



Safety Policy for Frankfurt Airport

Operational safety has the highest organizational priority for us and in doubt exceeds economical, environmental, social or operational interests. Our goal is to continuously develop strategies, processes and procedures to ensure that the highest possible safety level is reached and maintained at the Frankfurt Airport at all times. In order to do so, Fraport AG has committed itself to provide all necessary resources needed. Management and employees have an active role to participate in the safety management system (SMS).

We expect our management and process owners, to

- continuously demonstrate participation in the SMS and to actively promote and endorse the safety policy to their employees,
- ensure that all operational activities are always safety driven,
- proactively identify hazards, assess possible risks and develop and implement mitigation actions to lower risks to an acceptable level of safety and provide the documentation to the SMS,
- ensure compliance with all pertinent regulations and standards,
- provide the appropriate and necessary resources to ensure for safety,
- develop safety targets, performance standards and indicators and communicate these throughout the organization,
- ensure that incidents and accidents according to EU VO Nr. 376/2014 are reported to the SMS.

Every employee is informed about the safety management system, is properly trained to conduct their business and adheres to operational safety when performing their tasks. In order to create a transparent safety culture and to increase safety awareness amongst employees we provide a safety reporting. We encourage all airport users to report observed incidents and accidents or safety concerns to the SMS. For this sake we have made different means of reporting available:

- Per email: sms@fraport.de,
- Per fax: +49 (0) 69 690 5 83 79,
- Per mail to SMS: Fraport AG, SMS, 60547 Frankfurt
- Personally at the Safety Service Office, located in building 181, entrance B, level 8

Safety reports to the SMS do not entail negative effects or disciplinary actions for the person that reports. Reports can also be filed anonymously. Exemptions can be made by criminal liability, gross negligence or willful intent.

The performance of third party service providers and their requirements for operational safety must meet our expectations and standards. The participation in the SMS, especially the safety reporting, is strongly desired.



Alexander Laukenmann
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