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## **C2.3**

# **Terminal Regulations**

In addition to the officially approved Airport User Regulations (FBO, Flughafenbenutzungsordnung) and the General Airport Regulations (AFO, Allgemeine Flughafenordnung), the Terminal Regulations are the central and binding set of regulations for usage of the terminals at Frankfurt Airport, if the regulations are not already included in the AFO and FBO.

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

Fraport AG

Frankfurt, December 2022

signed Dr. Pierre-Dominique Prümm

signed Alexander Laukenmann



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## 1. **Applicability and Scope**

Access to the terminals and use of the terminal facilities is only permitted to those assigned to and having a specific function in that area.

The areas in Terminal 1 and Terminal 2 that are open to the general public (halls, stairs, escalators, moving walkways, elevators, toilets, etc.), as well as the passageway to the long-distance railway station in Terminal 1, can be used by any person during opening hours.

Access to and use of the terminal areas and operational areas that are not open to the general public is restricted to employees at Frankfurt Airport and customers with a legitimate interest. Fraport AG ID Card Regulations apply.

The authority to exercise the property rights is established in the relevant applicable regulation regarding jurisdiction. The instructions given by authorized airport employees must be followed. Anyone violating the Terminal Regulations, or disregarding instructions given by the Airport Operator, which are based on these regulations, can be expelled from the airport grounds and prosecuted by Fraport AG.

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## 2. Important Telephone Numbers and Contact Persons

### 2.1 Emergency and Other Important Telephone Numbers

Department	Internal	External and mobile telephones
Emergency number for fire department and rescue services	112	+49 69 690-112
Emergency number for security incidents	114	+49 69 690-114
Defect and damage reports (no emergencies)	119	+49 69 690-119
IT Help Desk	127	+49 69 690- <u>127</u>
<b>Reports of violations of the Terminal Regulations must be directed to the Safety and Security Control Center!</b> <b>Phone: +49 69 690-2222</b>		

### 2.2 Terminal Duty Management

The Terminal Duty Manager, their deputies and direct or indirect agents are responsible for the safe state and proper operation of the terminal buildings at the Airport.

As a central point of contact and operational representatives of Fraport AG who can be reached 24 hours a day, the Terminal Duty Managers are available to answer any questions relating to the terminals, and also perform a domiciliary rights function on a 24-hour basis.

Terminal Duty Management monitors all terminal processes and the processes that influence them and initiates preventive countermeasures, if necessary, in cooperation with process partners to ensure public safety in the terminal buildings.

**Terminal Duty Management:**

**Phone: +49 69 690-5555**

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### 2.3 Area Management

In the areas for which it has been assigned responsibility, Area Management grants the required permissions to use terminal space, conduct construction and maintenance work, special cleaning measures and extensive transportation activities inside the terminal facilities. Generally, the Area Managers are available from Monday to Friday during regular office hours and can be directly reached by other internal departments and customers during these hours.

Regarding construction and maintenance measures, the Area Managers and the corporate officers responsible for facility areas must first approve the measures (refer to Appendix 15.1 and Section 9.1 of the General Airport Regulations).

### 2.4 Basement Road Terminal 1

The contact persons for questions concerning access to the basement road beneath Terminal 1 are available from Monday to Friday during regular office hours and can be directly reached by other internal departments and customers during these hours. (Refer to Section 14 and Appendix 15.2 for a list of contact persons).

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### **3. Safety/Security and Usage Regulations**

#### **3.1 Instructions**

Instructions given by authorized personnel (according to ID Card Regulations) must be followed. This may also include discontinuation of work.

Signs, pictograms and similar placards must be observed.

In case the terminal must be evacuated, the instructions given by evacuation staff must be followed without delay.

#### **3.2 Escape and Rescue Routes**

Escape and rescue routes, access routes for the fire department and rescue vehicles, emergency exits, entrances and exits, halls, escalators, firefighting equipment, defibrillators and elevators must be kept clear and functional at all times. Unauthorized use of emergency exits or safety-related equipment is prohibited.

#### **3.3 Fire Protection**

Regulations can be found in C4.8 Fire Protection Regulations.

#### **3.4 Accidents Involving Persons or Material Damage**

Regulations regarding behavior during accidents involving persons or material damage can be found in Section 3.20 of the General Airport Regulations.

#### **3.5 Malfunctions of Equipment, Facilities and Technical Devices**

Regulations regarding behavior during malfunctions of equipment, facilities and technical devices can be found in Section 3.21 of the General Airport Regulations.

#### **3.6 Driving and Usage Bans in Terminal Buildings**

The use of gas-filled balloons, roller skates, skateboards, in-line skates, electric or non-electric scooters, Segways, electric bicycles (e-bikes, pedelecs, etc.) and similar play or sports equipment is prohibited.

Vehicles intended for use inside terminals require the permission of Fraport AG (see also Section 12).

The operators of technical equipment (e.g. lifting platforms) are responsible for complying with the conditions for use. At the request of the operator, the owner/asset holder shall arrange the necessary briefing regarding the proper use of the equipment. The briefing must be documented.

Wheelchairs and other auxiliary equipment needed by persons with restricted mobility must be used only for the intended purpose of the specific equipment.

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### 3.7 Unmanned Aerial Vehicles (Drones) and Model Aircraft

Regulations regarding unmanned aerial vehicles (drones) and model aircraft can be found in Section 3.18 of the General Airport Regulations.

### 3.8 Robots, Robotic Systems, and Stationary or Mobile Digital Assistants

The operation of robots, robotic systems, and stationary or mobile digital assistants in the terminal facilities requires official approval. This includes semi- or fully automated and autonomous technical systems used on both a stationary and mobile basis. Inquiries regarding any such use must be directed to Fraport AG's Area Management Terminals department at least five working days before the planned use (see Section 15.1) and must be approved in writing. Any approval documents required must be on hand where possible and presented upon request.

### 3.9 Unattended Items

Baggage or other items must never be left unattended or abandoned. Facilities for baggage storage are available in both terminals.

The Safety and Security Control Center answers calls reporting unattended items under the following:

**Emergency number for security incidents:**

**Phone: +49 69 690-114**

### 3.10 Lost Property

Regulations regarding lost property can be found in Part 2 Section 6 of the Airport User Regulations.

### 3.11 Non-Smoker Protection/Smoking Ban

Regulations regarding non-smoker protection/smoking ban can be found in Section 3.15 of the General Airport Regulations.

The available ashtrays are to be used. The smoker cabins, lounges and roof terraces in the terminals must be used only by passengers.

### 3.12 Contamination, Waste and Hazardous Substances

Regulations regarding contamination, waste and hazardous substances can be found in Part 2 of the Airport User Regulations.

Any release of hazardous substances or dangerous goods, as well as potential exposures, must always be immediately reported.

**Emergency number for fire department and rescue services:**

**Phone: +49 69 690-112**

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### 3.13 Dangerous Goods/Objects from Passenger Baggage

Dangerous goods/objects from passenger baggage that are not permitted to be transported in accordance with the dangerous goods provisions of the ICAO-TI/IATA DGR must be delivered to the Lost and Found Office for proper interim storage after being removed. The costs incurred must be paid for by the person responsible.

The airlines or companies they have commissioned must ensure that these regulations are complied with.

### 3.14 Begging and Peddling, Removal of Items out of Trash Cans

Regulations can be found in Section 3.4 of the General Airport Regulations.

### 3.15 Photographs, Video and Audio Recordings

Regulations regarding photographs, video and audio recordings can be found in Part 2 Section 4.5 of the Airport User Regulations.

### 3.16 Usage of Prayer Rooms

The relevant regulations regarding the usage of prayer rooms that are open to the general public are posted in the respective entry areas.

### 3.17 Infection Prevention in the Terminals – Only in Special Situations (e.g. Epidemic / Pandemic)

#### **General hygiene rules**

Government requirements and recommendations on distance and hygiene rules as well as the sneezing etiquette must be observed.

Sanitary facilities are available at numerous locations in the terminals. Hand sanitizer dispensers are provided according to need at locations where they are required.

#### **Wearing of mouth and nose protection**

Government requirements and recommendations for wearing mouth and nose protection must be observed.

#### **Further measures**

Further measures to protect passengers and visitors are carried out on a case-by-case basis as instructed by the chief physician of Fraport AG / head of the branch office of the Public Health Department or, for employees, by the operationally responsible committees.

To protect passengers and employees at Frankfurt Airport, there may be deviations in flight handling processes. The instructions of the staff in charge must be followed.

### 3.18 Ban on Feeding Animals

It is prohibited to give food and drink to wild animals, particularly birds, anywhere on the airport grounds – including in front of and inside the terminals (see C4.5 Wildlife Control Ordinance, Section 2.8). This does not include animals that are being transported via Frankfurt Airport.

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#### **4. Services for Passengers with Restricted Mobility (PRM)**

At Frankfurt Airport, FraCareServices GmbH offers services for passengers with restricted mobility and other impairments according to the guidelines in EU Regulation (EC) 1107/2006.

More information can be found at: [www.fracares.com](http://www.fracares.com)

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## 5. Sky Line (People Mover System)

The Sky Line connects Terminal 2 to Terminal 1, where the airport's long-distance and regional railway stations are located. The Sky Line is reserved only for transporting people and their baggage. Any transport of goods apart from baggage is prohibited. It is also prohibited to take baggage carts onto Sky Line carriages.

In addition to the Sky Line, free shuttle busses also operate between the terminals.

The Operations Manager appointed in accordance with Section 8 BOStrab and his/her deputies are responsible for the safe and orderly operation of the Sky Line. Regardless of the technical and disciplinary authority to issue instructions deriving from the organizational hierarchy, in accordance with Section 7 BOStrab, the Operations Manager and his/her deputies or agents are authorized to issue instructions to anyone working in the safety area of the Sky Line.

The safety area of the Sky Line includes the station tunnel areas in the Sky Line stations and a five-meter safety zone alongside the tracks, measured from the railing and one meter below the elevated area measured from the bottom of the steel beam.

The unmanned Sky Line train has been designed to pose no safety hazards when used in accordance with the safety and security regulations. The following rules apply for avoiding accidents:

- (1) Other than for authorized personnel, it is strictly forbidden for passengers to enter off-limit areas of the Sky Line.
- (2) Scheduled maintenance within the Sky Line area, or adjacent to the safety zone of the Sky Line train, performed by either Fraport departments or external companies must be reported beforehand to the PMS, Rail Technology and Operational Engineering department by Wednesday of the previous week for approval and coordination purposes (see Appendix 15.3).

### **Sky Line (People Mover System)**

**Rail Technology and Operational Engineering:      Phone: +49 69 690-25341**  
**Phone: +49 172 73 56 853**

Urgent measures are to be reported to and approved by the manager of the Operations Center (BLZ). These actions can be carried out only after approval has been granted by the BLZ.

**Sky Line Operations Center:      Phone: +49 69 690-61047**

The instructions given by PMS and the BLZ Operation Manager are binding for safety reasons.

Higher-level issues with regulatory relevance must be coordinated through the Operation Manager BOStrab (= German Tram Construction and Operation Ordinance; see Appendix 15.3).

**Operation Manager (BOStrab):      Phone: +49 69 690-25341**

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## 6. **Baggage Carts**

Fraport AG offers baggage carts for the transportation of baggage. Rental costs are displayed at cart deposit locations, and payments may be made by debit or credit card.

Baggage carts provided by Fraport AG may be used at the user's own risk. They must be used only for the transportation of baggage inside and in the immediate vicinity of the terminals.

If baggage carts are misused, Fraport AG can demand a damage compensation fee of EUR 40.00. The user has the right to prove that damage did not occur or that the damage was less than EUR 40.00.

## 7. **Flight Information Display System**

Flight information and departure gate numbers are displayed automatically. The airline must confirm the BGT (begin gate) in order to activate the boarding, waiting area and passenger boarding bridge monitors.

The departure gate number remains shown until either the airline activates the EGT (end gate) or the OFB (off block) is entered in the system.

Should there be any questions, please contact:

<b><u>Airside</u> Duty Management:</b>	<b>Phone: +49 69 690-77777</b>
<b>Terminal Duty Management:</b>	<b>Phone: +49 69 690-55555</b>
<b>Gate allocation in the Airside Coordination and Data Center (ACDC):</b>	<b>Phone: +49 69 690-16765</b>

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## 8. Public Announcements

Public announcement points are located throughout the terminal passenger areas. This equipment is available for use by airline employees or is operated by Fraport AG's Terminal Processes department (AVN-PB2).

### 8.1 Announcement Points for Self-Service by the Airline

#### 8.1.1 Gate Microphones

Microphones for public announcements are mainly located at the gates. With these devices, for example, an airline can provide information to passengers before they enter the aircraft.

#### 8.1.2 Digital Gate Announcements

The DGA (Digital Gate Announcement) user interface, located at all gate counters (SITA workstations), is available to all gate users for a number of computer-assisted announcements.

Terminal-wide departure announcements can be activated directly using the DGA application. The "**terminal call**" (Terminal 1 only) and the "**terminal final call**" can each be activated only once for each flight.

Furthermore, the DGA System can also be used to start boarding announcements in a standardized wording in several languages to support the boarding process.

#### 8.1.3 Begin Boarding

Boarding shall be initiated by all airlines at Frankfurt Airport utilizing the Digital Gate Announcement System (DGA). Access to the DGA is provided by Fraport AG at no additional cost.

There are two ways to commence the boarding procedure:

1. Pressing the "**first call**" button for acoustic announcements at the gate.
2. Pressing the "**Begin Boarding**" button without acoustic announcement.

Both options will set the **Airport CDM timestamp ASBT** (Actual Start Boarding Time) (**CDM = Collaborative Decision Making**).

-/-/-

Utilization of the DGA system has been obligatory since the Airport CDM procedure was introduced at Frankfurt Airport.

### 8.2 Announcement Points of Fraport AG, Terminal Processes Department

#### 8.2.1 Announcement Point for Arrivals

The announcement point for arrivals is located at the Service Point in Terminal 2. From there, it is possible to make announcements in the arrival and baggage claim areas of Terminal 2.

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The announcement point for arrivals assists arriving passengers and greeters in meeting one another.

-/-/-

**Terminal 2 – T2 Service Point: Phone: +49 69 690-61625**

### 8.2.2 Central Paging Point (115)

Announcements in all passenger areas in Terminal 1 and Terminal 2, Sky Line stations and in the passageway to the long-distance railway station are possible by dialing 115, the central paging point telephone number (using the Fraport telephone network).

The central paging point accepts paging requests from all airport staff concerning lost property or lost accompanying persons.

Via the central paging point, the airlines can request announcements concerning delays at baggage claim or other traffic irregularities.

### 8.3 Announcements by Terminal Processes

All announcements requested from Terminal Services are made in a maximum of two languages. The texts coordinated with the Airline Operators Committee are:

a) for departure announcements

Passagiere gebucht auf ..... Flug .. ... nach .....  
werden (umgehend) zum Flugsteig .... gebeten.  
Passengers booked on ..... flight .. ... to .....  
are requested to proceed to gate .... (immediately).

b) for delays in baggage claim

Gäste des ..... Fluges .. ... werden gebeten,  
ihr Gepäck am Band Nr. .. abzuholen.  
Passengers of ..... flight .. ... kindly claim your baggage  
at belt number ..

Gäste des annullierten..... Fluges .. ... werden gebeten,  
ihr Gepäck am Band Nr. .. abzuholen.  
Passengers of the canceled..... flight .. ... please claim your baggage  
at belt number ..

Gäste des ..... Fluges .. ... ,  
die Ausgabe Ihres Gepäcks wird sich etwas verzögern.  
Wir bitten um Ihr Verständnis.  
Passengers of ..... flight .. ... ,  
the delivery of your baggage will be delayed.  
We regret the inconvenience caused to you.

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#### 8.4 Departure Announcements

Departure announcements are mainly made with computer assistance and requested via the DGA interface. The number of announcements and the public address zones are determined in coordination with the Airline Operators Committee:

##### Terminal 1:

- One automatic flight announcement ("terminal final call"), to be requested only via DGA.
- Flight-related announcements regarding a specific name – only for flights with gate changes – can be requested by telephone from the Central Paging Point.
- All flight-related announcements are audible only in the respective pier for the departing flight, i.e. in the area after the security check in A or B, or after passport control in C.

##### Terminal 2:

- Two automatic flight announcements ("terminal call" and "terminal final call").
- Flight-related announcements regarding a specific name for all flights can be requested by telephone from the Central Paging Point.
- The flight-related announcements are audible throughout Terminal 2, with the exception of the "final call", which is only broadcast in the area after the security check in Level 2, or after passport control in Level 3.

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## 9. Placement of Advertising and Information Material

Placement of advertising and information material in the terminal facilities requires written permission from Fraport AG.

Placement of advertising and information material must be coordinated with the Fire Prevention Office of the Airport Fire Department to ensure that fire protection regulations are met and this material is properly located.

The provisions of the PRD on advertising elements must be observed. Whenever advertising material infringes on adjacent workplaces, placement must be coordinated with Fraport AG's Occupational Health and Safety department.

Unauthorized posters, etc. will be removed at the expense of the person responsible for placing the poster.

The coordination and control points are as follows:

<b>Information material in passenger areas (AVN-PB1):</b>	<b>Phone: +49 69 690-60646</b>
<b>Advertising material (Media Frankfurt GmbH):</b> E-mail: <a href="mailto:info@media-frankfurt.de">info@media-frankfurt.de</a> , <a href="http://www.media-frankfurt.de">www.media-frankfurt.de</a>	<b>Phone: +49 69 697080</b>
<b>Commercials on construction fences (AVN-PR1):</b>	<b>Phone: +49 69 690-23270</b>

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## **10. Allocation and Use of Gates / Passenger Boarding Bridge Structures**

### **10.1 Gate Assignment**

Fraport AG provides passenger gate areas with the required infrastructure for handling and gathering passengers.

The responsible department plans gate resources based on given flight schedules that are displayed in the OPS formats found in the Fraport Video Information System. This pre-planning is updated according to the day's actual traffic development and is subject to change. Therefore, it is not yet meant to be used for assigning the published gates.

In assigning a gate, Position and Gate Allocation in the Airside Coordination and Data Center must consider a range of requirements, including not only the operational conditions but also the aircraft positioning and gate availability in addition to the requirements of the government authorities in charge of passport, customs and security control. It must also ensure that gates are not changed and passengers are not kept waiting for long periods in gate areas that lack toilets, restaurants or similar facilities.

### **10.2 Special Requests**

As long as the circumstances permit, Position and Gate Allocation in the Airside Coordination and Data Center will attempt to accommodate special requests from the airlines. For example, in justified cases, a gate may be made available for passengers from an inbound flight.

### **10.3 Access and Security**

The gate doors are opened by the access control systems that are coordinated with the flight schedules: the Gate Access System (GAS) or the Multi Access Control System (MACS). Only those doors that are required to be opened in the specific handling mode (Schengen or non-Schengen, and inbound or outbound) for the handling of passenger and personnel processes will be opened using ID cards.

During use of the gate, which means between start of assignment (BGT) and registration of end of use (EGT), the airline is responsible for preventing unauthorized persons from entering the gate area or accessing the apron or an aircraft through the gate. The relevant access areas are to be supervised. This applies in particular to position or gate areas designated for inbound flights.

All airlines are once again reminded of their responsibility to guide arriving passengers to immigration border control checkpoints.

### **10.4 Obligation to Ensure Public Safety During Gate Use**

The airline assumes its responsibility to ensure public safety for the gate and bridge structure when the flight is logged in GAS or MACS. Fraport AG re-assumes this responsibility to ensure public safety once the flight is logged off.

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## 10.5 Gate Displays

Normally, the gate displays are activated upon BGT (BGT: begin handling at the gate and the final assignment of the gate) and cleared at EGT (EGT: end of gate handling, including gate clearing).

If necessary (for instance, in case of delays, technical problems, etc.), for large capacity passenger gates the designated assignment of an exit door to a handling counter can be canceled and the display activated at a different door. Corresponding requirements must also be directed to the contact for gate operations in the Airside Coordination and Data Center, using the gate telephone, direct dial BGT/EGT or phone number 16765 / 71740 (in the Fraport telephone network).

## 10.6 End of Gate Use

The completion of the use of a given gate and the subsequent vacating of the gate must be entered immediately in the GAS or MACS using the GMT (Gate Management Terminal). The flight will then be deleted from all flight information boards, and the gate access authorization will expire.

## 10.7 Technical Problems

All problems and malfunctions involving card-readers, GMTs, doors and elevators must be reported to the Defect and Damage Report Office (see Section 2.1 Emergency and Other Important Telephone Numbers).

If problems arise during the handling process, Terminal Duty Management can also be contacted. When necessary, it will manually lock the doors or conduct a remote activation of the given flight to ensure access and use of the gate.

**Terminal Duty Management: Phone: +49 69 690-73220**

If difficulties arise when setting the BGT, Position and Gate Allocation in the Airside Coordination and Data Center will assist.

**Gate Operations BGT/EGT: Phone: 16765  
(Fraport telephone network)**

## 10.8 Operating the Gate Management Terminals

Terminal Duty Management can provide a detailed operation manual if necessary.

**GAS/MACS operation manual: Phone: +49 69 690-66356**

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## 11. Provision and Use of Counters / Setup of Own Equipment

The regulations regarding the handing over and use of counters in the terminals are listed in the "General Terms and Conditions Regarding Provision and Use of Counters in the Terminal Facilities of Fraport AG".

The outer dimensions of user-owned equipment must not exceed 1 m<sup>2</sup> of floor space and it must not stand taller than 2.00 m.

Setup of user-owned equipment (e.g. boarding posters, stand-up displays) is not permitted. These must not be removed in areas with permanently installed Fraport magnetic belt posts in front of the check-in counters. The belts on the magnetic belt posts must be opened after the end of check-in. The use of the airline's own Tensabarriers is not permitted in these areas.

The use of the airline's own Tensabarriers is not permitted in gate areas with Fraport mobile Tensabarriers. These must be returned to the designated areas after the end of gate handling.

Permission for setting up user-owned equipment outside of the Fraport AG designated areas must be obtained from the Area Management contact person (see Appendix 15.1).

The "Regulations of Fraport AG for Handling Equipment in Terminals" must be complied with. These are available from the Area Management Terminals department.

**Counter allocation:**

**Phone: +49 69 690-71773/-71774**

It is absolutely necessary to coordinate with Fraport AG's Fire Prevention Office of the Airport Fire Department to ensure compliance with the required standards for fire protection. Escape and rescue routes must be kept clear. The user is responsible for all of the above and must ensure equipment is positioned correctly. The user is also responsible for ensuring public safety.

The airline's own equipment that complies with the "Regulations of Fraport AG for Handling Equipment in Terminals" must be removed and stored by the owner outside handling times. The storage of items behind counters or in terminal areas is prohibited.

Fraport AG reserves the right to remove and dispose of any items left behind outside handling times at the cost of the user.

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## 12. Approval and Use of Vehicles in the Terminals

### 12.1 General

These regulations pertain to the approval of bicycles, electric vehicles and other vehicles operating in the terminals.

These are specifically the electric vehicles used in the terminals for the transportation of persons (especially passengers with restricted mobility) and loads, and the electric vehicles required to ensure the smooth functioning of airport operations. Battery-operated pulling, pushing and lifting aids also require approval.

This does not apply to self-propelled or companion-propelled wheelchairs. The long-term use of battery-operated wheelchairs must be reported to Terminal Processes at Fraport AG.

-/-/-

Other drivable machinery that uses gasoline, diesel, liquid gas, hydrogen, etc. is not permitted inside the terminals. The use of lithium-ion rechargeable batteries in electric vehicles requires the approval of the Fire Prevention Office of the Airport Fire Department. The Fire Prevention Office of the Airport Fire Department must be notified of new (electric) vehicles being brought onto the premises and be supplied with a vehicle data sheet upon request.

Inquiries regarding approval applications should be directed to Terminal Processes at Fraport AG.

**Terminal Processes:**

**Phone: +49 69 690-70455**

An approval processing fee will be invoiced in accordance with the current List of Service Charges.

Vehicles that have not been approved, or whose approval has expired, will be removed from the terminal areas by the Airport Operator without prior notice.

### 12.2 Instructions for Driving Electric Vehicles

- (1) Driving of electric vehicles in the terminals is only permitted after having received prior instructions on the rules regarding proper operation and conduct. Driving instructions for personnel will be given upon prior request.

**Terminal Processes:**

**Phone: +49 69 690-70455**

- (2) A valid driver's license Class B (or old Class 3) or a comparable driver's permit is required to drive electric vehicles. Deviations can only be agreed with the Terminal Processes department.
- (3) A processing fee will be invoiced for the instruction session and issuing of the personal instruction confirmation card in accordance with the current List of Service Charges.
- (4) Drivers must always have their instruction confirmation card on hand whenever they are operating an electric vehicle.



- (5) In the event of any violations of regulations, Fraport AG reserves the right to revoke the instruction confirmation cards.

### 12.3 Rules of Conduct in Terminal Traffic

- (1) Drivers of electric vehicles are not authorized to operate the vehicle without prior training, and must observe the operating instructions and rules of conduct.

Drivers must confirm the operational safety and readiness of the vehicle, including any items in it, before driving it.

Electric vehicles must be secured against misuse and theft. The keys must be removed from the ignition upon leaving the vehicle. Operation readiness must be deactivated if the vehicle can be operated without keys.

Seat belts or restraining systems must be worn at all times, where available.

- (2) The consumption of alcohol, drugs and other substances impairing fitness to drive is prohibited for a sufficient period prior to and throughout the entire duration of driving. Fraport AG reserves the right to forbid continuance of driving in the event of a violation, or in any other cases where unfitness to drive is obvious.
- (3) Use of electric vehicles may not disturb, impair or impede terminal operations. The speed of the vehicle must be adjusted to the prevailing density of traffic. In terminals, the vehicle speed must not exceed walking pace. Pedestrians always have the right-of-way. Bicycles must be pushed if there is a high density of pedestrian traffic.
- (4) Vehicles/bicycles must be operated only in the authorized and designated passenger areas, passageways and elevators. The charging of batteries and parking are permitted only in the specifically designated and authorized parking and charging areas.

All safety/security installations, escape and rescue routes, and accesses to sanitary facilities and advertising areas must be kept clear at all times.

Driving on and crossing service roads with electric cars, between arrival halls A and B as well as halls B and C, is permitted only with traffic safety assistance from another employee.

It is prohibited to operate electric vehicles in the shopping arcades.

Drivers are required to keep a minimum distance of 50 cm from the glass balustrades (e.g. in Non-Schengen Area B, Level 3). Additional markings on the floor (lines, restricted areas) must be observed.

Only designated elevators (observe size and weight limitations) may be used for changing levels in electric vehicles.

- (5) The use of mobile phones or similar communication devices is prohibited while operating electric vehicles or riding bicycles.
- (6) The horn or the bicycle bell must be used only in case of an emergency.
- (7) The instructions given by authorized personnel (according to ID Card Regulations) must be followed.



## 12.4 Passing Through Checkpoints

The dimensions of the electric vehicles require the use of special routes to pass through aviation security, passport and customs checkpoints. These routes must be used according to the currently valid and agreed guidelines, announcements and legal regulations. The pivot range of pivoting doors and gates must be taken into consideration when passing through them.

Key cards are required to open various passageways and to operate specific elevators. The key cards are issued by ID Card Services upon application.

### 12.4.1 Aviation Security Checkpoints

The drivers of electric vehicles, the vehicles themselves, all passengers being transported and their personal items, and any accompanying staff and their personal items must undergo inspection at the aviation security checkpoints.

Vehicles that are not transporting any passengers must also go through the personnel and goods checkpoints, as must all accompanying staff and any personal items they are carrying.

### 12.4.2 Passport Checkpoints

Before passing through the passport checkpoints, the electric vehicles must stop within view of the Federal Police counter. Passports of transported persons and the driver's Airport ID Card must be presented to the officers at the counter.

### 12.4.3 Customs Checkpoints

All transported items must be reported to the customs officers and presented upon request.

## 12.5 Procedure in the Event of Vehicle Malfunction

In the event of a breakdown that makes continued operation impossible, measures for removal of the malfunctioning vehicle from the area should be taken promptly. The vehicle repair shop should be informed immediately, including the indication that the vehicle will need to be removed from its location as quickly as possible. If necessary, the vehicle is to be moved to the nearest parking area designated for e-vehicles and repaired there by a mechanic. This procedure should be carried out with particular consideration given to all official regulations on the preservation of public safety.

Defective bicycles must be removed from the terminal areas immediately.

## 12.6 Procedure in the Event of Fire

In the event of a fire, the provisions of the Fire Protection Regulations of Fraport AG shall apply in the areas affected. The vehicle's drivers are responsible for immediately removing themselves, their vehicles and any passengers from the danger zone, while taking into consideration any closed fire doors or fleeing pedestrians. If the vehicle itself is on fire, drivers must ensure the safety of any passengers and alert the fire department. As long as no risk or harm exists, drivers should also attempt to extinguish the fire themselves.

## 12.7 Accidents and Liability

(1) The person/company filing the application must ensure that sufficient liability insurance has been taken out for the specific vehicle for the entire registration period.



(2) Drivers are responsible for passengers, baggage/load and the electric vehicle during the entire period of operation. The load is to be secured according to the braking and acceleration power of the specific vehicle (load securing).

(3) In case of an accident involving damage to property, the

**Safety and Security Control Center**

**Phone: +49 69 690-22222**

must be informed immediately.

In case of an accident involving personal injury, the

**Emergency number for fire department  
and rescue services**

**Phone: +49 69 690-112**

must be called immediately.

(4) The driver is liable for personal injury and/or damage to property in accordance with legal provisions.

(5) Any further claims remain unaffected.

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## 13. Tensabarriers

### 13.1 Scope of Validity

These guidelines govern the use of Tensabarriers inside the terminals. The product name "Tensabarrier", given by the manufacturer, is used in general for mobile barriers (including magnetic belt posts) that have an extractable belt.

### 13.2 Requirements for the Tensabarriers

Tensabarriers must fulfill requirements to ensure safe evacuation out of queue (line) areas.

Inquiries regarding requirements should be directed to Fraport AG:

**Terminal Duty Management: Phone: +49 69 690-28028**

- (1) The Tensabarriers must open in both directions once subjected to force.
- (2) They should not open when subjected to force below 3 kg or above 12 kg (tilting force of the mobile posts).
- (3) In order to avoid errors when setting up the Tensabarriers, which could lead to not fulfilling the minimum load requirement, the loops on the posts must be tightly fixed in their position (belt connector with panic bolt).
- (4) The belt must drop to the floor if activated due to a load and retract slowly.
- (5) Tensabarriers that are not in use, are defective or are no longer functional must be immediately removed from passenger areas. The Terminal Duty Management department reserves the right to immediately remove any noticeably defective Tensabarriers.
- (6) The storage of Tensabarriers behind counters or in terminal areas is prohibited. The provisions of Section 11, Provision and Use of Counters / Setup of Own Equipment, apply.
- (7) The ends of the belts must not be affixed to counter doors. Any damage to counters will be charged to the person/company having caused the damage.
- (8) Tying Tensabarriers together or fastening them with knots is likewise prohibited. The belts must be affixed only in the designated holders so that the panic function is fully guaranteed.
- (9) Mobile Tensabarrier posts must be properly maintained. They must not have any sharp edges, must possess the required cover caps and must also have the required sturdiness.

### 13.3 Approval of Setup

Tensabarrier users must obtain formal permission for setup outside areas designated by Fraport AG from Fraport AG's Area Management department before setup.

**E-mail: [Baufreigabe-Terminalmanagement@fraport.de](mailto:Baufreigabe-Terminalmanagement@fraport.de)**



#### 13.4 Tensabarriers and Keeping Escape and Rescue Routes Free of Obstructions

Generally, the locations of Tensabarriers and passenger queuing areas must not impair any escape and rescue routes, and must conform to the authorized escape and rescue plan.

Users of Tensabarriers have the obligation to implement suitable organizational measures to ensure that the escape and rescue routes are not impaired at any time. If using mobile Tensabarriers, the user must ensure that they do not cross the floor markings indicating the outer limits of the queuing area.

Fraport AG Terminal Inspectors on Duty (TIDY) will use the markings on the floor to check if the limits of authorized areas in all terminal areas are being observed. Should this not be the case, the inspector will order immediate corrective action to ensure orderly queuing areas (also applies for block-offs by airlines).

The Airport Fire and Explosion Prevention Office regularly checks observance of the limits for setup of Tensabarriers in designated areas and will order immediate corrective action if there are any noticeable shortcomings. If necessary, an additional report will be made to Fraport AG's Terminal Duty Management department.

#### 13.5 ~~---~~

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## 14. Supply of Goods and Waste Disposal in the Terminals

The routes for supplying goods to the terminals are the respective basement roads and, if necessary, routes crossing the apron.

Access to the basement road underneath Terminal 1 requires prior authorization from Fraport AG (refer to Section 2.4). The German Traffic Regulations, Traffic Regulations, ID Card Regulations and Road Use Instructions apply:

- Use of basement road is only permitted for immediate loading and unloading.
- It is not permitted to spend more than 90 minutes on the basement road (no parking).
- In case of violations, Fraport AG is authorized to revoke the authorization to access the basement road.
- Vehicles parked in unauthorized areas (including trolleys) can be towed at any time at the expense of the vehicle owner or driver.
- Vehicles parked on rescue routes will be towed away immediately.
- Vehicles with a height exceeding 3 m must not access the basement road.
- Smoking is strictly prohibited and high-visibility clothing must be worn on the basement road.
- The transportation of dangerous goods requiring special labeling is prohibited on the basement road. These goods must be transported only in an amount that does not require special labeling.
- Vehicles with gas-powered combustion engines are not permitted access.

The elevator closest to the leased unit must be used for changing levels.

Lifting tables must be used in accordance with the provisions described under Section 3.6.

Auxiliary equipment (e.g. wire carts, trolleys, forklift trucks), used as part of the supply process, must be removed immediately after having completed the delivery work so that they do not block passenger, traffic or retail areas.

All auxiliary equipment and vehicles used must be labeled so that they can be clearly assigned to their owner. The respective company must provide Fraport AG with their contact person and contact details.

Only transport vehicles with rubber wheels may be used. Transport vehicles with wheels made of rigid synthetic material are prohibited.

The loading height must be selected such that the 360-degree field of vision required for driving in passenger areas is not compromised. The use of carriage trains is prohibited.

The basic principles of load securing must be applied (potential hazards from out-of-control transport vehicles or falling cargo must be prevented).

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It is important to always ensure that escape and rescue routes and staircases are not blocked in any way. Any generated waste must be disposed of immediately. The time for conducting the supply work is to be selected at times when there is low passenger traffic, and not at times during changing of staff shifts. Other terminal operations and passenger traffic must not be hindered or interfered with by the delivery of goods.

If supply and/or disposal routes are unclear, the supplier is obligated to find out the most suitable supply or disposal route ahead of time, at least four working days beforehand. The responsibility for determining the appropriate route lies with the supplier. Suitable delivery routes must be checked and assessed in advance (door dimensions, elevator dimensions, weight, structural engineering).

For larger-scale transportation activities, such as for the delivery of goods and construction materials for the initial stocking or closing of a business, approval must be requested (four working days) in advance (see Section 2.3).

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## 15. Appendix

### 15.1 Contacts for Area Management Terminals

Terminal area	Area Manager	Contact details
Head of Area Management Terminals	<u>Daniel Trageser</u>	+49 69 690-23460 +49 172 6177969 <a href="mailto:d.trageser@fraport.de">d.trageser@fraport.de</a>
Area Management Terminal 1	Thomas Dernbach	+49 69 690-72817 +49 173 6109353 <a href="mailto:t.dernbach@fraport.de">t.dernbach@fraport.de</a>
	Selina Gumprich	+49 69 690-71730 +49 173 6977345 <a href="mailto:s.gumprich@fraport.de">s.gumprich@fraport.de</a>
Area Management Terminal 2	Nathalie Kaiser	+49 69 690-25716 +49 173 6892746 <a href="mailto:n.kaiser@fraport.de">n.kaiser@fraport.de</a>
	Katharina Deeg	+49 69 690-29147 +49 173 6513167 <a href="mailto:k.deeg@fraport.de">k.deeg@fraport.de</a>
Area Management PTS	Timo Pfannmöller	+49 69 690-25731 +49 173 6190284 <a href="mailto:t.pfannmoeller@fraport.de">t.pfannmoeller@fraport.de</a>
Operational Facility Management	Volker Beyer	+49 69 690-73877 +49 172 6183219 <a href="mailto:v.beyer@fraport.de">v.beyer@fraport.de</a>
	Klaus-Peter Ohlig	+49 69 690-23750 +49 173 6999363 <a href="mailto:k.ohlig@fraport.de">k.ohlig@fraport.de</a>

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## 15.2 Contacts for Access to Basement Road Terminal 1

<b>Ground Services</b> (e.g. maintenance or elimination of malfunctions in the baggage conveyor system)	<u>Holger Jentsch</u>	+49 69 690-78823 <a href="mailto:H.Jentsch@fraport.de">H.Jentsch@fraport.de</a>
	<u>Konstantinos Koiweroglou</u>	+49 69 690-24806 <a href="mailto:K.Koiweroglou@fraport.de">K.Koiweroglou@fraport.de</a>
	<u>Markus Müller</u>	+49 69 690-71118 <a href="mailto:m.mueller02@fraport.de">m.mueller02@fraport.de</a>
<b>Real Estate and Facility Management</b> (e.g. maintenance, elimination of malfunctions, repair of technical facilities)	Andreas Schleider	+49 69 690-60128 <a href="mailto:a.schleider@fraport.de">a.schleider@fraport.de</a>
	Christian Horn	+49 69 690-42121 <a href="mailto:c.horn2@fraport.de">c.horn2@fraport.de</a>
<b>Information and Telecommunications</b> (e.g. os, Dt. Telekom, companies working on telephone/data lines)	Thomas Neumann	+49 69 690-66294 <a href="mailto:t.neumann@fraport.de">t.neumann@fraport.de</a>
<b>Aviation</b> (e.g. forwarders or couriers with supplies for airlines)	Klaus Peter Ohlig	+49 69 690-23750
	Volker Beyer	+49 69 690-73877  <a href="mailto:Baufreigabe-Terminalmanagement@fraport.de">Baufreigabe-Terminalmanagement@fraport.de</a>
<b>Retail and Properties</b> (e.g. suppliers for shops and restaurants)	Eric Schreiner	+49 69 690-29141
	Marco Bonrad	+49 69 690-30830
	Jana Strohmeier	+49 69 690-63081  <a href="mailto:retail.centermanagement@fraport.de">retail.centermanagement@fraport.de</a>
<b>Central Infrastructure Management</b> (e.g. suppliers for construction projects)	Beate Bendel	+49 69 690-20631 <a href="mailto:b.bendel@fraport.de">b.bendel@fraport.de</a>

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### 15.3 Operational Engineering

#### Operation Managers (BOStrab)

Head of People Mover System, Rail Technology and Operational Engineering:  
Alexander Heinrich Phone: +49 69 690-25341

Office Administrator:  
Patrick Höfner

Phone: +49 172 73 56 853

Sky Line Operations Center:

Phone: +49 69 690-61047

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