**

Excluded from this requirement:
- Persons in vehicles who do not get out of the vehicle, do not work as part of the handling crew and are in a supervised area supervised by authorized personnel (for example passengers getting on or off an aircraft)
- Employees in a blocked off area, for example for events or on construction sites inside the construction site fences (here the area-specific regulations may also apply according to the person responsible for the area such as Construction Site Regulations, for example).

6.3.4 **Hearing Protection in Aircraft Handling Areas**

Hearing protection must be worn by employees on aircraft handling positions and adjacent positions specifically if the following work procedures are done:
- continuous handling work,
- handling work where the Auxiliary Power Unit (APU), climate pack and/or the compressor is in operation to cool the brakes,
- aircraft manoeuver in or out under their own power.

6.4 **Safety Management**

6.4.1 **Safety Management System of the Airport Operator**

The airport operator operates a Safety Management System as required by §45b, subparagraph 1, sentence 1 Air Transportation Licensing Act. All employees, who use or must access the movement area of the airport, are obligated to participate in the Safety Management System of the airport operator. This includes the obligation to conduct suited training connected to operational safety (aviation safety).

Each new employee at the airport must be instructed in writing before being granted authorization to access operational areas that are subject to operational safety/security risks. The instruction of the employee must be documented. The training contents are to ensure that new employees can fulfill their responsibilities and obligations to maintain or even enhance operational safety. The documentation must be presented to the officer in charge of the Safety Management System upon request. The Safety Management System will conduct training sessions upon request.

The currently valid Fraport Guideline 5.1.10 (Safety Management System Manual) must be observed to the extent applicable. The Safety Management System of Fraport AG is authorized to conduct audits at users who fall under the General Airport Regulations.
6.4.2 Participation in the Safety Management System

The users of Frankfurt Airport are obligated to participate in determining all essential responsibilities, processes and operational procedures regarding operational safety. All process managers are urged to soon report in writing (generally within 14 days) any modifications to the essential responsibilities, processes or operational procedures regarding operational safety to the corporate officer responsible for the Safety Management System. This will enable the responsible corporate officer to express at due discretion any doubts concerning operational safety (§45c, subparagraph 2, sentence 2 Air Transportation Licensing Act).

In addition to identifying and assessing newly arising hazards regarding operational safety and the mandatory implementation of a risk assessment, the process manager initiates the modification of measures to minimize safety risks which may subsequently be omitted or are no longer effective. The process managers are responsible for the modification and implementation of the measures. More detailed regulations are given in the Safety Management Manual of the airport operator.

6.4.3 Reporting System for Operational Safety

Communication with or messages to the Safety Management System are possible in several ways:

Tel. +49 69 690-24444
Fax +49 69 690-58379
e-mail: SMS@fraport.de
By letter or internal mail: Fraport AG, Sicherheitsmanagementsystem, 60547 Frankfurt am Main
Personally: To any employee of the Safety Management System

6.5 Environmental Protection

Environmental protection is a major principle of Fraport’s corporate philosophy. As the biggest airport in Germany, we impact the environment in various ways. Thus we have a special responsibility which we take serious. This is proven by the integration of environment management in the strategic management of the company. Since 1999, Fraport AG participates in the European Regulation Eco-Management and Audit Scheme (EMAS). Furthermore, Fraport AG repeatedly received confirmation that the company has fulfilled requirements for a good environment management system according to ISO Standard 14001 which applies worldwide.

The objective of Fraport’s environment management is to ensure environmental stewardship by improving environmental protection efforts and prevention or minimization of negative impacts on the environment. One major element of our efforts is extensive self-monitoring as part of our environment audit scheme. The following environmental models of Fraport AG are derived from this objective which we want to briefly introduce to you:

- We use natural resources economically, specifically soil, water, air and energy.
• We set standards for environmental protection. It is always more important for us to avoid negative environmental impacts than to “repair” the result of negative impact. We provide compensation for impacts that cannot be avoided. It is our intention to help preserve the natural foundations of life for future generations.

• We develop our company in a dialogue with the neighboring communities and feel that we participate in the development of our society. We take the concerns of our neighbors seriously. We search for solutions when opinions differ.

• We are of the opinion that our environmental protection policy is a success factor for Frankfurt Airport. With our charges for aircraft landings and take-offs we help to further reduce emissions of aircraft exhaust and noise.

• With our intermodal traffic concept we demand that short-haul flights be discontinued in favor of travel by train.

In order to realize these environmental models we need the support of all players on airport grounds. That is why we kindly request to protect the environment during your daily work at Frankfurt Airport and thereby contribute to maintaining a clean environment.

### 6.6 Water Protection

#### 6.6.1 Introduction

Sustainable water protection not only calls for averting pending dangers and cleanup of occurred damages but mainly requires preventive protection and economic use of natural resources.

The measures described in the following sections serve to keep the negative impact of wastewater at Frankfurt Airport as minimal as possible and to prevent endangerment of water above ground, groundwater and soil to the extent possible.

#### 6.6.2 Discharging Wastewater into the Sewage System

The term wastewater describes water changed in its properties by having been used (wastewater) or water collected from or flowing off surfaces that have buildings on them or are sealed (rainwater). There are separate sewage systems at Frankfurt Airport for both types of water (wastewater sewage system and rain water sewage system).

To ensure proper wastewater disposal Fraport AG can issue far-reaching instructions and specifically regulate type and amount of the wastewater from the specific users. Fraport AG can issue specific instructions for individual users (for example product assessment for detergents and cleaning agents, type, amount, analytical examinations etc.).

The sewage connection subscriber must inform Fraport AG immediately about any modification of wastewater properties and wastewater amounts.

Only such detergents, cleaning agents or other operational/auxiliary substances may be used that do not contain organically bonded halogen compounds.

Employees of Fraport AG must be granted access to operation rooms at any time to check disposal procedures or prevent improper disposal.
6.6.2.1 **Wastewater Sewage System (connections inside buildings)**

Wastewater, having changed after household or industrial usage, may only be discharged into the wastewater sewage system (connections inside buildings) if the requirements in the codes of the City of Frankfurt and City of Kelsterbach governing drainage are fulfilled. Furthermore, the stipulations in the Wastewater Ordinance and Indirect Discharger Ordinance apply. The given limit values must be observed.

6.6.2.2 **Rainwater Sewage System**

Only rainwater may be discharged into the rainwater sewage system. This drainage may not contain any water having been used for washing, cleaning agents, operation material, feces or similar substances. Generally all areas outside any buildings must be connected to the rainwater sewage system.

6.6.3 **Wastewater Treatment Systems**

Any discharge from wastewater treatment systems, such as light fluid separators, emulsion separators, grease separators etc., all require approval in writing by Fraport AG and the responsible government agency.

6.6.4 **Handling Water-Polluting Substances**

The legal regulations must be observed (e.g. Ordinance on Systems for the Handling of Substances Hazardous to Water) if handling water-polluting substances connected to handling activities. The user is responsible for fulfilling approval and information requirements required by government agencies. If systems handling water-polluting substances are operated, built or maintained on airport grounds, these systems or plants, modifications or expansions regarding the systems must be reported immediately to Fraport AG. When reporting this information to the airport operator the user is obligated to also hand over all required approval documentation from the government agencies.

6.6.4.1 **Information Requirement**

The user must inform Fraport AG about any intended storage of water-polluting substances or, respectively, type and extent of the intended handling activities (the corresponding safety data sheets must be available). Any contamination of water or other negative impact affecting the properties of clean water must be prevented by observing the given legal requirements.

6.6.4.2 **Handling of Operation Materials**

Operation materials are to be stored in stationary or mobile containers with proper nozzles. Overflow or spilling of operation materials must be avoided. If an operation material flows over or has been spilled, the valid safety measures for fueling and defueling must be observed until cleanup has occurred. Fueling systems and vehicles must always have a sufficient amount of agents that absorb and bind oil.

6.6.5 **Maintenance**

Aircraft, vehicles and equipment maintenance is only allowed at those locations specifically designated and equipped for this purpose. Any leftover lubricants or fuels must be discharged into suited containers and the containers disposed of properly according to legal requirements. Suited agents for absorbing and binding lubricants and fuels must be kept in the vicinity of these containers.
6.6.6 **Alarm Procedure in Case of Accidents**

Any discharge or spilling of water-polluting substances or even the assumption that water is endangered must be reported immediately to the Safety and Security Control Center (refer to the list of emergency measures).

Measures must be undertaken immediately, to the extent this is possible without endangering any person, to stop any further discharge or spilling until the airport fire department has arrived on the scene. Substance data, specifically the safety material data sheets, must be handed over immediately to the incident commander.

6.6.7 **Corporate Officer Responsible for Water Protection**

Any further questions concerning water protection can be answered by the corporate officer responsible for water protection:

**Corporate Officer Responsible for Water Protection**

Tel. +49 69 690-66058

### 6.7 Waste

6.7.1 **Introduction**

Fraport AG, in cooperation with airlines, suppliers and companies strives to avoid waste in the first place. Secondly, Fraport AG strives to recycle waste or, for example, use waste to generate energy and heat.

6.7.2 **Household Similar Industrial Waste and Recyclables**

Household similar industrial waste and recyclables may only be put in the designated containers. It is a requirement to take advantage of the possibilities to separate paper, glass, DSD (dual system Germany) waste (green dot) and remaining waste. Should a cleaning service company be contracted to collect the waste, this company must be obligated to fulfill the requirements of this regulation, specifically to separate the waste and bring it to the waste collection points designated by the lessor. For this plastic bags with printed logo of the cleaning service company and with different colors are to be used (blue for paper, green for glass, yellow for DSD/dual system Germany with the green dot and grey/black for remaining waste).

6.7.3 **Improper or Illegal Disposal of Waste**

Already sorted recyclable waste may not be mixed again with other waste and subsequently made useless for renewed use. Illegal disposal or storage of any kind of waste on airport grounds or dumping of private waste in waste cans or containers on airport grounds is prohibited. Charges will be filed with the authorities upon illegal disposal of waste. Costs for proper disposal will be charged to the perpetrator. Costs as result of improper waste separation or disposal (for example for sorting, packing, transportation) will likewise be charged to the perpetrator.

6.7.4 **Hazardous Waste**

Hazardous waste (waste, which according to its type, properties or amount is specifically a threat to health, air or water, is explosive or combustible, contains agents for communicable diseases, such as used oil, lacquer, paint, brake fluid,
solvents, cleaning agents, batteries, fluorescent lamps, electric items etc.) may not be disposed of together with household waste. It must be collected separately and brought to an authorized collection location or disposed of via the company HIM GmbH in Biebesheim.

It is not permitted to mix hazardous waste with other hazardous waste or with any non-hazardous waste, substances or materials.

Waste producers, who produce less than 2,000 kg/a of hazardous waste, can hand over this waste once a month to the hazardous waste collection vehicle operated by the City of Frankfurt. The department Operative Waste Management of Fraport AG can give information on dates and locations of the hazardous waste collection vehicle on the grounds of Fraport AG.

In case of doubt, contact the operative waste management of Fraport AG.

Operative Waste Management  
Tel. +49 69 690-70589/-73245

6.7.5 Regulations and Requirements
For waste disposal on the grounds of Frankfurt Airport the currently valid legal requirements, government agency requirements and the codes of the City of Frankfurt governing waste disposal apply.

6.7.6 Corporate Officer Responsible for Waste
The corporate officer responsible for waste and his/her representative will provide further information concerning waste management and disposal:

Corporate Officer Responsible for Waste  
Tel. +49 69 690-25141/-25125.

6.8 Hazardous Substances
6.8.1 Handling of Hazardous Substances
The following must be observed based on regulations governing hazardous substances. Specifically the Ordinance on Hazardous Substances (GefStoffV):

No substances or products may be used that are subject to a prohibition of use.

The following must be on hand and presented upon request to government agencies and the airport operator or their representatives:

Hazardous Substance Register
The hazardous substance register must give clear information as to what dangers are connected to the substance, where (precise room information) what amounts are stored and what amounts are used annually at which location.

If prepared for the first time or modified in regard to the rooms where hazardous substances are stored, the hazardous substance register must be sent at least once a year to the airport operator. Based on his coordination obligation according to § 8 of Occupational Safety and Health laws, the airport operator will provide the information to companies in adjacent work areas and to Rescue Services department.
Hazard Assessment
It must be ensured that the operating instructions and hazard assessments are on hand at the area of application and can be handed to the Airport Fire Department and Ambulance Services in case of an emergency. Fraport AG is authorized to look at these documents at any time (specifically concerning the topic of instructions).

Protection Obligations
The protection obligations must be observed if handling hazardous substances. It is very important to take measures to prevent immediate danger. These measures must be coordinated with the airport operator or his representative (§ 17 Ordinance on Hazardous Substances). The work process must be configured in such a way that dangerous gases, vapors or suspended solids are not released to the extent this is possible according to state-of-the-art.

6.8.2 Storage of Hazardous Substances
Hazardous substances must be stored in such a way that they do not endanger human health or the environment (§ 24 Ordinance on Hazardous Substances). The employer must ensure that substances or preparations, which are classified as poisonous, very poisonous, carcinogenic category 1 or 2, mutagenic category 1 or 2 or toxic to reproduction category 1 or 2, are locked away or stored in such a way that only experts and reliable persons have access to the substances (§ 8, general protective measures, Ordinance on Hazardous Substances).

6.8.3 Accidents with Hazardous Substances or Release of Hazardous Substances
Measures must be undertaken immediately, to the extent this is possible without endangering any person, to stop any further discharge or release until the airport fire department has arrived on the scene. Hazardous substance data, specifically the safety data sheets, must be handed over immediately to the Incident Commander.

6.9 Dangerous Goods and Radiation Protection
6.9.1 Radiation Protection
6.9.1.1 Handling of Radioactive Substances according Ordinance on Radiation Protection (StrlSchV)
Equipment with radioactive substances requiring official approval, for example radiation-based gauges or trace detection instruments with Ni-63, on the grounds of Fraport AG must be reported to the

Corporate Officer Responsible for Radiation Protection
Tel.: +49 69 690-70213

and to the

Fire and Explosion Prevention office
Tel.: +49 69 690-66533,

with information on the location of application and storage location. The substances may only be used and applied in the rooms and areas by instructed personnel that are listed in the authorization notice.
The corporate officer responsible for radiation protection must, if his/her presence is not required according to the authorization document, be able to be contacted during operations. Suited measures are to be taken to prevent theft or other forms of disappearance of the radioactive substances including unauthorized use.

The corporate officer for radiation protection at Fraport AG is available to answer further questions pertaining to radiation protection.

Corporate Officer Responsible for Radiation Protection
Tel. +49 69 690-70213

6.9.2 X-ray Regulations
Equipment for the examination of baggage / X-ray equipment for the examination of cargo may only be operated by persons who can prove they have the required experience and have been instructed according to the X-ray Ordinance. It must be ensured that no unauthorized person may switch on or operate the equipment for the examination of baggage / X-ray equipment for cargo. A visual and functional check at the inlet and outlet side of this equipment must be done daily at the beginning of a shift.

If any defects are noticed the equipment must be shut down and checked by an expert company. The superior at the equipment must inform the corporate officer for radiation protection. Functional disorder and faulty results must be reported as well. The equipment for the examination of baggage / X-ray equipment for cargo may not be operated again until the expert company has ensured that the equipment is functioning properly again.

Maintenance work on the equipment for the examination of baggage may only be done by an expert company.

6.9.3 Dangerous Goods
6.9.3.1 General Rules for the Loading and Transportation of Dangerous Goods at Frankfurt Airport
Dangerous goods may only be handled according to national and international legal requirements for air and road traffic. The persons handling dangerous goods must have been instructed regarding the dangerous goods regulations. In the air traffic department the training for handling dangerous goods must be repeated every 2 years. Participation in basic and repeated training must be documented.

Supplemental regulations regarding storage, handling and transportation (on airport grounds) of dangerous goods exist for the airport.

6.9.3.2 Regulations in Detail:
- Only undamaged dangerous goods may be loaded. This also applies for transportation on airport grounds!
• For transportation on airport grounds the loose loaded dangerous goods must be secured separately and away from standard cargo on cargo vehicles. When transported the dangerous goods must be protected against weather conditions (e.g. packed in plastic foil and lashed).

• Cargo goods with radioactive content (class 7 substances, all categories) and cargo shipments, which are subject to regulations in the laws governing explosives, must be placed on a separate cargo vehicle. A weighing slip must be attached to the cargo vehicle indicating flight number, AWB number and amount of packed items.

This cargo vehicle is to be handed over to the driver who signs a receipt slip (for shipments subject to regulations in the laws governing explosives it is required that the handing over of the vehicle to third companies) is done by a person in possession of a competence certificate.

• The cargo vehicle driver performing a point to point transport of shipment items with radioactive content / cargo subject to laws governing explosives must
  - on the import side – also hand over the shipped items to the specific cargo area and take a receipt slip (incoming location for special cargo).
  - on the export side – hand over the shipment items to the loading supervisor at the handling position and take the receipt slip.

• Dangerous goods may only be loaded after consulting the loading supervisor / ramp agent. They must be listed in the loading plan.

• Dangerous goods (applies for cargo shipments on pallets, in containers and loose) must be secured according to handling instructions (e.g. TOP arrows), prohibition of mixed loading (always apply prohibition list for mixed loading) and secured against damage upon loading.

• If loading shipments of the hazard class 7, radioactive, the limit values and distances indicated in the loading table for radioactive shipments must be strictly observed. Such shipments are generally to be loaded on the aircraft, container, igloo, pallet bottom (this does not apply for freighter aircraft) and lashed. The loading supervisor checks to see if the shipment has been loaded properly.

• Loading units with dangerous goods must have a red/white hatched weighing slip indicating the dangerous goods in this unit (indication of IATA Cargo IMP Code). Shipments with radioactive content must show the transport index.

• If damaged goods are noticed during loading or unloading it is necessary to immediately apply the “Behavior in Emergencies” procedures (refer to enclosure II of the Traffic and Licensing Rules). The emergency number 112 must be called immediately.

6.9.3.3 Shipments that are Subject to the Regulations of the Nuclear Energy Act and Ordinance on Radiation Protection

According to the Ordinance on Radiation Protection shipments with radioactive content may only be handled in authorized storage areas/rooms. Intended setup and operation of such storage areas/rooms must be reported to the Airport Fire and Explosion Prevention Office and to the corporate officer responsible for dangerous goods and radiation protection. Approval from the airport fire department is required.

Fire and Explosion Prevention Office Tel.: +49 69 690-66533
Advance notice from the airline or, respectively, supplier of the goods to be transported, specifically concerning the delivering company, delivery date, flight number with date, loading location/loading unit, AWB number, pieces and weight is absolutely necessary. No liability is assumed if these requirements are not fulfilled. Any possible extra expenditure will be charged separately. These advance notices are to be sent to the airline’s cargo handling agent (refer to section 9.2).

6.9.3.4 Shipments Transported and Subject to the Regulations in the Laws Governing Explosives

Cargo shipments, which are subject to the regulations in the laws governing explosives, may only be handled by companies having been granted authorization according to regulations in the laws governing explosives (loading and unloading of aircraft is excepted). Responsible persons (possessing competence certificate) must be present at the locations the cargo is handed over. These persons are in charge of the handing over of the shipments containing explosives.

Shipments, which are subject to the regulations in the laws governing explosives, that cannot be transported within 24 hours after the shipment is made available or until the end of the following work day, must be stored in a storage area that complies with the regulations in the laws governing explosive (§ 17) if the small amounts rule cannot be applied according to the explosives storage regulations LR 410.

Advance notice from the airline or, respectively, supplier of the goods to be transported, specifically concerning the delivering company, delivery date, flight number with date, loading location/loading unit, AWB number, pieces and weight is absolutely necessary. No liability is assumed if these requirements are not fulfilled. Any possible extra expenditure will be charged separately.

Intended setup and operation of such storage areas/rooms must be reported to the airport Fire and Explosions Prevention office and to the Corporate Officer Responsible for Dangerous Goods and Radiation Protection. Approval from the airport fire department is required.

All shipments subject to the regulations in the laws governing explosives must be supervised during handling. Intermediate stops or the provision of ULD / Bulk units may only occur in secured areas. Secured areas are cargo areas separated and away from the standard cargo areas. The access and departure points must be guarded by a natural person who has received special instructions. It must be ensured that unauthorized persons are prevented from access and that cargo is not removed without authorization.
6.9.3.5 Behavior during Thunderstorms

The following applies in addition to the procedures listed in 4.4.5:
If one must expect thunderstorms based on the weather report (Info via FDTplus, button 7 [Remarks 1] or Info via GHDO (Ground Handling Duty Officer)) then ULD or cargo vehicles with shipments subject to the regulations in the laws governing explosives may no longer be transported outdoors or parked outdoors. They must be brought inside the cargo building and be located in the fenced in area of the dangerous goods section and possibly kept in storage or even unloaded so that the remaining cargo (not containing explosives) may be transported in the meantime. In this case a new scheduling must be undertaken. These transport limitations also apply for transfer runs. On the apron any shipments that are subject to the regulations in the laws governing explosives must be handled and loaded on the aircraft with priority. Incoming shipments of this kind are to be transported as quickly as possible to roofed areas.

6.9.4 Storage of Dangerous Goods

Storage of dangerous goods is only permitted in specifically authorized rooms/areas: Intended setup and operation of such storage areas/rooms must be reported to the airport Fire and Explosion Prevention office and to the Corporate Officer Responsible for Dangerous Goods and Radiation Protection. Approval from the airport fire department is required.

Fire and Explosion Prevention Office
Tel.: +49 69 690-66533
Fax: +49 69 690-59469

Corporate Officer Responsible for Dangerous Goods and Radiation Protection
Tel.: +49 69 690-70213
Fax: +49 69 690-23061

6.9.4.1 Storage Rooms/Areas for Dangerous Goods at Frankfurt Airport

Fraport Cargo Services GmbH has authorized storage rooms/areas for dangerous goods of classes 2 to 6, 8 and 9 including packages with radioactive material of class 7.

Dangerous goods of class 1 (explosives) can, if they are subject to the regulations in the laws governing explosives, only be stored if the requirements in the Second Ordinance to the laws governing explosives are fulfilled.

Lufthansa Cargo AG also operates a storage facility for radioactive substances of class 7.
7. Further Applicable Regulations, Guidelines, Documents and Enclosures

7.1 Guidelines

- Guideline 5.1.1 Airport User Regulations (AUR)
- Guideline 2.3 ID Card Regulations of Fraport AG
- Guideline 5.1.3 Traffic and Licensing Rules
- Guideline 2.6 Person and Good Checks
- Guideline 2.1 Instructions in Case of Emergencies (only for airport users (Tel.: 069-690 28749))
- Guideline 5.1.5 Terminal Regulations
- Guideline 5.1.4 Airport Operations
- Guideline 5.1.6 Ground Handling Services
- Guideline 5.1.7 General Aviation (GAT)
- Guideline 5.1.10 SMS Manual
- Guideline 5.1.11 Ambulance and Rescue Services
- Guideline 5.1.8 Airport Charges
- Guideline 2.7 Fire Protection Regulations

7.2 Further Regulations

- General Technical Contract Terms of Fraport AG
- Terms and Conditions of Business of the Service Department IUK (Services and Works)
- Terms and Conditions of Business of the VIP-Service (FTU-TB 24)
- Terms and Conditions of Business for Granting Use of Counters in Terminals
- Terms and Conditions of Business for Parking Agreements
- General Payment Conditions of Fraport AG – Cost Utilization Charges
- Service Charta of Fraport AG
- PRM Regulations

The above-mentioned regulations and guidelines are available on the website of Fraport AG:
Should you have any further questions please do not hesitate to contact your responsible partner at Fraport AG.
8. Enclosure

8.1 Fire Protection Rules

Verhalten im Brandfall / Emergency Actions - Fire
Ruhe bewahren / KEEP CALM

1. Brand melden
   Reporting an Emergency
   - Brandmelder betätigen oder
     Call the Emergency Line
   - Telefon: 112
     Dial 112
   - Mobil: 069-690-44 444
     Mobile 069-690-44 444
   - Wer meldet?
     Who Called emergency dispatcher
   - Was ist passiert?
     What’s the problem
   - Wie viele sind betroffen/verletzt?
     How many victims/type of injuries
   - Wo ist etwas passiert?
     Where did the incident happen
   - Warten auf Rückfragen!
     Wait for additional Questions

2. In Sicherheit bringen
   Evacuate the area
   - Gefährdete Personen mitnehmen
     Save endangered persons
   - Türen schließen
     Close Doors
   - Gekennzezeichneten
     Follow designated escape routes
   - Rettungswegen folgen
     Do not use elevator
   - Aufzug nicht benutzen
     Pay attention to instructions
   - Anweisungen beachten

3. Löschversuch unternehmen
   Initiate Fire fighting
   - Feuerlöscher, Wandhydrant / Löscherlau/Aufzug
     Operate fire extinguisher or/and
   - Mittel und Geräte zur
     fire hose
   - Brandbekämpfung
     Activate wall hydrant / fire cabinet
   - benutzen

Posting, Part A of the Fire Protection Rules
9. **Further Contact Partners**

9.1 **Corporate Officers Responsible of Object Areas of Fraport AG**

Object Management Terminals  
Tel. +49 69 690-60128

Object Management Infrastructure, Areas and Systems Engineering  
Tel. +49 69 690-70060

Object Management Service & Administration Buildings  
Tel. +49 69 690-71234

9.2 **Contacts for Shipments Subject to the Regulations of the Nuclear Energy Act and Ordinance on Radiation Protection or Subject to the Laws Governing Explosives**

For airlines handled by Fraport or Acciona advance notices are to be sent to:

**Cargo Transport Fraport**  
Fax  +49 69 690-41021/-61560  
SITA:  FRAICXH

**Cargo Transport Acciona**  
Fax  +49 69 690-74634  
SITA:  FRAKOXH / FRAKMXH