



C3.10

Process for Dealing with Fraport AG Key Systems

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1. Scope of Validity

The process for dealing with key systems applies to all key systems owned by Fraport at Frankfurt Airport and in the surrounding area and is intended for the respective users (companies, agents, government agencies, tenants and their employees), who receive a locking medium. Individual key systems in safes, lifts and barrier systems are not covered by these regulations.

These regulations are available for inspection and as a handout at Locking System Management.

2. Key Systems and Locking Media

All key systems issued and installed by Fraport are owned by Fraport regardless of whether they are mechanical or digital key systems. Fraport reserves the right to refuse to issue key systems in justified cases or to demand that the key systems be returned. Locking System Management is entitled to check whether these regulations are complied with.

2.1 Key Systems

In principle, key systems consist of at least one cylinder and at least one locking medium. Cylinders are location-bound. The term cylinder also covers digital cylinders. Locking media are carried by the respective users or are stored at the locations specified for this purpose. All locking media and cylinders owned by Fraport are listed in an inventory in Locking System Management and personalized (either assigned specifically to a person or assignable).

There are the following types of key systems:

- a) Individual key system
An individual key system consists of at least one cylinder and at least one locking medium. If several locking media are issued, they are identical. If several cylinders are issued, these are identical (identical key system).
- b) Subgroup key system
A subgroup key system consists of a lock group in a group key system. Different cylinders have a subgroup locking medium here.
- c) Group key system
A group key system consists of several different cylinders from one group. All cylinders from the subgroups can be opened/closed by the group locking medium.
- d) General master key system
A general master key system consists of the combination of the entire locking system.
- e) Airport security key systems
Airport security key systems include at least one entry point at the edge of the sensitive area of the security-restricted areas (critical part) or the access-controlled airside area in the terminal (between boarding pass control and security check). These are individual, subgroup, group or general master key systems.

2.2 Locking medium

The term "locking medium" covers locking media such as keys, airport ID cards, tokens and ESA locking media if they are equipped with opening/closing functionality.

The following locking media types exist:

- a) Individual locking medium
Individual locking media are used for opening/closing the cylinder(s) of an individual key system.
- b) Subgroup locking medium
Subgroup locking media are used for opening/closing all cylinder(s) of a subgroup key system.
- c) Group locking medium
Group locking media are used for opening/closing all cylinder(s) of a group key system.
- d) General master locking medium
General master locking media are used for opening/closing all cylinders of a general master key system (group, subgroup and individual key systems). These frequently comprise a set of locking media (general set of locking media).

Only employees of Locking System Management, the Airport Fire Service and Airport Security are authorized to use general master locking media. The general master locking media process and the process for handing over keys apply to holders of general master locking media, and general master locking media users shall sign to confirm they have complied with these.

- e) Airport security locking media
An airport security locking medium is used for opening/closing airport security key systems. These are individual, subgroup, group or general master key systems.

3. Use of Locking Media

3.1 General

Key systems and a locking medium shall be handled with care and only in accordance with their envisaged use.

A locking medium shall be used solely for official use. It shall be stored carefully and not made accessible to unauthorized persons.

3.2 Validation of Digital Locking Media

Unlike with a mechanical locking medium, access authorization with a digital locking medium is time-limited. Once the period expires, access authorization may be extended via a booking reader,

3.3 Special Features Concerning the Handling of Airport Security Locking Media

Responsibility for airport security key systems is incumbent upon Corporate Safety and Security from the point at which the locking medium is issued; this also includes approval powers. Corporate Safety and Security is entitled and obligated to check that no locking media are missing and that this process is complied with. Details are laid down in the Airport Security Locking Media procedural instruction, which shall be signed by users of airport security locking media to confirm that they have complied with them.

Airport security locking media shall be issued only to specially trained employees.

Training is based on 11.2.3.5 of the Commission Implementing Regulation (EU) 2015/1998 and authorizes employees to open security perimeters using airport security locking media and to monitor them. These employees shall also be certified as security personnel by the relevant supervisory authority (HMWEVL – Hessian Transport Ministry).

During security checks, the employees shall carry the airport security locking medium on their person. An airport security locking medium shall not be handed over to the security personnel during personnel checks, but shall remain close to the body on the security belt provided for this purpose.

Each user to whom an airport security locking medium is issued shall nominate someone responsible for storage to Corporate Safety & Security and shall draw up an internal process for implementing these regulations. The persons responsible for storage are responsible for the fact that airport security locking media are issued only to certified security personnel.

The persons responsible for storage shall ensure that airport security locking media are handled properly. They shall also act as a point of contact for Corporate Safety & Security for airport security locking media in the respective area. The internal process for storage shall be submitted to Corporate Safety & Security and shall include details of the following points at least:

- Person responsible for storage and deputy
- Documentation of which and how many airport security locking media are in circulation (citing in each case the numbers engraved upon them)
- Purpose for which the airport security locking media are used
- Group of people within the department or government agency authorized to use the airport security locking media
- Storage location
- Carrying provisions
- Description of the processes and documentation for issuing and returning keys
- Ongoing, at least half-yearly inventory controls and documentation thereof

Each person who carries an airport security locking medium with them shall agree to comply with these regulations and the respective process of the department.

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4. Issue of Key Systems and Locking Media

On receiving a locking medium, the respective user shall sign to indicate their compliance with these regulations.

Newly issued locking media indicate which type of locking medium they are. It is also clear what value the associated key system has overall.

4.1. Request

Fraport internal customers shall request locking media in writing via "Forms for Web," while external customers shall do so via e-mail to sv@fraport.de or in consultation with the landlord.

4.1 Installation/Issue of Cylinders and Locking Media

4.1.1 Installation/Issue of Cylinders

In principle, cylinders are installed and taken over when the Leased Premises are handed over. Notwithstanding this, cylinders may also be collected from Locking System Management, after consultation with them. To do so, the pick-up notification plus document number and the Airport ID Card shall be presented. If you do not have an Airport ID card, an official form of ID is required. Receipt of and compliance with these regulations shall be confirmed.

4.1.2 Issue of Locking Media

Locking media are in principle issued in Locking System Management. To do so, the pick-up notification plus document number and the Airport ID Card shall be presented. If you do not have an Airport ID card, an official form of ID is required. Receipt of and compliance with these regulations shall be confirmed.

4.1.3 Confirmation of Receipt

Receipt of cylinders and locking media shall be confirmed on the acknowledgment of receipt.

5. Return of Cylinders and Locking Media

5.1 Return of Cylinders

Installed cylinders shall in principle not be removed. Cylinders that have been removed with the agreement of Locking System Management shall be returned to it.

5.2 Return of Locking Media

All issued locking media shall be returned in their entirety to Locking System Management on or immediately following termination of the lease, return of individual leased premises, termination of the order, the professional or official requirements no longer being met or other requirements no longer being met. This also applies to damaged locking media. The keys will be returned to Locking

System Management or to the HVM Account Manager, who will inform Locking System Management that they have been returned. The return of the keys will be confirmed in writing (acknowledgment of return).

Users of identical key systems are exempt from the obligation to return locking media if not all the rooms associated with the identical key system are returned.

Locking media shall be returned only in their entirety with all issued keys. Should it no longer be possible to return mechanical locking media in their entirety (e.g. some locking media may have been lost), all the cylinders associated therewith will be removed from leased premises once the premises have been handed over to the landlord. The cylinders that are removed will be destroyed and replaced with new ones. This will be done at the expense of the user.

6. Passing on and Copying of Locking Media

It is forbidden to pass on locking media. Passing on keys is permitted on an exceptional basis if

- a) a person was authorized to collect/return one or more locking medium. This person shall present written authorization to collect/return the keys.
- b) the locking media are handed over – e.g. to the Fire Service or Airport Security – so that they can perform their official duties during working hours. The respective department shall ensure that locking media users return the locking media to the location envisaged for this purpose by the end of working hours at the latest.
- c) official concerns require this.

It is forbidden to copy locking media.

7. Carrying of Locking Media

In principle, employees are allowed to take locking media with them on Fraport grounds and/or in leased premises.

In principle, they are not allowed to take locking media with them after work. Exempted from these regulations are locking media designed specifically for opening/closing workplace doors and the locking media mentioned under clause 2.2.

Users are obligated to draw up regulations for storing their locking media securely for their area and monitor compliance with these regulations.

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8. Damage and Loss

8.1 Damage to Cylinders and/or Locking Media

Damaged cylinders shall be ordered by the user and will be exchanged by Locking System Management.

In principle, damaged locking media are not to be reported, returned or replaced; however, they shall be retained. Notwithstanding this, new versions of damaged locking media will be purchased if requested by the user and exchanged in Locking System Management.

Notwithstanding the above regulations, damage to general master locking media shall be reported in writing to Locking System Management without delay; the damaged general master locking media shall be returned and exchanged at Locking System Management.

8.2 Loss of Locking Media

If locking media are lost, the remaining locking media for the key system shall always be returned to Locking System Management; a new key system corresponding to the respective locking medium type shall be purchased and exchanged.

The loss of locking media belonging to a key system located within a space that can be locked otherwise (e.g. a lockable fuse box within a lockable space) and/or the user opts not to have the cylinder exchanged are exempted from these regulations. In both cases, the users shall declare their decision not to have the cylinder exchanged and the decision not to claim damages in writing to sv@fraport.de.

8.3 Loss of Cylinders

If cylinders are lost, Locking System Management shall be informed. Locking System Management will then install a new cylinder suitable for the key system. At the request of the tenant, a whole new key system can be purchased and installed. This will be done at the expense of the user.

8.4 Reporting Process in the Event of Loss

If cylinders and/or locking media are lost, Locking System Management shall be informed in writing without delay. The report shall contain:

1. Name of the locking medium holder
2. Department name/company
3. Building and room number
4. Date on which the loss occurred and when it was noticed
5. Cylinder shall not be exchanged

If airport security locking media are lost, the Safety & Security Control Center of Fraport AG, as well as the person responsible for storage and the immediate superior shall be notified immediately.

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These reports shall be sent to:

Fraport AG
HVM-IM4 Locking System Management
60547 Frankfurt
Phone: +49 69-690-31986 or 61816
Fax.: +49 69-690-58085
E-mail: sv@fraport.de

9. Cost

The fees for Locking System Management services are specified in the price list applicable at the time. The currently applicable prices can be requested from Locking System Management by e-mail sv@fraport.de.

The costs incurred by Locking System Management as a result of damage to and/or loss of cylinders and/or locking media shall be borne by the respective user. The costs incurred by Locking System Management as a result of the locking media not being returned in accordance with clause 5 shall also be borne by the user.

The material costs for cylinders and locking media can be found in the applicable price list. Since the amount of work involved in removing and exchanging cylinders cannot be estimated in advance, the amount of work will be charged on the basis of the hourly cost rate.

10. Documentation

Locking System Management will document all steps from requesting to scrapping key systems.

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