



C2.1

Airport User Regulations for Frankfurt Airport

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Version

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Section I Description of the Airport

Details and any updates to the description of Frankfurt Airport (“the airport”) can be seen in the latest published version of the “Notices for Airmen” and parts GEN, ENR and AD in “Luftfahrthandbuch Deutschland / AIP Germany” (Aeronautical Information Publication Germany).

1. General Information and Airport Topography

1.1 Location of Airport Reference Points

Latitude and longitude:	<ul style="list-style-type: none">- 50°01'59.90"N 08°34'13.64"E 822 m perpendicular to the centerline of runway 07 C/25C in a southerly direction from a point 1567 m to the west of threshold 25C- 50°00'47.00"N 08°31'37.00"E on the centerline of runway 18 in a southwesterly direction from a point 2500 m to the southwest of threshold 18- 50°02'10.00"N 08°31'16.00"E 700 m perpendicular to the centerline of runway 07L/25R in a southerly direction from a point 1220 m to the southwest of threshold 25R
Distance and direction from city:	12 km (6.5 sm) SW of center of Frankfurt am Main
Elevation above MSL:	100 m (328 ft.)
Magnetic variation:	See Aeronautical Information Publication Germany, AD2 Frankfurt Main

1.2 Runways

Runway 07 L/25 R (landings only):	2,800 x 45 m (9186 x 148 ft.) with runway shoulders, width 7.5 m on both sides
Runway 07 C/25 C (takeoffs and landings):	4000 x 60 m (13123 x 197 ft.)
Runway 07 R/25 L (takeoffs and landings):	4000 x 45 m (13123 x 148 ft.) with runway shoulders, width 7.5 m on both sides

Runway 18 (takeoffs only): 4000 x 45 m (13123 x 148 ft.)
with runway shoulders, width 7.5
m on both sides

The dimensions, quality and elevation of the runways are set out in the Aeronautical Information Publication Germany, AD2 Frankfurt Main.

1.2.1 Bearing Strength

Runway 07 L/25 R: PCN 74/R/A/W/T

Runway 07 C/25 C: PCN 74/F/A/W/T

Runway 07 R/25 L: PCN 74/F/A/W/T

Runway 18: from threshold 18 for 1500 m:
PCN 74/R/A/W/T and beyond for
the remaining length of runway:
PCN 90/R/A/W/T

1.2.2 Helicopter Landing Area

Exists, see Aeronautical Information Publication Germany, AD2 Frankfurt Main

1.3 Air Traffic Control Facilities, Including Lighting Facilities

Exist, see Aeronautical Information Publication Germany, AD2 Frankfurt Main

1.4 Marking Aids

Thresholds, runway designation markings, touchdown zone, runway centerlines, runway edges, taxiway centerlines, clearance and holding bars, taxiing guide lines (apron), taxiway intersection markings

1.5 Taxiways

Taxiway system with rapid exit taxiways connecting the runways to the aprons.

1.6 Aprons, Handling Areas and Aircraft Handling Facilities

Exist, see Aeronautical Information Publication Germany, AD2 Frankfurt Main

1.7 Aircraft Classification According to EASA Aerodrome Certification

Criteria according to ICAO Annex 14 and EASA Aerodrome Certification. Aerodrome reference code 4E. For the restrictions that currently apply to traffic involving aircraft with a larger code letter, see Aeronautical Information Publication Germany, AD2 Frankfurt Main.

1.8 Airport Operating Hours

24 hours

1.9 Local Flight Restrictions and Night Flight Restrictions

See Aeronautical Information Publication Germany, AD2 Frankfurt Main

1.10 Seasonal Usability

Continuously usable

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1.11 Airport Approved for Customs and Medical Services

The airport is approved as a customs and medical services airport.

1.12 Overnight Accommodations

Available

1.13 Restaurants, Cafeterias, etc.

Exist; open up to 24 hours

1.14 Airfreight Handling

Various vehicles and equipment available in sufficient numbers.

1.15 Fueling Facilities

- Hydrant system for jet fuel via hydrant servicers (dispensers)
- Airfield fueling trucks for aviation and jet fuels

Operating hours: see Aeronautical Information Publication Germany, AD2 Frankfurt Main

1.16 Aviation Fuels and Oils

See Aeronautical Information Publication Germany, AD2 Frankfurt Main

1.17 Oxygen and Other Available Servicing Materials

Oxygen, compressed air, CO₂, hydraulic oils available

1.18 Hangar Space Available for Visiting Aircraft

To be coordinated with the relevant hangar operator.

1.19 Available Maintenance Facilities

Hangars fully equipped for aircraft maintenance and engine replacement are available. Use must be coordinated with the hangar operator.

1.20 Fire Prevention and Rescue Equipment

- Fire prevention available, category 10
- Rescue equipment available, up to A380

1.21 Snow Clearing Equipment

Snow plows, snow blowers, snow sweepers, grit scatter equipment, air blast sweepers, and de-icing vehicles, number of units: see Aeronautical Information Publication Germany, AD2 Frankfurt Main and B2.8, Winter Service Guidelines.

1.22 Handling Equipment

All equipment and facilities required for the execution of ground handling services are available.

1.23 Pre-Flight Altimeter Check Location

Altimeter checks can be performed at the taxi holding positions before the thresholds; see Aeronautical Information Publication Germany, AD2 Frankfurt Main.

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2. Meteorological Conditions

Available; see Aeronautical Information Publication Germany, AD2 Frankfurt Main.

3. Visual Ground Aids

See Aeronautical Information Publication Germany, AD2 Frankfurt Main

3.1 Taxiing Guidance Systems

See Aeronautical Information Publication Germany, AD2 Frankfurt Main

3.2 Visual Aids for Navigation

Aerodrome lighting system white/white on the DFS Control Tower (building No. 340)

4. Building Limitation Zone

The construction restrictions applicable to the airport according to Sec. 12 LuftVG (German Aviation Act) are as shown in the respective notices in the State Gazette for the German State of Hesse.

5. Aviation Obstacles

All obstacles are marked and lighted; see Aeronautical Information Publication Germany, AD 2, Frankfurt Main.

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6. The Airport Operator and Government Agencies and Companies at the Airport

6.1 The airport operator

Fraport AG
Frankfurt Airport Services Worldwide

Information on the bodies of Fraport AG can be found online at www.fraport.de or www.fraport.com under the “Our Group” tab.

Postal address

D-60547 Frankfurt am Main, Flughafen

Postal address for packages

60549 Frankfurt am Main, Germany

General inquiries and flight plan information

Current contact information is always available online at www.frankfurt-airport.com.

Telephone exchange

(0 69) 690-0 (main)

Direct inward dialing

6 90 and extension number

Website

www.fraport.com or www.fraport.de

6.2 Government Agencies

(Customs Office) Hauptzollamt Frankfurt am Main – Airport

Federal Police Directorate, Frankfurt Airport

Fluko Flughafenkoordination Deutschland GmbH

Deutsche Flugsicherung GmbH (DFS)

Frankfurt am Main branch, airport control center (tower)

Airmail Processing Center, Frankfurt Airport

German Meteorological Service (DWD)

Central aviation advising body

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Hessian Ministry of Economics, Energy, Transport and Housing (HMWEVW)

- Supreme aviation authority of the German state of Hesse
- Approval and plan determination authority for Frankfurt Airport
- Supreme aviation safety authority of the German state of Hesse for tasks pursuant to Sec. 8 of the German Aviation Safety Act (LuftSiG)
- Local aviation supervision
- Flight noise abatement officer

State Police

- Frankfurt Police Headquarters, air safety authority within the meaning of Sec. 7 and 10 LuftSiG
- Airport Police Directorate
 - General tasks pursuant to the Act on Security and Order for the State of Hesse (HSOG)

City of Frankfurt am Main

Public Health Office

6.3 Companies present at the airport

The companies present at the airport are listed at

- www.fraport.de > Business Areas > Services
- www.fraport.com > Business Areas > Services
- www.frankfurt-airport.com > Shopping & Dining

7. Traffic Connections and Available Transportation Systems

7.1 Access

- Autobahns A3 and A5
- Federal highways B40 and B43
- State highway L3262
- District road K823/K152

Parking Spaces

- Total: approx. 30,000
- For passengers and visitors: approx. 15,000
- For visitor buses: approx. 45

7.2 Public Transportation to the Airport

Railway Lines

Via the airport train stations:

- Local trains operated by the Rhine-Main Transport Network (RMV)
- Long-distance train network of Deutsche Bahn AG (DB)

Bus Lines

Via the airport bus station:

- Local buses operated by the local Rhine-Main Transport Network (RMV)
- Privately operated buses for local, long-distance, and feeder traffic operated by various airlines

Other Transportation

- Hotel and charter buses
- Taxis and rental cars

7.3 Railway Freight Service

Rail/airfreight link via Frankfurt am Main central train station and Kelsterbach, and directly via Mörfelden-Walldorf to CargoCity South

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Section II User Regulations

1. Applicability of User Regulations

1.1 General points

Persons using the airport by aircraft or otherwise or accessing the airport on foot, by vehicles or equipment of any kind, must abide by the rules of the User Regulations and any instructions given by the airport operator to enforce them. The User Regulations also apply to all contractual partners receiving or providing services at the airport (e.g., tenants, landlords, persons entitled to a building lease, customers, service providers). The provisions contained in these User Regulations as well as the permits and/or authorizations granted in accordance with them are not a substitute for any approvals or permits required by other legal provisions or regulations.

As far as the rules and instructions apply to aircraft operators, they apply to the owners of the aircraft and to persons using the aircraft without being the operator or owner of the specific aircraft as well as to persons who are entrusted with handling the aircraft at the airport.

All persons who are active in flight operations areas must have knowledge of the sections of the aerodrome manual that are relevant to them and of provisions that apply here.

The airport operator's guideline system and the login to the aerodrome manual can be found on the Fraport Group website at www.fraport.de, under Guidelines and Payment Terms.

For ease of reference, these User Regulations refer hereinafter to the EASA Operations Management as "operations management" and to FRA Vorfeldkontrolle GmbH (FRAVG) as "apron control."

1.2 Monitoring Obligations of the Airport Operator

Regulation (EU) 2018/1139 in conjunction with Regulation (EU) 139/2014 and the EASA regulations issued in this regard must be observed; all rights and obligations arising therefrom must be complied with.

Upon the issuance of a certificate in accordance with Regulation (EU) 2018/1139 in conjunction with Regulation (EU) 139/2014, the aerodrome operator is obligated to introduce and maintain a management system. One component of this system must be a formal process for monitoring compliance with the relevant requirements by the organization.

To perform monitoring measures, the airport operator may demand access to the organizations active at the airport and the right to inspect the relevant documentation present there in order to be able to meet its monitoring obligations. Monitoring measures shall take place by arrangement with the interested parties as a basic principle.

1.3 Scope of Application

These User Regulations apply to the airport and to the areas stipulated hereinafter.

Operational areas

- Publicly accessible operational areas are generally accessible without passing through a checkpoint, particularly the public areas of the terminals.
- Operational areas with controls on vehicular access include the Cargo Cities in particular. To enter these areas by vehicle, it is necessary to pass through a checkpoint, either staffed or technical, or controls are performed within the operational area.
- Operational areas with controls on vehicular or pedestrian access include the east operational area and the basement routes in the terminals in particular. To enter these areas on foot or by vehicle, it is necessary to pass through a checkpoint, either staffed or technical.
- Flight operations areas are not part of the operational area.

Airside with pedestrian access controls in the terminal

- The terminal areas after the boarding pass and security checkpoint constitute the airside with pedestrian access controls.

Critical parts of the secure areas

- The critical parts include the terminal areas after security checkpoints, the flight operations areas, and the areas of the baggage conveyor system. Checks of persons and goods are performed before these areas are entered on foot or by vehicle.
- The flight operations areas encompass the apron and maneuvering area, the general aviation area, and the hangar aprons.
 - o "Apron" means the part of the airport that serves for ground handling (parking, passenger embarkation and disembarkation, loading and unloading, supply and disposal, fueling, maintenance) and the movements of vehicles associated therewith, not including the maneuvering area.
 - o "Maneuvering area" means the part of the airport that serves for takeoff and landing and the movements of aircraft on the ground associated therewith. The apron is not part of the maneuvering area.
 - o For the area of general aviation, special rules apply on the apron.
 - o The hangar aprons are subject to separate operational arrangements between the airport operator and third parties in some cases.

2. Use of Airport by Aircraft

2.1 Permission for Takeoff and Landing

2.1.1 General points

Use of the airport is permitted against payment of the charges specified in the Rules on Airport Charges for aircraft and rotorcraft.

At the airport operator's request, aircraft operators must produce all documents necessary for the verification of their authorization to use the airport and for the calculation of the applicable charges.

To ensure that flight operations facility capacity is planned for and utilized as smoothly as possible, the cooperation of aircraft operators is required; aircraft operators should therefore, including in their own interests, announce their intentions to fly to and from Frankfurt well in advance and provide the necessary information regarding their flight intentions, the aircraft used, the current flight status and the load being carried.

2.1.2 Airport CDM

The airport CDM process helps manage the turnaround processes at the airport and applies to all IFR flights in accordance with the "Luftfahrthandbuch Deutschland" (Aeronautical Information Publication Germany), volume II, AD2-EDDF. For all airlines, their handling agents and, in case of general aviation, the flight operators, this entails the obligation to provide the information necessary for the process in due time (please see, among other items, C2.5 Regulations on Traffic Data and C2.3 Terminal Regulations).

2.2 Takeoff and Landing Facilities

When aircraft are taking off or landing, the runways that are specially marked for this purpose are to be used. The same applies to taxiways and aircraft stand taxilanes if aircraft are taxiing. Runway 07 L/25 R is to be used exclusively for landings. Runway 18 is to be used exclusively for takeoffs. Pilots must abide by the taxi procedures unless they are given other instructions by DFS or by the apron controllers of the airport operator.

The airport operator accepts no liability for any defects/deficiencies existing at the time of signing of the contract for which the airport operator is not responsible.

2.3 Taxiing and Towing

2.3.1 Taxiing and towing processes

Only persons authorized within the meaning of Sec. 4 LuftVG are allowed to carry out taxiing of aircraft on their own power. Throughout the entire flight operations areas of the airport, including the aircraft maintenance hangars and hangar aprons, taxiing maneuvers by aircraft that do not precede a takeoff or follow a landing must be performed using aircraft towing vehicles only, not engine power. Taxiing maneuvers using engine power to or from a runway out of or into a maintenance hangar or from or to a maintenance apron must not be performed, either.

Aircraft on the apron area must taxi only with the minimum required engine power (revolutions).

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Aircraft will be towed if required. Only authorized and trained personnel may do so. The aircraft operator shall give the towing personnel the necessary instructions for towing. In each individual case, the aircraft operator shall follow any further instructions from the airport operator regarding towing. Authorization and training of the personnel used for towing purposes must be documented and evidence thereof provided to the airport operator upon request. The airport operator may require further training if necessary, which must also be documented and evidence thereof provided upon request.

An aircraft is considered to be ready for towing as soon as the bridge(s) and/or stairway(s) have been removed, all doors are closed, the pins are in place or the landing gear has been secured by alternative means and the parking brake has been released. The airline is responsible for preparing the aircraft for towing.

In apron areas, the apron controllers issue push-back authorizations and taxiing instructions to the towing driver or, in the case of accompaniment, to the Movement Area Supervision Unit (MASU). If the aircraft is to be guided through the maneuvering area, taxiing instructions will be issued by DFS.

Personnel involved in the towing of aircraft and performing the brake function on board the aircraft must be trained in this activity, a fact that must be documented by the aircraft operator, with evidence thereof provided upon request.

Personnel performing radio-controlled towing of aircraft on the apron must have successfully completed the first part of "Training for Aircraft Towing Vehicle Drivers for Participation in Radio-Controlled Position and Maintenance Towing Operations" with the airport operator beforehand. To perform radio-controlled towing of aircraft on the maneuvering area, the second part of the above-mentioned training (continuing education for the maneuvering area) must be successfully completed in addition.

Successful completion of the respective required training for radio-controlled aircraft towing must be documented by the companies performing the towing and evidence thereof provided upon request.

Personnel who tow aircraft are bound by the technical and timing instructions issued by DFS, apron control and the follow me vehicles of MASU.

Procedures and changes to the procedures for performing vehicle towing require the approval of the airport operator.

The airport operator reserves the right to conduct random checks to see if the personnel have the required qualifications mentioned above. If deemed necessary, the airport operator can order further measures.

2.3.2 Walk-out assistants

To ensure that push-back procedures take place without risk to aircraft, equipment, vehicles and persons, walk-out assistants ensure communication between the pilot and the towing operator. As a basic principle, this is done via headset.

The aircraft operator is bound to instruct walk-out assistants accordingly. Evidence of these instructions must be provided upon request. The airport operator

reserves the right to conduct random checks during the walk-out procedure. If deemed necessary, the airport operator can order further measures.

2.3.3 Recording of phone calls

Telephone communications involving apron control are recorded digitally to ensure that events relevant in safety terms can be traced. This is also done to record radio traffic for a period of 30 days.

Access to these voice recordings is permitted only for the purpose of securing evidence in the course of investigations that have been ordered. This means these recordings are not available for reconstruction of regular operating procedures. All phone numbers for the central and east apron controls are connected to the voice recording system.

2.4 Aircraft stands

Aircraft stands are used for the traffic handling of aircraft. Any other use, such as for parking of aircraft or major maintenance work, is permissible only with the approval of the airport operator. Engine trial runs with the thrust setting above the "idle" level are not permitted at aircraft stands.

Aircraft stands are assigned by the airport operator. Aircraft are marshalled by personnel of the airport operator or directed to the aircraft stands with the assistance of a docking guidance system.

2.5 Traffic Handling (Ground Handling Services)

The airport operator is authorized to perform ground handling services in accordance with the schedule of ground handling services (Annex 1 to the BADV, the German Ground Handling Services Regulations). Self-handlers and service providers are also authorized to perform these services pursuant to the BADV to the extent permitted by the airport operator according to the use contract. They must store their handling equipment exclusively in the places designated for this purpose by the airport operator and pay the charges. The parking and storage of handling equipment are subject to the legislation governing tenancy (Sec. 535 et seqq. BGB, German Civil Code) except where contractual provisions dictate otherwise. There are no custody obligations for the airport operator unless a separate written agreement has been made to this effect.

Non-observance of contractual or legal requirements entitles the airport operator to terminate the use contract, prohibit access to Frankfurt Airport and to invalidate airport ID cards for personnel and vehicles.

The third-party liability insurance required pursuant to the BADV (German Ground Handling Services Regulations, Annex 3 to Sec. 8 BADV) must be taken out from an insurer authorized to engage in business operations. Evidence thereof must be provided to the airport operator in the form of a certificate from the insurer stating the sum insured and the statutory regulation (BADV) from which the insurance obligation arises (Sec. 113 of the German Insurance Contract Act).

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The airport operator may accept self-handlers and service providers by means of an agreement granting permission in accordance with the BADV specifications, provided they comply in particular with the legal requirements of the BADV. The airport operator may charge the licensed self-handlers and service providers for the use of the facilities.

The following items/facilities are part of the central infrastructure within the meaning of Sec. 6 BADV:

- Central baggage conveyance system for departing and transfer passengers' baggage
- Gate baggage equipment for departing passengers' baggage
- Equipment for handling bulky baggage
- Central baggage equipment for arriving passengers' baggage
- Central de-icing equipment
- Central baggage security equipment
- Passenger bridges (jetways), including mobile passenger stairways for use if bridges are out of operation
- 400 Hz power supply (including mobile back-up equipment)
- Equipment for supplying fresh water and disposing of toilet waste
- Communications network and central information technology equipment for the provision of ground handling services
- Central systems belonging to Hydranten-Betriebs OHG, the hydrant operating company, used for supplying fuel to aircraft
- Central customs baggage warehouse
- Conveyor belt for misdirected baggage, handling of rush baggage and reclassification of baggage as well as baggage tracing
- Neutral airfreight transfer area

The central infrastructure equipment/facilities shall be provided, administered, and operated exclusively by the airport operator or by parties acting under the latter's authority. The service providers and self-handlers are required to use the central infrastructure equipment/facilities. This use is subject to a fee.

Details shall be determined in accordance with the User Committee and documented in form of an MoU (memorandum of understanding).

For all work and service carried out on the aircraft, whether in the hangar, in position or within a radius of 50 meters of the hangar or position, the aircraft operator must provide a sufficient number of portable fire extinguishers within easy reach. The personnel assigned to perform this work shall have been instructed as to how to report and fight fires and shall regularly conduct exercises. Documentation that this is the case must be carried with the personnel and presented upon request.

2.6 Parking and Storage

2.6.1 General points

Parking, storage and repair of automobiles, ground service vehicles and other objects requires the approval of the airport operator except where otherwise agreed under contract with the airport operator.

Parking and storage spaces are assigned by the airport operator. If any aircraft remains on the airport for longer than 45 minutes, the aircraft operator shall, if requested, park it at a parking location or in a hangar to be allocated by the airport operator. The airport operator can request that the aircraft be moved to some other parking or storage location for safety or operating reasons or, if the aircraft operator cannot be reached or fails to promptly comply with such a request, can arrange for the aircraft to be towed there by trained personnel at the aircraft operator's expense.

Securing an aircraft that is parked or in a hangar is the responsibility of the aircraft operator. In case of darkness or poor visibility, the operator must mark the parked aircraft with lights if this is required for safety reasons. The airport operator is permitted to take measures to secure the aircraft if the aircraft operator is absent or if a request from the airport operator to secure the aircraft is not complied with, even without any specific request to this effect from the aircraft operator.

Parking of aircraft on a parking position or in a hangar is subject to the legislation governing tenancy (Sec. 535 et seqq. BGB, German Civil Code). There are no custody obligations for the airport operator unless a separate written agreement has been made to this effect.

For all work and service carried out on the aircraft, whether in the hangar, in position or within a radius of 50 meters of the hangar or position, the aircraft operator must provide a sufficient number of portable fire extinguishers within easy reach. The personnel assigned to perform this work shall have been instructed as to how to report and fight fires and shall regularly conduct exercises. Documentation that this is the case must be carried with the personnel and presented upon request.

The airport operator accepts no liability for any defects/deficiencies existing at the time of signing of the contract for which the airport operator is not responsible.

Information on maintenance work on aircraft in position is found in Part II, Section 2.9.1.

2.6.2 Aircraft hangars and workshops

Users of the hangars and the equipment and facilities thereof are required to use them with care and, in particular, to abide by the following regulations:

- Technical facilities, installations and equipment owned by the airport operator, particularly power supply systems, cranes and scaffolding, may be used only with the agreement of the airport operator.
- Hangar doors may only be opened and closed by authorized personnel whom the user has trained for this purpose.
- The space in front of the hangar doors shall be kept clear.
- The doors to maintenance hangars must be kept closed to the extent possible in operational terms. During the period from 10 p.m. to 6 a.m., opening of hangar doors must be restricted to entering and exiting of vehicles.

- Further information on the use of hazardous substances in hangars and workshops is found in Part II, Section 5.6.1.

2.7 Noise Protection

The aircraft operators must comply with the instructions regarding the execution of trial runs of aircraft engines as well as with aircraft noise limits according to the Aeronautical Information Publication.

The use of the APU must be kept to the strictly necessary minimum. The APU must be shut down no later than the end of deboarding and shut back on no earlier than 5 minutes prior to the start of boarding, to the extent that this is possible based on technical/operational requirements in the case of the flight event in question.

2.8 Maintenance Work, Washing, Spraying, De-icing

2.8.1 Maintenance work (in position)

Major maintenance work on aircraft shall only be carried out at the places allocated for this purpose by the airport operator. Permission to carry out this work shall always be obtained in advance from the airport operator. Instructions issued in this context must be followed.

2.8.2 Washing and spraying

Washing and spraying of aircraft is permitted only in hangars and on hangar grounds whose sealing surfaces and drainage facilities are in keeping with the stipulations of the regulations on water protection. The designated areas and wastewater facilities require approval under water law from the specific authorities with jurisdiction.

2.8.3 De-icing

De-icing shall take place in accordance with the published aircraft de-icing plan for Frankfurt am Main.

2.9 Disabled Aircraft

The aircraft operator shall make all agreements and take all precautions necessary for removing any disabled aircraft as quickly as possible from the flight operations areas.

If an aircraft remains on the airport and is incapable of movement, the airport operator is authorized, even without any specific request to this effect from the aircraft operator, to remove it from the movement area or arrange for a competent third party to do so, in either case at the airport operator's expense, if this is required to ensure continuous handling of air traffic. The airport operator is liable for damage and/or losses within the scope stipulated in Part II, Section 8; the same applies if the aircraft operator has commissioned the airport operator to remove or take part in the removal of a disabled aircraft from the movement area.

If the airport operator suffers any loss or damage in connection with a disabled aircraft, it is authorized to demand compensation from the aircraft operator unless the aircraft operator is not at fault.

Further information on disabled aircraft can be found in the FRA Not Emergency Response Manual C4.1 of Fraport AG for Frankfurt Airport, chapter V13, Aircraft Recovery.

2.10 Operation of Aircraft Engines

2.10.1 General points

Aircraft engines must not be run in hangars or workshops. Startup of engines in position is permitted only with prior approval from apron control.

Before starting the engines, the landing gear wheels must be adequately secured by chocks or brakes.

As a warning of danger from running engines, the anti-collision lights of all aircraft must be switched on before starting the jet engines and must be switched off only after standstill of the engines. This procedure is to be followed day and night.

Aircraft engines may be started and run only if the aircraft cockpit is manned by a pilot or a person skilled in the operation thereof.

The persons starting the aircraft engines and operating them during the run must ensure that no injury to persons or damage to property is caused by the engines/propellers or by the resulting air currents. The required safety distances in front of and behind running engines must be observed.

Aircraft engines may be operated on the aprons only up to the required minimum number of revolutions.

2.10.2 Test Runs of Aircraft Engines

Run ups of aircraft engines may be carried out only at times and locations specified by the competent aeronautical authority and in a sequence determined by the airport operator or the operator of aircraft noise protection equipment. Further details are set down in the Aeronautical Information Publication Germany, AD2 Frankfurt Main,

3. Access and Driving on Grounds

3.1 Airport Roadways, Grounds and Entrances

The roadways and grounds of the airport are not intended for public traffic. The general traffic rules and regulations apply, however, to the entire area of the airport, unless the airport operator has stipulated otherwise in the traffic regulations concerning the parts of the airport not open to public traffic. The traffic regulations issued by the airport operator are binding.

If the airport's railway infrastructure is used to transport cargo (CargoCity South connector line), the then most recent version of the instructions for the railway operation service applies. This version may be obtained from the airport operator upon request.

The airport may only be entered on foot or by vehicle for the intended purposes and only via the entrances approved for this purpose by the airport operator. As a basic principle, every person who is active at the airport requires an airport ID card (also see C4.3, Fraport Identical Regulations).

Visitor facilities may be entered upon payment of an admission fee to the extent that the obligation to pay a fee and the amount thereof are announced by signs, on the Internet or via other means of communication.

Persons transporting any freight via the airport by overland route are obligated to report the load data and flight data concerning this freight to the airport operator at the latter's request.

3.2 Vehicular Traffic (General)

The owner of vehicles used on the airport is responsible for the safety standard of the vehicles. As a basic principle, every vehicle operated at the airport requires a vehicle ID in accordance with the Fraport Identical Regulations, C4.3.

Violations of the traffic regulations will be evaluated on a personal basis according to a catalog of points. Further information on this is found in the Traffic Regulations, C2.9.

Vehicles requiring license plates that operate in flight operations areas must have vehicle liability insurance with an insured sum of at least € 50 million overall for personal injury, property damage and/or or financial losses per event and a minimum of € 8 million for each case of personal injury. The insurance coverage must extend to the airport grounds. Vehicles that are not licensed and those that do not require licensing must be covered within the scope of a business liability insurance policy. The insurance must provide adequate coverage for the risk associated with the activity in each case.

Motor vehicles may only pick up or drop off passengers and baggage at the side of the terminal accessible from the public road system. Freight may be loaded or unloaded only at the cargo facilities.

Motor vehicles may be parked only in designated parking spaces. The relevant parking space user regulations apply to the parking spaces owned by the airport operator. Motor vehicles parked in violation of a parking ban or left in parking places after the expiry of the maximum parking time can be removed at the expense and risk of the owner or registered user.

Small vehicles (mopeds, bicycles, etc.) must be parked exclusively in the designated areas.

Information on safety and security rules for vehicles and equipment with combustion engines is found in Part II, Section 5.8.

3.3 Limited Access Areas

3.3.1 General points

Areas within the fenced confines of the airport that are barred to the general public may be accessed on foot or by vehicle only with the permission of the airport operator and/or, where applicable, after authorization has been granted by other authorities.

These areas include, in particular:

- Maneuvering area (including takeoff and landing areas and taxiways)
- Aprons
- Service roads
- Aircraft hangars and hangar aprons
- Passenger gates
- Waiting rooms
- Transit areas
- Baggage claim areas and freight facilities
- Rooms and traffic areas used for handling purposes
- Garages and workshops
- Operations and construction yards
- Construction sites

The airport operator may grant the permission under paragraph 3.3.1 (1) in general or for the individual case and may revoke such permission for objective reasons.

Installations barred to the general public may be visited only under the guidance, and on the responsibility, of an authorized representative of the airport operator. Physical contact with aircraft during such visits is strictly forbidden. It is forbidden to proceed without permission from the apron to the maneuvering area.

Authorized persons from aviation, customs, immigration, law enforcement and health authorities, those from companies entrusted with air traffic control work, and those from the German Meteorological Service are authorized to enter areas not accessible to the general public on foot or by service vehicle, in compliance with the rules applicable to the airport, for the purpose of carrying out their duties. They are to inform the airport operator in advance and make sure of the airport operator's assistance if they are not familiar with the location. Nothing herein shall affect the statutory authorizations and powers of the supervisory authorities.

Vehicles operating in areas barred to the general public must be specially marked and equipped with safety equipment if so requested by the airport operator.

Aircraft may be entered only with the consent of the aircraft operator.

3.3.2 Alcohol, psychoactive substances and medications

An absolute ban on the consumption of alcohol and/or psychoactive substances applies to all persons working in flight operations areas and the aircraft handling facilities and machinery accessible from these areas. The same applies to medications that may impair physical or mental capacity in a manner that jeopardizes safety.

Flight operations areas must not be entered under the influence of any of the substances mentioned here. This prohibition applies both during working hours and during a reasonable period prior to the start of work.

The airport operator is authorized at any time to ensure that this ban is being adhered to by carrying out checks, including using breath analyzers, and to expel any person found violating this ban, or refusing to submit to a check, temporarily or permanently from these areas. Employers of such persons are obligated to take all suitable measures to contribute to the enforcement of this ban in the

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flight operations areas as part of their duty of care. The airport operator shall be furnished with evidence of such contributions.

3.3.3 Maneuvering Area

Walking and driving on the maneuvering area are prohibited as a basic principle. Exceptions to this must be approved by apron control in advance and additionally, immediately before vehicle entrance, by DFS (tower). Furthermore, the instructions issued by apron control and DFS (especially radio messages, light signals and other signals) must be observed. All persons must be familiar with the meaning of these signals.

Maneuvering areas must be entered by vehicle exclusively for job-related purposes and with permission to operate a vehicle on the maneuvering area and red vehicle ID card in conjunction with an apron registration. Vehicles used in maneuvering areas must be noticeably marked in accordance with the Traffic Regulations, C2.9, or be painted and lighted accordingly. Exceptions require special permission from the airport operator. If the operator does not have permission to operate a vehicle on the maneuvering area and/or the vehicle does not have a vehicle ID, marking or lighting, the vehicle may be accompanied in individual cases.

The vehicles also require specific technical equipment features, particularly equipment for participation in radio traffic on the maneuvering area. These equipment features are found in the Traffic Regulations, C2.9.

3.3.4 Apron

Driving routes must be used on the aprons. The speed limit for vehicles operating on the apron areas is 30 km/h, and 25 km/h for vehicles with trailers. The obligation to use specific routes and the speed limit do not apply to vehicles of the airport firefighting, ambulance and rescue service, operations management, MASU (including accompanied vehicles), snow removal vehicles when in use for this purpose, aviation supervision or the supreme aviation safety authority of the state when in action. Furthermore, the safety management is exempt from the obligation to use specific routes when in action, and airport security is exempt from the speed limit when in action.

Aprons must be entered by vehicle exclusively for job-related purposes and with permission to operate a vehicle on the apron and red vehicle ID card in conjunction with an apron registration. Exceptions require special permission from the airport operator. If the operator does not have permission to operate a vehicle on the apron and/or the vehicle does not have a vehicle ID, the vehicle may be accompanied in individual cases.

For further details, please see the Fraport Identical Regulation, C4.3, and the Traffic Regulations, C2.9.

3.4 Bringing Animals

Animals are not allowed on the airport unless they are secured. Animals are not allowed on flight operations areas as a basic principle. The only exceptions are working animals when in service and animals that are accompanying a passenger or being transported as cargo.

4. Other Activities

4.1 Commercial Activities Other Than Ground Handling Services

Commercial activities other than ground handling services as defined in Section 2.5 are permitted only on the basis of an agreement with the airport operator. The amount of charges for the use of general infrastructural facilities depends on the airport operator's published rules on charges, in the then current version thereof. For commercial activities, documentary evidence of business liability insurance with coverage of at least € 5 million per case of personal injury and damage to property shall be provided.

Where these activities are also carried out on the flight operations areas, damage and/or losses affecting aircraft must be covered by the insurance. The airport operator reserves the right to verify the insurance coverage at any time and to revoke permission to access the operation areas immediately in the absence of insurance coverage or if the insurance coverage is inadequate.

Non-observance of contractual or legal requirements entitles the airport operator to terminate the aforementioned contract, prohibit access to the airport and invalidate airport ID cards for personnel and vehicles.

Providers of services on the flight operations areas must take precautions in regard to operational organization and personnel as necessary to enable smooth performance of the services offered, avoid negative effects on the safe and secure operational status of the airport and/or the orderly conduct of airport operations, and ensure safe, smooth and quick handling of the airport's air traffic regardless of operational conditions. They must moreover ensure that the personnel assigned by them or by subcontractors have received appropriate training. Providers of services and/or subcontractors utilized by them must take organizational precautions that ensure that the persons they employ comply with the provisions of the Airport User Regulations.

4.2 Uses As Intended

4.2.1 Begging and Peddling

Presence in airport buildings and facilities is permitted only for usage in line with the purpose of the specific operational areas of the buildings/facilities. In particular, overnight stays, begging, loitering and similar behavior are not permitted.

4.2.2 Collections and Advertising

Collections, advertising and handing out advertising articles and merchandise samples are subject to the airport operator's permission. Handing out leaflets or flyers must be reported to the Safety and Security Control Center in advance by sending an e-mail to sicherheitsleitstelle@fraport.de. Any instructions given by the airport personnel must be adhered to.

4.2.3 Gatherings

All gatherings within the generally accessible terminal areas must be reported to the administrative authority pursuant to the German law concerning processions and assemblies, which is the "Ordnungsamt" (office of public order) in Frankfurt am Main. They must be reported to the airport operator 48 hours or less before

the gathering (by e-mail to sicherheitsleitstelle@fraport.de). This e-mail must include the purpose of the gathering, the persons responsible and details as to the place, time and expected number of participants as well as proof that the respective gathering has been reported to the office of public order.

The safety, security and functionality of airport operations must not be jeopardized at any time. Baggage claim areas, security and passenger handling area, including the queuing areas in the terminals, must not be used for any gatherings. Unhindered access to the handling facilities and areas (such as check-in counters, check-in terminals, queuing areas), the control checkpoints and the baggage claim areas must be guaranteed at all times. A suitable distance from the handling areas and facilities must be maintained. Emergency exits and rescue routes, alarm and fire extinguishing facilities and defibrillators must be kept clear.

When using whistles, megaphones, drums, sound systems and similar devices, the announcements made in the terminals must still be clearly audible and understandable. Posters or other objects brought in by the participants must not obscure the flight information display panels.

4.3 Storage

Freight, boxes, equipment, etc., may be stored outside of the areas and spaces rented therefor only if approved by the airport operator.

Particularities that apply to the storage of dangerous goods and hazardous substances are found in Part II Sections 5.5 and 5.6.

4.4 Construction Work

The airport operator shall be informed before construction work starts. The instructions of the airport operator must be followed regarding the location and timing and the coordination and safety and/or security obligations to be imposed on those carrying out the work. Construction material may be stored outside of the areas and spaces rented therefor only if approved by the airport operator.

4.5 Photos, Video and/or Audio Recordings

Photographs and video and/or audio recordings – except those exclusively for private use – and the disclosure thereof to third parties require the authorization of Fraport AG. This does not apply to topical newscasts. The airport operator shall be informed about any topical newscast planned. The unit responsible for permission and reporting is UKM, telephone +49 69 690 70555, and, outside of the ordinary business hours, Airport Duty Management (ADM), telephone +49 69 690 77777.

The authorization of Fraport AG is not a substitute for the consent of third parties as may be required, particularly from persons appearing on video or in photographs.

5. Safety Regulations

5.1 Compliance with Safety Regulations

The safety regulations stated in this User Regulation and those based on law and other legal provisions must be observed. This also applies to occupational

health and safety, operational safety and environmental protection regulations that commercial operators are obliged to observe on their own responsibility in pursuing their trade at the airport.

5.2 Fire Extinguishing and Rescue Service

In the event of the outbreak of fire, major accident or accidental release of hazardous materials:

- the fire alarms must be set off at once and, if necessary,
- the emergency shutoff switches of the underground fueling equipment pressed; furthermore,
- the airport firefighting service, emergency number 112 (Fraport network) or, from an external phone line or mobile phone, (069) 690-112, must be notified.

Until the firefighters arrive, the fire must be fought with the available fire extinguishing equipment.

In the case of personal injury, the emergency number 112 (Fraport network) or, from an external phone line or mobile phone, (069) 690-112, must be notified.

In the case of property damage, the security emergency line must be notified at (069) 690-114.

In all other respects, the provisions of the Traffic Regulations, the Emergency Regulations of Fraport AG for Frankfurt Airport (FRA Not) and the Fire Protection Regulations apply.

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5.3 Ban on Smoking, Use of Open Flames

Smoking, activities that cause a risk of fire and the use of open flames are prohibited on the flight operations areas, within a radius of 15 m from parked aircraft and in areas marked by prohibition signs and around operating supply equipment. The use of open flames is permitted only in rooms which are equipped therefor according to the fire protection provisions and the accident prevention regulations and which have been approved by the airport operator.

Welding work can only be done with advance permission from the airport fire-fighting service.

Further information on this is found in the Fire Safety Regulations, C4.8.

5.4 Safety Management System, Training Obligations

All persons and their employers who use or access the flight operations areas of the airport are obligated to participate in the airport operator's safety management system (SMS). This includes the observance of safety/security regulations and participation in SMS reporting activities along with further measures upon the request of the airport operator, such as participation in Safety Committees.

In addition, holders of yellow or red ID cards are obligated to complete not only aviation safety and security training, but also suitable training and continuing education on operational safety prior to entering the flight operations areas. This training must include verification of qualification.

Organizations whose employees enter or use the flight operations areas of the airport are obligated to hold security and safety training. There is also an obligation to participate in safety audits.

Employees who do not comply with the training obligations will have their airport IDs invalidated and confiscated after a reasonable period elapses, until such time as proof that the training obligations have been complied with is provided.

The training documents to be used will be provided for downloading on the website of Fraport AG.

For further information, please see the SMS Regulation, C4.6, or the Fraport Identical Regulations, C4.3, of the airport operator.

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5.5 Dangerous Goods and Prohibited Objects

5.5.1 General points

The airlines are obligated to notify their passengers during handling of the rules and regulations that apply to the transportation of dangerous goods pursuant to Sec. 27 of the German Aviation Act (LuftVG) and carrying prohibited objects pursuant to Sec. 11 of the German Aviation Safety Act (LuftSiG). To the extent that goods/objects that violate these provisions are found in checked or carry-on objects/baggage, the airport operator is entitled to remove these goods/objects and dispose of them without compensation unless an airline has agreed otherwise with the airport operator. This applies equally to objects and goods that have the appearance of being prohibited objects or dangerous goods. The airlines shall indemnify and hold harmless the airport operator from and against all third-party claims. The airport operator is entitled to charge the airline for the disposal by passing along the costs incurred therefor.

5.5.2 Storage of Dangerous Goods

Dangerous goods within the meaning of Sec. 27 (1) LuftVG and the legal regulations issued for the implementation thereof, especially nuclear fuels and other radioactive materials, must be stored only in storage rooms designated for this purpose.

The operators of storage facilities for dangerous goods must, upon the request of the airport operator, present an updated list of goods in storage that indicates what types of dangerous goods are stored in what facility, precise location in the facility, precise storage compartment and level. The operators are themselves responsible for securing the dangerous goods.

If there are no suitable storage facilities, the approved storage facilities or the central storage facility for dangerous goods and radioactive consignments on the premises of Frankfurt Cargo Service GmbH at CargoCity South must be used.

5.6 Hazardous substances and hazardous waste; waste from the aircraft

5.6.1 General points

Where hazardous substances are used, please see the statutory provisions of the German Hazardous Substances Ordinance (GefStoffV).

5.6.2 Use of hazardous substances and disposal of hazardous waste in hangars and workshops

Aircraft in hangars and workshops must not be cleaned with combustible liquids of group A, danger class I, according to the German Ordinance on Combustible Liquids (Verordnung über brennbare Flüssigkeiten). Stripped aircraft parts may be cleaned with combustible liquids of group A, danger class I, only in separated and well ventilated rooms.

Flammable, highly volatile materials (stiffening varnish, nitro lacquer, etc.) may be used in hangars and workshops only if the rooms are adequately equipped for this purpose in compliance with the fire protection regulations, the requirements of the Trade Inspection Agency and the special provisions for aircraft operators as issued by this agency.

Lubricant and fuel residues are to be emptied into receptacles outside the hangars.

Lubricating oils inside or in the vicinity of hangars and aircraft workshops must be kept in containers with a standardized dispenser as required by regulations.

Empty fuel and lubricant barrels and empty high-pressure containers for hazardous substances must not be stored in hangars or workshops.

The user must keep the floors of the aircraft hangars, aprons and adjacent areas free of oil, grease and other substances that pose a risk of fire.

5.6.3 Disposal of hazardous waste

Hazardous waste (waste that, according to its nature, particular qualities, or quantity, poses a particular risk to health, air or water, is explosive or flammable or contains or may give rise to pathogens that cause infectious disease, such as old oil, paint, dyes, brake fluid, solvents and cleaning agents, batteries, fluorescent tubes, old electrical devices, animal byproducts within the meaning of the German Act on Disposal of Animal Byproducts (TierNebG) in conjunction with Articles 7 et seqq. of Regulation (EC) No 1069/2009, etc.) must not be disposed of together with commercial waste that is similar to household waste. Instead, these items must be collected separately, placed in interim storage where applicable, and disposed of separately.

Mixing hazardous waste with other hazardous waste of different kinds and composition or with other non-hazardous waste, substances, and/or materials is prohibited.

Combustible waste (lubricant residues, used cleaning material, etc.) must be collected in specially marked metal containers with tight-fitting lids. The containers must be frequently emptied in order to prevent self-ignition of the waste. Oil collection vats and similar receptacles must be emptied and cleaned after use.

5.6.4 Disposal of waste from the aircraft

Galley/catering waste from aircraft must be disposed of in full by the airline or the catering company that has been commissioned, on its own responsibility and properly in accordance with the TierNebG in conjunction with Regulation (EC) No 1069/2009. Galley/catering waste from aircraft must not be disposed of in the airport operator's waste/waste transfer containers and/or compactors. In the event of violation, the party causing the violation will be charged for the costs incurred for proper disposal.

Waste from the aircraft cabin (passenger area) must be collected separately and disposed of properly in accordance with the German Ordinance on Commercial Waste (Gewerbeabfallverordnung) (separation at the location where the waste is generated). The airport operator shall provide appropriate collection points with the corresponding waste fractions in the apron area.

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Food made from animal byproducts that has been left behind and is found in the aircraft cabin, particularly within the scope of cabin cleaning, must be collected separately and disposed of properly by the airline or the cleaning company that has been commissioned. Disposal can take place at a collection point for “category 1” waste that has been designated by the airport operator.

5.7 Fueling of Aircraft and Handling Equipment; Handling of Operating Supplies

5.7.1 General points

Companies that supply aircraft with operating supplies and the aircraft operators must comply with the required safety regulations and the currently applicable rules for the handling of operating supplies. They are also obligated to take precautions to ensure that personnel who perform tasks on or in the aircraft during the supplying of operating supplies are instructed as to how to report and fight fires and to activate emergency shutoffs and that these persons engage in regular training exercises. Evidence that this is the case must be provided to the airport operator upon request.

Overflowing and spilling of operating supplies must be avoided. In case of overflowing or spilled fuel, the aircraft must remain electrically connected with the operating supply equipment that is connected and must remain electrically grounded until the fuel has evaporated or has been cleaned up.

Furthermore, the following measures must be taken pursuant to the Traffic Regulations, C2.9:

- In the case of a fuel leak, a safety distance of 15 m to the outer edge of the spill must be observed and the firefighting service, Tel. 112, must be notified without delay.
- In case of damage to the fueling system during fueling of aircraft, the safety release cord must be pulled sharply to close the connected underground hydrant and the firefighting service, Tel. 112, must be notified without delay.
- In case of acute risk of fire or major fuel leaks, the fire alarm must be activated without delay. At positions, the fire alarm is also the emergency switch for the fueling system. If the fire alarm fails, the firefighting service, Tel. 112, must be notified without delay.

From an external phone line or mobile phone, dial the emergency number at (069) 690-112.

Operating supply vehicles must be equipped with fire extinguishers according to the specifications.

5.7.2 Fueling of aircraft

Aircraft must not be refueled or defueled while the aircraft engines are running.

Aircraft must not be refueled or defueled in a hangar or any other enclosed space, but only in areas assigned by the airport operator for this purpose. If, for unavoidable reasons, fuel must be removed from an aircraft in an enclosed space in an isolated instance, this is permissible only with special firefighting precautions taken by the airport firefighting service.

If an aircraft is being refueled or defueled, it must be electrically connected with the fuel supply equipment that is connected and electrically grounded.

The relevant safety provisions must be observed during refueling and defueling of aircraft. During refueling and defueling of aircraft, ignition sources that may arise on an ongoing or frequent basis must not be used in areas where there is a risk of explosion. There is considered to be a risk of explosion in all areas within a radius of three meters in all directions from the center point of a tank ventilation opening, fueling connection, tank pit, fuel hose and the fueling vehicles themselves. The tank ventilation openings are located below the outer ends of the wings (tips of wings) and, depending on the aircraft type, additionally below the outer end of the starboard elevator on the tail.

Activities that may give rise to ignition sources such as sparks are strictly prohibited in these areas where there is a risk of explosion. Vehicles are not permitted to move there except where necessary to handle the aircraft.

Persons, freight, additional loads and/or vehicles are not allowed to remain in the explosion risk areas mentioned as a basic principle. For dangerous goods, ignition sources and vehicles powered by electric or combustion engines, the three-meter radius around fueling connections and tank ventilation openings is extended to the ground (prohibition of placement or parking during refueling and defueling).

The emergency escape route for airfield fueling trucks must be kept clear at all times.

Special regulations for underground fueling equipment must be observed.

There is an area free of any ignition source within a radius of five meters around each tank pit of the underground fueling system in the apron area. This area is marked with a green line.

In the event that due to the operation of potentially explosive devices or mobile equipment, more stringent requirements with regard to the apron infrastructure are needed, Fraport must be informed of these requirements so that the necessary adjustments to the airside infrastructure can be made in due time before operation.

5.7.3 Fueling of aircraft with passengers on board

Aircraft can be fueled while passengers are embarking and disembarking. This process is permissible only for airlines that either bring in the firefighting service during fueling or have received authorization from the operations management of Fraport AG. In this case, the fueling process is carried out in accordance with the specifications of these User Regulations, ICAO Doc 9137, EU Regulation 859/2008, and the authorization from the operations management of Fraport AG. Random checks are performed during the fueling of aircraft by the airport operator.

Access to the aircraft by the firefighters and rescue services must be ensured.

5.7.4 Fueling of handling equipment

Fueling of handling equipment within the safety zone around the aircraft is prohibited. The safety zone around a parked vehicle is delimited by an imaginary line running around the aircraft at least 2 m from the tip of the wing, nose and tail (also see Traffic Regulations, C2.9).

5.8 Vehicles and Equipment with Combustion Engines

Vehicles and equipment with internal combustion engines used on the flight operations areas must be equipped with standard commercially available safety devices such as exhaust systems with mufflers in order to prevent the emission of burning exhaust gas.

Operation of liquefied gas-powered vehicles is not permitted in the parking structures, underground garages or basement routes.

5.9 Storage of Material, Equipment and Waste

Material, equipment and waste must be properly stored to prevent any fire and/or explosion hazards. These materials must be properly secured to ensure that they cannot be blown away or around or into eddies, etc., both on the flight operations areas and on adjacent building areas (especially roofs).

Particularities that apply to the storage of dangerous goods and hazardous substances are found in Part II Sections 5.5 and 5.6.

6. Lost Property

Property found in the airport facilities must be delivered immediately to the airport operator (lost and found office). Sec. 978 to 981 BGB (German Civil Code) apply.

7. Contamination, Wastewater

7.1 Contamination

Waste of all kinds on the flight operations areas must be collected.

Airport equipment and facilities must not be soiled or contaminated. Liquids that pose a risk to the environment must be collected upon release. The party that caused the contamination or soiling is obligated to remove it; otherwise, the airport operator is authorized to remove it at that party's expense. If the party that has caused material to be accidentally released is not able to retrieve it immediately and in full, that party must inform the airport operator without delay. All cases of accidental release of hazardous substances/dangerous goods must be reported without delay to the airport operator (Safety and Security Control Center).

7.2 Wastewater

Unless otherwise specified by the airport operator, only normal wastewater may be released into the wastewater intakes. If there is any suspicion that the water is contaminated by radioactive or other materials such as fuel, operational materials or oil, the airport operator (Safety and Security Control Center) must be informed without delay and its instructions must be followed. Violators must indemnify and hold harmless the airport operator from and against any claims by third parties.

Further information on this is found in the General Airport Regulations, C2.2.

8. Liability

Unless otherwise agreed, the airport operator's liability shall be determined according to the provisions set forth below.

The airport operator is liable without limitation for damage and/or losses culpably caused by it arising from loss of life, bodily injury, or impairment of health. The airport operator is liable without limitation for other damage and/or losses in cases of intent and gross negligence.

In all other cases, the airport operator is liable only in the case of culpable breach of those obligations whose fulfillment enables the proper performance of the contract in the first place, whose violation jeopardizes the achievement of the purpose of the contract and in compliance with which the groups of persons mentioned in Sec. 1.1 are generally permitted to trust, with liability being limited to compensation for the foreseeable damage and/or loss typical of the contract.

Nothing herein shall affect liability under the German Product Liability Act (ProdHaftG) or liability based on statutory provisions that stipulate responsibility even in the absence of fault.

To the extent that the airport operator's liability is ruled out or limited, this also applies to the personal liability of the airport operator's employees, representatives and vicarious agents.

9. Approvals and Permits

Any approvals, permits and authorizations required under these Airport User Regulations must be obtained in advance. Except where stated directly in these User Regulations, the procedures for requesting the necessary permission are described in the guidelines and procedural rules contained in the airport operator's guideline system on the Group website at www.fraport.de, under "Guidelines and Payment Terms."

The stipulations made by the airport operator in the relevant context must be followed in each case.

10. Infringement of the Airport User Regulations

Persons violating these User Regulations or instructions of the airport operator based on these regulations may be expelled from the airport by the airport operator and may also be prosecuted.

The airport operator is obligated to investigate and punish infringements of the rules arising from these Airport User Regulations and all other relevant rules and regulations. To identify the persons in question, the airport operator also has the right to obtain information on the personnel assigned to work (e.g., operator of a certain vehicle) from all companies operating on the airport grounds. These companies are obligated to provide the relevant information to the airport operator.

The legal basis for the disclosure of data to investigate infringements of the rules is point (f) of Article 6(1) GDPR. According to this provision, processing of personal data is lawful if the processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

The information for data subjects in accordance with Articles 13 and 14 GDPR is available on the website of the airport operator at [datenschutz.fraport.de](https://www.fraport.de/datenschutz).

11. Place of Performance and Jurisdiction

The place of performance and jurisdiction for obligations and legal disputes arising from these User Regulations is Frankfurt am Main.

12. Authorized Recipient

Aircraft operators without a domicile or business office in Germany must appoint an authorized recipient in Germany to the airport operator upon the latter's request.

The Airport User Regulations enter into force on September 4, 2020.

Frankfurt am Main, July 14, 2020

Fraport AG

(Dr. S. Schulte)

(A. Giesen)

(M. Müller)

(Dr. P. D. Prümm)

Approved:

Wiesbaden, August 31, 2020

Hessian Ministry of Economics, Energy, Transport and Housing

By order:

Signed, Dr. Baumann

Additional Rules, Supplementing the Airport User Regulations, for the Provision of Ground Handling Services on the Apron of Frankfurt Airport

1. Purpose and Objective

As the operator of the airport, Fraport AG is obligated to observe its legal obligations pursuant to Sec. 45 of the German Air Traffic Licensing Act (LuftVZO) to ensure the conditions necessary for safe and orderly operation of the Airport.

The fundamental rules and regulations for achieving this objective are contained in the Airport User Regulations, which have been approved by the authorities. Because of the additional traffic that arises on the apron as a result of permission for use thereof for self-handling and by service providers and in view of the already limited available space and the density of traffic on the grounds, the following additional binding regulations and procedures are required in order to maintain traffic and operational safety at the airport.

Compliance with these rules is overseen at the airport by the EASA Accountable Manager, supported by the EASA Operations Manager and his/her substitutes and by the other EASA Nominated Persons (EASA Maintenance Manager, EASA Safety Manager and EASA Compliance Manager) and their direct and indirect vicarious agents. All of the aforementioned persons are subject, within the scope of the provisions of Regulations (EU) 2018/1139 and 139/2014 and of Sec. 47 LuftVZO, to the supervision of the approval and supervisory authority, meaning the supreme aviation authority of the German state of Hesse, the Hessian Ministry of Economics, Energy, Transport and Housing (HMWEVW).

Nothing herein shall affect affect EU Directive 96/67/EC of the Council or the German Ground Handling Services Regulations (BADV) or other laws, legal provisions, and/or ordinances governing airport operations. Likewise, these rules shall not affect the provisions of the Airport User Regulations and their further provisions that are already in force. These are listed in the Annex, and observance thereof is mandatory.

The terms “user,” “service provider,” and “self-handler” as used herein are used as defined in the BADV (Sec. 2, Nos. 3, 5 and 6).

These rules apply to all providers of ground handling services (users and service providers) on the apron at the airport, meaning that they also apply to the airport operator’s own personnel who provide ground services. They constitute the overall conditions, particularly with regard to the regulations and procedures to be observed for airport operations as well as the personnel and equipment used.

The responsibility of an airline for the operation of its aircraft or its partners’ aircraft and as an air transportation company is unaffected even if said airline uses a service provider for providing ground handling services on the apron.

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If an airline opts for self-handling, then all activities that extend beyond direct support of the handled aircraft at the position are subject in their entirety to the rules that apply to other providers of ground handling services on the apron.

The operations management has the right to review compliance with these rules at any time. Upon request, the required proof shall be provided to the operations management or Fraport services acting independently on direct orders from the operations management (such as Airport Safety and Security Services), which must also be granted the necessary insight. The further instructions issued by these entities must be complied with.

Self-handlers and service providers may utilize the support of the relevant equipment/facilities of the airport operator in order to fulfill local requirements for providing ground handling services on the apron.

2. Precautions in Regard to Operating Technology and Operational Logistics

The airport traffic facilities are intended for general use and thus, as a rule, are not permanently assigned. They are assigned by the airport operator's Position and Gate Assignment unit within the Airside Coordination and Data Center (ACDC), taking into account as much as possible the customer agreements concluded in the course of preparation work to handle current traffic, solely according to traffic aspects and necessities.

Service providers and self-handlers must take precautions in regard to operating technology and operational logistics that enable them to provide the ground handling services at every aircraft position assigned by the airport operator on the apron of the airport.

Provision of ground handling services means that self-handlers and service providers become part of the airport's legal obligation to operate. Consequently, precautions must be taken and coordinated on a binding basis with the airport operator to ensure proper and orderly provision of services without disruptions affecting airport operations, even in emergencies, special circumstances, and other exceptional cases as part of the airport's handling of air traffic. These may include, for example, aircraft accidents or other aircraft malfunctions while on the ground, return of a departed aircraft after takeoff, diversion of flights to Frankfurt or disruptions in airport operations due to weather and similar events.

Due to the possible effects on air traffic handling by the airport and on the legitimate interests of uninvolved third parties, reference is made separately in this context to the essential nature of the precautions to be taken for removing disabled aircraft from flight operations areas.

Equipment used to provide ground handling services on the apron must always be reasonably proportional to the order volume. Surplus equipment shall not be parked or stored on the apron. It shall be brought to the designated parking areas and parked there in an orderly and secure manner. Disabled vehicles and

equipment left in traffic areas must be removed without delay; in particular, said vehicles and equipment must not be left unmanned on flight operations areas. The only terminal units that may be connected to or operated via the airport's wired communications networks are equipment that has been proven to be compatible with other equipment in these networks and which cannot possibly cause malfunctions in network operation. If necessary, proof of electromagnetic compatibility (EMC) shall be provided separately. In this regard, a consensus shall be reached with the operators of said networks.

The only radio systems and/or equipment that may be operated are those that are approved for the intended purpose according to the respective approval regulations of the German Federal Network Agency and labeled with a corresponding approval mark. The use of any and all radio systems and/or equipment in the airport area must be communicated to the airport operator at least six weeks before the start of the planned use. This use must not take place until after the specific technical unit of the airport operator has given its express consent. "Radio systems and/or equipment" means all stationary and/or mobile radio transmission systems and equipment used in non-public mobile terrestrial radio, along with wireless remote control and transmission systems and equipment, aeronautical radio, radar and navigation systems and equipment.

3. Precautions in Regard to Operational Organization and Personnel

Providers of ground handling services on the flight operations areas must take precautions in regard to operational organization and personnel as necessary to enable smooth performance of the services offered, avoid negative effects on the safe and secure operational status of the airport and/or the orderly conduct of airport operations, and ensure safe, smooth and quick handling of the airport's air traffic regardless of operational conditions. They must moreover ensure that the personnel assigned by them or by subcontractors have received appropriate training.

Providers of services and/or subcontractors utilized by them must take organizational precautions that ensure that the persons they employ comply with the provisions of the Airport User Regulations.

3.1 Operations Management

Providers of ground handling services shall set up a responsible operational management that can be contacted by the airport operator's operational management, supervisory and/or control organs as the service provider's clear point of contact with authority during the service provider's hours of operation. Furthermore, contact persons with authority must also be designated for any special situations that may arise outside of normal hours of operation.

Self-handlers and service providers must ensure that assigned personnel are sufficiently acquainted with the Airport User Regulations and their supplementary regulations, and in particular that they have received instructions concerning

- emergency and alarm procedures;
- firefighting and – regarding work on aircraft positions – fighting aircraft fires;
- dealing with dangerous goods;
- ensuring proper conditions to fuel aircraft at the position in the respective individual case;
- the type and manner of surface checks around the aircraft (walk around) before it leaves the position to avoid foreign object damage to aircraft (FOD);
- safeguarding of paths used by passengers on the apron between the aircraft and the shuttle bus and between building exits and the aircraft or shuttle bus, especially in winter weather conditions; and
- provision of first aid (in sufficient numbers) and remain in a state of readiness based on periodic refresher instruction/training.

There must be no risk to passengers as a result of vehicles and equipment within the immediate handling area of an aircraft. The blue guidelines for pedestrians, where present, must be observed.

Safeguarding the passenger route between the aircraft and shuttle bus and between the aircraft or shuttle bus and stairway if passenger bridges are not used (“gate only”) is the responsibility of the airline or its agents as part of their duty of care.

Clear rules must be established for responsibility at interfaces. To this end, the operational management must designate a person who is responsible for ensuring observance of the safety and security regulations at the handling positions.

3.2 Operational Managerial Staff

The operational managerial staff must possess the expertise and procedural knowledge necessary to ensure the proper and orderly conduct of the service provider’s current operations based on the orders and instructions given by the operational managerial staff.

Furthermore, the operational managerial staff of the service provider bears responsibility for ensuring that:

- compliance with the rules and regulations stipulated by the service provider and airport operator is monitored;
- the responsible services of the airport operator are notified without delay in the event of disruptions in the service provider’s operations that could affect the handling of remaining airport operations and the flow of air traffic (including impending aircraft delays);
- the airport operator’s services that are able to assist are alerted immediately in the event of an emergency, alarm or other dangerous situations;
- the Airport Security and Safety Services are consulted immediately in the event of damage caused to airport facilities and equipment or third-party property; and
- areas rented by the service provider and those areas in which the service-provider provides its services are always maintained in safe operating condition so that they can be used safely and pose no threat to other airport operations.

3.3 Operating Personnel

Operating personnel assigned to perform ground handling services on the apron must meet the requirements with regard to qualifications as described in Annex 3 to the German Ground Handling Services Regulations (BADV).

The operating personnel of the service provider assigned to work as drivers on the apron must have the driver's license and permits specified in the Traffic Regulations for the respective vehicle use. Proof of the additional permits from the - airport operator's driver training as required for operation of aircraft towing vehicles, industrial trucks or other special equipment shall also be provided if necessary.

Before the service provider's operating personnel can be assigned to provide ground support to the pilot when leaving the position (walk-out assistance), the airport operator must approve the intended procedure for this.

Provisions for operating personnel for the implementation of aircraft towing and for operating personnel assigned to work the brakes on board a vehicle that is being towed are found in Part II, Section 2.3.

4. Final Provisions

Providers of ground handling services on the apron are obligated to notify the airport operator's supervisory bodies (Airport Duty Management (ADM), Apron Control, Safety and Security Control Center) without delay if, during provision of services, events that could have an effect on the safe, orderly, and quick handling of airport operations occur, are discovered or are observed.

If, during provision of ground handling services on the apron, serious or dangerous impairments arise due to functional deficits of the service provider or if the legitimate interests of third parties are unreasonably adversely affected, the airport operator's supervisory bodies can order or arrange for measures to restore the proper condition.

The airport operator reserves the right, both in cases of continued failure to comply with rules and in cases of grossly negligent behavior or dangerous individual events, to report those involved to the supervisory authority and, if applicable, to even press criminal charges.

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Annex

The following must be observed in the then applicable version thereof as additional regulations supplementing the Airport User Regulations in accordance with Sec. 43 LuftVZO (NfL 1-2024-20) and thus as binding instructions given by the airport operator within the meaning of Sec. 45 LuftVZO (German Air Traffic Licensing Act) in conjunction with Sec. 22 and 23 LuftVO (Air Traffic Order):

- The guidelines and procedural rules contained in the airport operator's guideline system on the Group website at www.fraport.de, under "Business & Partner > Services > Guidelines and Payment Terms, such as the following:
 - o C2.2 General Airport Regulations
 - o C2.3 Terminal Regulations
 - o C2.5 Regulations on Traffic Data
 - o C2.8 General Framework Conditions of Fraport AG for the Performance of Ground Handling Services
 - o C2.9 Traffic Regulations
 - o C4.3 Fraport Identical Regulations
 - o C4.5 Wildlife Control Regulation
 - o C4.6 SMS Regulation
 - o C4.8 Fire Protection Regulations

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