



## C2.3

# Terminal Regulations

In addition to the General Airport Regulations (AFO, Allgemeine Flughafenordnung) and the Airport User Regulations (FBO, Flughafenbenutzungsordnung) approved by the government, 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, July 1<sup>st</sup>, 2020

signed Dr. Pierre-Dominique Prümm

signed by proxy Alexander Laukenmann

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## 1. ***Applicability and Scope***

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

The areas in the terminals accessible to the general public (halls, stairs, escalators, moving walkways, lifts, toilets etc.), as well as the passageway to the long-distance railway station in Terminal 1, are generally open to everyone during regular operation hours.

Access to the terminal areas, and use of operational areas not open to the general public is restricted to employees and companies working in those controlled areas of Frankfurt Airport. Fraport AG Identification Regulations apply.

The duty to preserve public safety is established in the relevant applicable jurisdiction ordinance and authorization. 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 airport grounds and reported to the authorities for possible legal prosecution.

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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: Fire Department and Rescue Services	112	+49 69 690-112
Emergency number for Security incidents	114	+49 69 690-114
Defects and damage reports (no emergencies)	119	+49 69 690-119
IT Help Desk	127	+49 69 690-79000
<b>Violations of the Terminal Regulations must be <u>reported</u> to the Safety &amp; Security Control Center!</b> <b>Phone: +49 69 690-22222</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 terminal, and also perform a domiciliary rights function on a 24-hour basis.

Terminal Duty Managers monitor all terminal processes and the processes that influence them, and initiate preventive counter measures if necessary in cooperation with process partners to ensure public safety in the terminal buildings.

**Terminal Duty Management:**

**Phone: +49 69 690-55555**

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### 2.3 Area Management

In the areas for which it has been assigned responsibility, the Area Management grants the required permission 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 approached by other internal departments and customers.

Regarding construction and maintenance measures, the Area Managers and the Corporate Officer Responsible for Object Areas must first approve all construction and maintenance 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 during regular office hours from Monday to Friday, and can be directly reached by internal departments and customers. (Refer to Appendix 15.2 for a list of contact partners)

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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, rescue vehicles, ambulances, emergency exits, entrances and exits, halls, escalators, firefighting equipment 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**

Any action that can lead to a fire or danger of explosion is strictly prohibited on the Frankfurt Airport grounds.

The use of open fire or lighting with an exposed lighting element is not permitted. The use of items such as candles, torches, sparklers, fireworks, incense sticks, etc. is prohibited.

Fire prevention equipment (e.g. sprinklers, smoke detectors, push-button fire alarms, fire extinguishers, etc.) must not be restricted or impaired at any time.

Work involving a fire risk and work that generates dust requires specific permission, see C4.8 Fire Protection Regulations.

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

Fraport AG must be informed immediately (Safety & Security Control Center/Fire Department and Rescue Services; see list of emergency numbers) in case persons have been hurt due an accident or material damages have occurred.

Potential accident risks posed by damage or malfunctions of buildings, systems, or equipment, or due to contamination, must be immediately reported to the Central Office for Defect and Damage Reports.

#### **3.5 Disturbances Involving Equipment, Facilities, and Technical Devices**

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

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All disturbances involving communication equipment, such as telephone systems etc. must be reported to the IT Help Desk (refer to the list of emergency numbers).

### 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) and similar play or sport 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 arranges 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 may only be used for the intended purpose of the specific equipment.

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

The operation of unmanned aerial vehicles (drones) or model aircraft in the terminals is prohibited. This does not apply to operations explicitly approved by Fraport AG. Inquiries regarding any such use must be directed to Fraport AG's Terminal Management (see section 15.1) at least four working days before the planned use and must be approved in writing. The approval document must be carried and presented on request.

### 3.8 Robots and Stationary or Mobile Digital Assistants

The operation of robots and stationary or mobile digital assistants is prohibited in the terminals. 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 terminal management (see section 15.1) at least four working days before the planned use and must be approved in writing. The approval document must be carried and presented on 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

Left property found in the airport facilities must be delivered immediately to the airport operator (Lost & Found Office). Articles 978 to 981 of the BGB (German Civil Code) apply.



### 3.11 Non-Smoker Protection/Smoking Ban

Except for specifically designated rooms or cabins, smoking (including electronic cigarettes) inside the terminal buildings and in immediate proximity to terminal entryways is prohibited. Butts and ashes may only be disposed of in designated trays or containers. The available ashtrays are to be used. The smoker cabins, lounges and roof terraces in the terminals may only be used by passengers.

### 3.12 Contamination, Waste, and Hazardous Substances

Contamination and waste must be prevented in the terminals. The handling of hazardous substances in the terminals is prohibited. An application that has been formally applied for and approved by Fraport AG must be carried out in accordance with the applicable standards (compliance with safety data sheets and applicable instructions).

Any liquid spills that could endanger the environment must be properly contained and legally disposed of without delay by the person or company having caused them. The polluter is liable for the thorough collection and proper disposal of the waste in the terminals.

The airport operator can have the contamination/waste disposed of at the expense of the person or company having caused it. Fraport AG must be informed immediately should the person/company causing the liquid contamination not immediately be able to collect and contain it. 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**

### 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 such persons have commissioned must ensure that these regulations are complied with.

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

Begging and peddling, or similar activities are prohibited at Frankfurt Airport. Rummaging in trash containers, or the removal of items such as deposit bottles or other material is also not permitted.

Violations may be prosecuted by Fraport AG.

### 3.15 Photographing, Video and Audio Recordings

Photographs, as well as video and audio recordings, if not solely for private use, may only be taken and or passed on to third parties with the permission of Fraport AG. This does not apply to topical newscasts. In this case Fraport AG must be informed accordingly.



**Corporate Communications (UKM):**

**Phone: +49 69 690-70555**

**Outside business hours:  
Airport Duty Management (ADM):**

**Phone: +49 69 690-77777**

Authorization is given without prejudice to the rights of third parties (e.g. general right of privacy, data protection, portrait rights, etc.)

### **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 protection measures in the terminals – to be implemented only in specific situations (e. g. epidemic/pandemic)**

#### **General hygiene rules**

Government guidelines and recommendations on social distancing and hygiene rules as well as the coughing/sneezing etiquette must be observed.

Sanitary facilities are available at various locations within the terminals.

Hand sanitizer dispensers are provided according to need.

#### **Wearing a face covering**

Government guidelines and recommendations on wearing a face mask (covering the nose and mouth) must be followed.

#### **Additional measures**

Additional measures to protect passengers and visitors may be taken on a case-by-case basis on the recommendations of the chief physician of Fraport AG in his/her role as chief representative of the Health Department, or, as far as employees are concerned, by relevant corporate boards and committees.

There may be changes to flight or ground-handling processes in order to protect passengers and employees at Frankfurt Airport. Instructions given by the staff in charge must be strictly followed.

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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 or 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 or her deputies or agents are authorized to issue instructions to anyone working in the safety area of the Sky Line system.

The safety area of the Sky Line includes the station tunnel areas in the Sky Line stations, 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 determined to pose no safety hazards when used in accordance to 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 system.
- (2) Scheduled maintenance within the Sky Line area, or adjacent to the security area of the Sky Line train, performed by either Fraport departments or external companies, must be reported to PMS, Rail Technology & Operational Engineering by Wednesday of the previous week (see Annex 15.3).

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

**Rail Technology and Operational Engineering:**

**Phone: +49 69 690-25341**

**Tel. +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 operational 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).

**Operation Manager (BOStrab)**

**Phone +49 69 690-25341**



## 6. **Baggage Carts**

Fraport AG offers baggage carts for the transportation of luggage. 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 may only be used 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**

Except for the STD-90 procedure, airlines must manually activate BGT (Begin Gate) in order to have the departure gate number shown on the flight information monitors, and to activate the gate displays to show the current flight.

The departure gate number remains shown until either the airline activates EGT (End Gate), or OFB (Off Block) is entered in the system.

Should there be any questions please contact:

<b>Airport 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</b>	
<b>Coordination and Data Center (ACDC):</b>	<b>Phone +49 69 690-16765</b>



## 8. Public Announcements

Public announcement points are located throughout the terminal passenger areas. This equipment is available for use by airline employees or Fraport AG's Terminal Services Department (FTU-TB11).

### 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 System), located at all gate counters (SITA workstations), enables the activation of a number of digital announcements.

Terminal-wide flight announcements can be activated directly by 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 of 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 costs.

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**).

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B1 DE 01570 FNC 11:15 Bus DGA

<b>Gate announcements</b>	<b>Settings</b>
<input type="button" value="1st announcement"/> <input type="button" value="hand luggage business &amp; econ."/>	<input type="button" value="change settings"/>
<input type="button" value="1st call"/> <input type="button" value="hand luggage econ."/>	GE EN Bus
<input type="button" value="2nd call"/> <input type="button" value="aircraft change"/>	<b>Begin Boarding</b>
<input type="button" value="3rd call"/> <input type="button" value="EU flight cancellation"/>	<input type="button" value="Begin Boarding"/>
<input type="button" value="last &amp; final call"/> <input type="button" value="DOT announcement"/>	<b>Volume</b>
<input type="button" value="LH Regional"/> <input type="button" value="YDB announcement"/>	<input type="button" value="-"/> 0 <input type="button" value="+"/> <input type="button" value="save"/> A[1]
<b>Free text</b> announcement for gate area only !	Sittig © 2007 / DGA Version 3.1.10oFADS last update DGA: 08:35 last update INFOPlus: 10.03.16 04:31
<input type="button" value="send to 115"/> <input type="button" value="cancel free text"/>	<input type="button" value="cancel running announcement"/>
<b>Central announcements</b>	<input type="button" value="DGA Menu"/>
<input type="button" value="terminal call"/> <input type="button" value="terminal final call"/>	

D1 JL 00408 NRT 19:10 DGA

<b>Gate announcements</b>	<b>Settings</b>
<input type="button" value="1st announcement"/> <input type="button" value="hand luggage business &amp; econ."/>	<input type="button" value="change settings"/>
<input type="button" value="1st call"/> <input type="button" value="hand luggage econ."/>	GE EN <span style="color: red;">seat rows missing</span>
<input type="button" value="2nd call"/> <input type="button" value="aircraft change"/>	<b>Begin Boarding</b>
<input type="button" value="3rd call"/> <input type="button" value="EU flight cancellation"/>	<input type="button" value="Begin Boarding"/>
<input type="button" value="last &amp; final call"/> <input type="button" value="DOT announcement"/>	<b>Volume</b>
<input type="button" value="LH Regional"/> <input type="button" value="YDB announcement"/>	<input type="button" value="-"/> 0 <input type="button" value="+"/> <input type="button" value="save"/> A[1]
<b>Free text</b> announcement for gate area only !	Sittig © 2007 / DGA Version 3.1.10oFADS last update DGA: 15:33 last update INFOPlus: 08.03.16 13:09
<input type="button" value="send to 115"/> <input type="button" value="cancel free text"/>	<input type="button" value="cancel running announcement"/>
<b>Central announcements</b>	<input type="button" value="DGA Menu"/>
<input type="button" value="terminal call"/> <input type="button" value="terminal final call"/>	

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 Services Department

### 8.2.1 Announcement Points Arrivals

The Announcement Points for arrivals are located in the Welcome Center in Terminal 1, and at the Service Point in Terminal 2. From there, it is possible to make announcements in the arrival and baggage claim areas of that specific terminal.





These Announcement Points serve to assist arriving passengers and greeters to meet one another.

**Terminal 1 – Welcome Center:** Tel. +49 69 690 27152 27153  
**Terminal 2 – T2 Service Point:** Tel. +49 69 690 61630

### 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 train station, are possible by dialing 115, the central paging point telephone number (using the Fraport network).

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

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

### 8.3 Announcements by Terminal Services

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 cancelled..... 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 done 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 from the Central Paging Point by telephone.
- 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. Advertising and Posting of Information

Advertising and posting of information in terminal facilities requires prior written permission by Fraport AG.

Posting of advertisement and information signage must be coordinated with the Preventive Fire and Explosion Protection Department to assure that they are properly located and fulfill the corresponding regulations.

The provisions of the PRD on advertising elements must be observed. Whenever advertising material impair adjacent working places, the installation of these promotional tools must be coordinated with and approved by Fraport's Occupational Health & Safety Department.

Fraport AG's FTU-TD1 is the department responsible for approving the placement of information material in the passenger areas of the terminals. The contact partner for advertising in the terminal facilities is: Media Frankfurt GmbH, e-mail: info@media-frankfurt.de, www.media-frankfurt.de. Contact person for commercials on construction fences is Fraport AG, FTU-TI2.

<b>Information in passenger areas:</b>	<b>Phone: +49 69 690-60646</b>
<b>Advertising:</b>	<b>Phone: +49 69 697080</b>
<b>Commercials on construction fences:</b>	<b>Phone: +49 69 690-77850</b>

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

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## **10. Allocation and Use of Gate Waiting Areas/Passenger Boarding Bridge Structures**

### **10.1 Gate Assignments**

Fraport 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 the operational conditions, aircraft positioning and gate availability in addition to the requirements of the government authorities in charge of passport, customs and security controls. The Traffic Control Center must also assure that gates are not changed, and attend that passengers are not kept waiting for long periods in areas that lack toilets, potable water, restaurants or similar facilities at their disposal.

### **10.2 Special Requests**

As long as the circumstances permit it, Position and Gate Allocation in the Airside Coordination and Data Center will attempt to comply with special requests from 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 schedule of flights: the Multi-Access Control System (MACS) or Gate Access System (GAS). Only those doors will open that are necessary according to the specific handling mode (Schengen or non-Schengen, and inbound or outbound).

During use of the gate, which means between start of assignment time (BGT) and reporting end of use (EGT), the airline is responsible for preventing unauthorized persons from entering the gate, or accessing the apron or an aircraft through the gate. The areas concerned are to be supervised. This explicitly applies 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 Usage**

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

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## 10.5 Gate Displays

Normally, the gate displays are activated upon registration at the gate (BGT: begin handling at the gate, and the final assignment of 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 exit door related 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 tel. 16765 71740 (in the Fraport 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 into the MACS utilizing the GMT (Gate Management Terminal). The flight will then be deleted from all flight information boards, and the gate access authorization expires.

## 10.7 Technical Problems

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

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

**Terminal Operations Control: Phone: +49 69 690-73220**

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

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

## 10.8 Operating the Gate Management Terminals

Terminal Operations Control can provide a detailed operation manual if necessary.

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

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## 11. 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" (Allgemeine Bedingungen zur Überlassung und Nutzung von Schaltern in den Terminalanlagen der Fraport AG).

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

Setup of user-owned equipment (e.g. boarding posters, stand-up displays) in areas designated by Fraport AG is permitted only during passenger check-in. 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 by the Area Management Department (see 15.1).

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

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

It is absolutely necessary to coordinate with Fraport AG's Preventive Fire and Explosion Protection Department to assure compliance with the required standards for fire protection. Escape and rescue routes must always be kept open and free of impairments. 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 check-in times at the cost of the user.

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

### 12.1 General

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

These are specifically the electric vehicles used and needed in the terminals for transport of persons (especially passengers with restricted mobility), loads, and 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 the Fraport AG Terminal Services Department.

The use of electric bicycles (e-bikes, pedelecs, etc.) is not permitted inside the terminals.

Other drivable machinery that use gasoline, diesel, liquid gas, hydrogen, etc., are not permitted inside the terminals. The use of lithium-ion rechargeable batteries in electric vehicles requires the approval of the Airport Fire and Explosion Prevention Office.

Inquiries regarding registration applications should be directed to Terminal Services at Fraport AG.

**Terminal Services:**

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

An approval processing fee will be invoiced according to the currently valid edition of service charges.

Vehicles that have not been approved, or for those whose approval has expired, will be removed from the terminals 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 specific instructions on the rules regarding proper operation and behavior. Driving instructions for personnel will be given upon prior request.

**Terminal Services:**

**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 operate electric vehicles. Deviations can only be regulated with the Terminal Services Department.
- (3) A processing fee will be invoiced for the instruction session and issuing of the personal instruction confirmation card (see current List of Service Charges).
- (4) The driver must always have the instruction confirmation card on hand whenever operating an electric vehicle.



- (5) In the event of any violations of regulations, Fraport AG reserves the right to revoke the qualification 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 behavior, and.

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, when available, must be worn at all times.

- (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 activity. 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 may 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 is permitted only in the specifically designated 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 of another employee.

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

Drivers are required to keep a minimum distance of 50 cm to the glass balustrades, (e.g. in the central non-Schengen Area B, level 3). The 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 the terminals.

- (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 lifts. The key cards are issued by the ID Card Services upon application.

### 12.4.1 Aviation Security Checkpoints

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

As is with all airport staff and any items they carry, vehicles which do not transport passengers must also go through the personnel and goods checkpoints.

### 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 guidelines 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 any possibly closed fire doors or fleeing pedestrians into consideration. If the vehicle itself is on fire, the driver 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.

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## 12.7 Damage Cases and Liability

- (1) The person/company filing the application must ensure that sufficient liability insurance has been concluded for the specific vehicle for the entire registration period.
- (2) Drivers are responsible for passengers, baggage/load and 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 / Ambulance**

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

must be informed immediately.

- (4) The driver is liable for personal injury and/or damage to property according to 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 Performance Management:                      Phone: +49 69 690-28028**

Excerpt:

- (1) The Tensabarriers must open in both directions once being subjected to force.
- (2) Opening should not occur if subjected to pressure 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, defective, or no longer functional, must be immediately removed from passenger areas. The Terminal Operations Control Department reserves the right to immediately remove any noticeably defective elements.
- (6) The storage of Tensabarriers behind counters or in terminal areas is prohibited. The provisions of section 11, Transfer and Usage 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 receiver so that the panic function is fully guaranteed.
- (9) Mobile Tensabarrier posts must be maintained properly. They must not have any sharp edges, must possess the required cover caps and also have the required sturdiness.

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### 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 may 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 suited 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 markings indicating the 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 measures to ensure orderly queuing areas (also applies for block-offs by airlines).

The department in charge of preventive fire and explosion protection regularly checks observance of the limits for setup of Tensabarriers in designated areas. The department will order immediate correction measures if there are any noticeable violations. If necessary, an additional report will be made to Fraport AG's Terminal Operations Control.

### 13.5 Leasing of Tensabarriers

Fraport AG's Terminal Operations Control leases Tensabarriers for blocking off designated terminal areas, or for variable passenger routing, to airlines, concessionaires and other companies.

**Terminal Operations Control: Phone: +49 69 690-60646**

## 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 by Fraport AG (refer to Section 2.4). The German Traffic Regulations, Airport Traffic and Vehicle Registration Regulations, Airport 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 transport carriages) 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 transport of dangerous goods requiring special labelling is prohibited on the basement road. These goods may only be supplied in an amount that does not require special labelling.
- The entrance of vehicles with gas powered combustion engines is prohibited.

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

Lifting tables must be used in accordance with the provisions described under 3.6 of these regulations.

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

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 loading safety must be applied (potential hazards from out-of-control transport vehicles or falling cargo must be prevented).

It is important to always ensure that escape and rescue routes and staircases are not blocked in any way. Any generated waste must be properly disposed of immediately. The time for conducting the supply work is generally 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 inform himself about the best suited supply or disposal route, at least four working days beforehand. The duty to determine the appropriate route lies with the supplier. Suitable delivery routes must be checked and assessed in advance (door dimensions/elevator dimensions/ weight/static).

For larger transports, 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 Contact Partners Area Management

Terminal area	Area Manager	Contact
Head of Area Management	Erik Jost	+49 69 690-25619 +49 173 6998752 <a href="mailto:e.jost@fraport.de">e.jost@fraport.de</a>
Pier A Gate areas A and Z	Bernd Totzauer	+49 69 690-73388 +49 173 3004331 <a href="mailto:b.totzauer@fraport.de">b.totzauer@fraport.de</a>
	Timo Pfanmöller	+49 69 690-25731 +49 173 6190284 <a href="mailto:t.pfanmoeller@fraport.de">t.pfanmoeller@fraport.de</a>
Halls Terminal 1 Areas open to the public and passageway to the long-distance train station	Thomas Dernbach	+49 69 690-72817 +49 173 6109353 <a href="mailto:t.dernbach@fraport.de">t.dernbach@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>
Pier B, C/CD	Michael Lex	+49 69 690-21448 +49 173 6999371 <a href="mailto:m.lex@fraport.de">m.lex@fraport.de</a>
	Hans-Joachim Schäfer	+49 69 690-20008 +49 172 6931457 <a href="mailto:hj.schaefer@fraport.de">hj.schaefer@fraport.de</a>
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>
Operational Facility Management	Volker Beyer	+49 69 690-73877 +49 172 6183219 <a href="mailto:v.beyer@fraport.de">v.beyer@fraport.de</a>
Permission concerning construction and use of space Central contact partner	Selina Gumprich	+49 69 690-71730 +49 173 6977345 <a href="mailto:s.gumprich@fraport.de">s.gumprich@fraport.de</a>

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**15.2 Contact Partners for Access to the Basement Road Terminal 1**

<b>Ground Services</b> (e.g. maintenance or elimination of disturbances of the baggage conveyor system)	Wolfgang Berz	+49 69 690-24334 <a href="mailto:w.berz@fraport.de">w.berz@fraport.de</a>
<b>Real Estate and Facility Management</b> (e.g. maintenance, elimination of disturbances, repair of technical facilities)	Andreas Schleider	+49 69 690-60128 <a href="mailto:a.schleider@fraport.de">a.schleider@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>Airside and Terminal Management, Corporate Safety and Security</b> (e.g. forwarders or couriers with supplies for airlines)	Thomas Dernbach  Klaus Peter Ohlig	+49 69 690-72817  +49 69 690-23750  <a href="mailto:Baufreigabe-Terminalmanagement@fraport.de">Baufreigabe-Terminalmanagement@fraport.de</a>
<b>Retail and Properties</b> (e.g. suppliers for shops and restaurants)	Reinhard Goertz Eric Schreiner	+49 69 690-78879 +49 69 690-29141 <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>

**15.3 Contact for People Mover System, Tracks Infrastructure, Ops. Engineering**

**Operation Managers (BOStrab)**  
**Head of People Mover System, Rail Technology & 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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