



## C2.2

# General Airport Regulations

Alongside the government-approved Airport User Regulations (FBO, Flughafenbenutzungsordnung), the General Airport Regulations of Fraport AG (AFO, Allgemeine Flughafenordnung) are the central and binding set of regulations for the use of Frankfurt Airport for matters not covered by the FBO.

-/-/-

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

-/-/-

Fraport AG

Frankfurt, January 15, 2019

signed Dr. Stefan Schulte

signed Anke Giesen

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## 1. Applicability and Scope of the General Airport Regulations

The most important rules or regulations for users of Frankfurt Airport are summarized in the General Airport Regulations (AFO, Allgemeine Flughafenordnung) to ensure a safe operation of the Airport according to general requirements. The enclosure lists more extensive regulations. They are also published on the Fraport AG website.

Violations against the General Airport Regulations of Frankfurt Airport can lead to expulsion from Airport grounds, prohibition to access Airport grounds, prosecution and civil liabilities.

The General Airport Regulations apply for all visitors, customers, users, suppliers, and all Frankfurt Airport employees, who receive or provide services at Frankfurt Airport (e.g. renters, government agencies, persons holding heritable building rights, service providers, passengers, -/-/-).

The authority to exercise the property rights is established in the relevant applicable regulation regarding jurisdiction. The instructions given by authorized Airport employees must be followed.

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## 2. Important Telephone Numbers and Contact Persons at Frankfurt Airport

### 2.1 Emergency and other Important Telephone Numbers at Frankfurt Airport

Department	Internal	External and Mobile Telephones
Emergency number for fire department and ambulance services	112	+49 69 690-112
Emergency number for security incidents	114	+49 69 690-114
Defect and damage reports (no emergencies)	119	+49 69 690-119
IT Help Desk	127	+49 69 690-79000
<b>Reports of violations of the General Airport Regulations must be directed to the Safety &amp; Security Control Center!</b> <b>Phone: +49 69 690-22222</b>		

### 2.2 Airport Duty Management at Frankfurt Airport

The EASA Accountable Manager appointed in accordance with Commission Regulation (EU) 139/2014 and the EASA Operations Manager acting as the Chief of Airport Operations in day-to-day operations, his or her deputies, the EASA Maintenance Manager and the EASA Compliance Manager are responsible for the safe operational condition and proper operation of the apron and the maneuvering area (runways and taxiways). Together with the EASA Safety Manager (see 6.5), the persons mentioned above are the EASA Nominated Persons. Detailed information on the powers and responsibilities of EASA Nominated Persons can be found in the Rules of Procedure for EASA Nominated Persons. The Airport Duty Management department is available round the clock as the coordination and contact point of EASA Operation Management (Chief Airport Operations) for all users of Frankfurt Airport.

**Airport Duty Management: Phone: +49 69 690-77777**

Irrespective of expert and disciplinary authority based on organizational hierarchy, all members of EASA Operations Managements (Chief Airport Operations) and their executive agencies are authorized to issue instructions to any person using, driving on or accessing the movement areas.

### 2.3 Operation Management for the Terminal Buildings at Frankfurt Airport

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: Tel. +49 69 690-55555**

### 2.4 Operation Management for the Remaining Areas, Buildings, Facilities at Frankfurt Airport

The Corporate Safety and Security department is responsible for the remaining areas, buildings and facilities, as long as they are not operated by third parties based on a heritable building lease contract, and specifically responsible for the movement and parking areas in the operational and pre-security areas.

The Safety and Security Control Center is available 24/7 as coordination and contact point for the users of all remaining areas, buildings and facilities at Frankfurt Airport.

**Safety and Security Control Center: Tel. +49 69 690-22222**

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

#### 3.1 Usage

All traffic areas and facilities on the grounds and in the buildings of Fraport AG (auxiliary routes, halls, stairs, escalators, moving walks, elevators, toilets, etc.), which are open to the public, can be used by any person during opening hours. The stay in buildings and on grounds of Fraport AG is only permitted for the designated purpose of the specific functional areas in the buildings and on Airport grounds.

#### 3.2 Observance of Service and Quality Standards

The lessees and users of Terminal facilities are obligated to observe and maintain service and quality standards to enhance passenger satisfaction. The current applicable standards are in the Service Guidelines for Frankfurt Airport -/-/-.

#### 3.3 Commercial Activity including Media and Advertising

In addition to section 4.1. of the Airport User Regulations, before the start of any activity it is necessary to obtain the required authorization. Further information can be found at [www.fraport.com](http://www.fraport.com) > Business & Partners > Services > License Agreements. After receiving authorization / licence agreement, one must apply for the required Airport ID cards.

Commercial activity at the Airport also includes advertising, display of posters, collections, events and presentations of any kind, distribution of publications or making non-private photograph, film or sound recordings. Authorization information and notification:

**Corporate Communications (UKM)      Phone: +49 69 690-70555**

**Outside office hours:**

**Airport Duty Management (ADM):      Phone: +49 69 690-77777**

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

Begging and peddling, or similar activities, are prohibited at Frankfurt Airport. Furthermore, it is not permitted to rummage in trash cans or remove such items as deposit bottles or other materials.

#### 3.5 Contracting of Subcontractors by Lessees and Users on the Grounds of Frankfurt Airport

The company placing the order has the responsibility to inform the subcontractor doing the work about the AFO and FBO and further applicable documents.

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### 3.6 Duties of Disclosure and Authorization Connected to Construction, Service and Maintenance Work

Any construction, service or maintenance work in buildings, facilities or on Fraport AG grounds, which must be disclosed and authorized, must be reported to the specific Fraport AG corporate officer responsible for object areas in advance (four working days), and an authorization must be obtained (see 9.1 Corporate Officers Responsible for Object Areas). The authorization documents must be on hand and presented upon request.

The specific company placing the order and the competent corporate officer responsible for the object area must be informed of the time and date the work will begin. The demarcation measures, safety/security measures and construction site facility areas must be coordinated with the corporate officer responsible for object areas.

All waste must be disposed of immediately. Correct and proper waste disposal must be ensured.

All construction, service and maintenance work planned in the movement area must be authorized by Chief Airport Operations. This authorization must be requested in advance (at least four working days) by e-mail from the Airside Infrastructure Development unit and coordinated with it as regards effects on flight operations. Without a valid construction authorization construction work is not permitted in the movement area. The authorization paperwork must be on hand and presented upon request.

**Airside Infrastructure Development**  
**e-mail: [baufreigabe-flugbetrieb@fraport.de](mailto:baufreigabe-flugbetrieb@fraport.de)**

### 3.7 Working with Flammable Substances

Working with flammable substances, or in a combustible environment, in areas not specifically authorized for this type of work, is only allowed with the authorization from the Airport Fire Protection Office.

### 3.8 Use of Cranes or Construction Equipment

The use of all types of cranes or construction equipment to be erected on the Fraport AG grounds requires authorization by EASA Operations Management (Chief Airport Operations), and possibly approval from the government aviation authority. This authorization must be requested by e-mail in advance from Airside Infrastructure Development. Before the authorization is granted the department "Entwicklung luftseitige Infrastruktur" (Airside Infrastructure Development) will check if approval from the government aviation authority is required. If so, this department will apply for approval.

**Airside Infrastructure Development**  
**e-mail: [krangenehmigung@fraport.de](mailto:krangenehmigung@fraport.de)**

The time required before obtaining the authorization can take up to six weeks due to further offices and agencies having to be involved in the authorization process.

### 3.9 Access Regulations

Fraport AG is obligated to secure the Airport grounds based on the Aviation Security Act, Air Transportation Licensing Act and further European aviation security requirements. Only authorized persons are permitted access to airside and landside areas. The applicable regulations are to be found in the ID card regulations of Fraport AG.

### 3.10 Traffic and Licensing Rules

The specific and currently published Traffic and Licensing Regulations, including current supplementary regulations, apply for all traffic on operation grounds of the Airport.

### 3.11 Video Surveillance

The Airport uses video surveillance to assist security and operation processes. In accordance with Article 5(1) (a), Article 13 and Article 14 of the EU General Data Protection Regulation (GDPR), the use of cameras is indicated by camera pictograms at entrances to the airport, buildings and premises. Information for concerned parties according to Article 13 and Article 14 of DS-GVO are available: <https://datenschutz.fraport.de>.

### 3.12 Escape and Rescue Routes

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

### 3.13 Unattended Items

Baggage or other items must never be left unattended or abandoned.

### 3.14 Fire Protection

On the grounds of Frankfurt Airport it is not permitted to take any action that can lead to a fire or explosion risk.

Lighting with open flame is prohibited. The use of items such as candles, torches, sparklers, fireworks, incense sticks, etc. in buildings and aviation areas is prohibited.

### 3.15 Non-Smoker Protection/Smoking Ban

Except for specifically designated rooms or cabins, smoking (including e-cigarettes) in aviation areas, in the immediate proximity to entrances and inside Fraport AG buildings is prohibited. Butts and ashes may only be disposed of in designated trays or containers. The ashtrays provided must be used (-/-/-).

### 3.16 Operation of Electrical Equipment for the Preparation of Food and Hot Beverages

The operation of electrical equipment for the preparation of food and hot beverages is only permitted in designated areas.

### 3.17 Ban on the Operation of Diesel-Operated Vehicles and Generators in Closed Premises

The operation of diesel-operated vehicles and generators in closed premises, access tunnels and basement roads is prohibited.

This does not apply to authorized supply vehicles that supply terminal facilities. In these areas it is not permitted to unnecessarily idle diesel engines, e.g. idling or excessive acceleration of the diesel engines when starting to drive.

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

The operation of unmanned aerial vehicles, such as drones, or model aircraft on the premises and within the terminals of Frankfurt Airport is prohibited.

This does not apply to operations explicitly approved by Fraport AG. A permit for use of drone or model aircraft flights within the terminals must be requested, see C2.3 Terminal Regulations. Inquiries regarding flights elsewhere on the premises (airside and landside) must be directed to Chief Airport Operations (see section 2.2) and require explicit approval.

In addition, the operation of unmanned aerial vehicles and model aircraft in the vicinity of and at airports is subject to approval by government authorities.

### 3.19 Batteries, Rechargeable Batteries, and Charging Stations

The use of lithium-ion rechargeable batteries in electric vehicles in terminals requires the approval of the Airport Fire and Explosion Prevention Office.

Battery charging stations must be operated in compliance with the relevant special regulations and guidelines. The Airport Fire and Explosion Prevention Office can provide more information.

**Fire and Explosion Prevention Office**

**Phone: +49 69 690-66533**

### 3.20 Accidents Involving Persons 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 (see list of emergency numbers).

### 3.21 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 (see list of emergency numbers).

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).

### 3.22 Handling of Dangerous, Explosive or Water-Polluting Substances and Goods

The handling of dangerous, explosive or water-polluting substances is prohibited. This does not apply to substances absolutely necessary for business operations, provided that a written authorization has been granted by Fraport AG (Airport Fire Department -/-/- or, for substances hazardous to water, the consent of the site owner/lessee) in addition to any official permits required.

The user or lessee is responsible for ensuring that the fire protection provisions, the provisions of the Ordinance on Hazardous Substances, the Ordinance on Systems for the Handling of Substances Hazardous to Water (AwSV) or other statutory regulations -/-/- are complied with as currently amended. The lessee or user is generally not permitted to store or place objects outside the leased units.

Further regulations are listed in section 6.7.4.

### 3.23 Waste and Recyclables

Waste of any kind and recyclable waste in buildings must be disposed of in the designated containers.

The various types of waste must be separated and disposed of in the designated containers. If contracting cleaning services to collect the waste, the company providing the services must be subjected to the obligation to fulfill these requirements.

It is prohibited to bring waste from home and put it in trash cans or containers belonging to Fraport AG. Illegal or improper disposal of waste will be reported to the authorities and the costs for subsequent proper disposal charged to perpetrator.

Already sorted recyclable waste may not be mixed again with other waste and thus become unusable for recycling. Further regulations are listed in section 6.8 (Waste).

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## 4. Regulations for the Various Operation Areas at Frankfurt Airport

### 4.1 General

In addition to the general regulations listed above, the following specific regulations apply for the following use cases or facilities of Fraport AG.

The safety instructions for groups of visitors entering operational areas at Frankfurt Airport apply in particular to external visitors.

### 4.2 Terminals

The general usage regulations for the Terminals of Fraport AG apply. These regulations are displayed at the access doors to the terminals. They are also published on the website of Fraport AG (refer to section 7.1)

Further regulations for the users of terminals are given in the Terminal Regulations (refer to section 7).

### 4.3 Parking Garages and Parking Areas

For parking garages and parking areas of Fraport AG the general regulations for usage of these facilities apply. These regulations are displayed at the access areas to these areas. The regulations can also be provided by the Parking Management department of Fraport AG (see also section 7).

The designation / rededication of parking areas must be permitted by the Parking Management department of Fraport AG.

### 4.4 -/-/-

### 4.5 Movement Area at Frankfurt Airport

#### 4.5.1 General

Entering and maneuvering on the movement area are governed by the Airport User Regulations (FBO), Traffic and Licensing Rules and ID Card Regulations of Fraport AG (refer to section 7). The following sections supplement these regulations.

#### 4.5.2 Aircraft Handling, Identification Obligation of Responsible Persons

On the aircraft handling positions the responsible persons for handling must be identified in a suited and uniform manner.

#### 4.5.3 Assignment of Parking Areas on the Apron

Parking areas are assigned according to a given procedure in order to ensure functional and operational use of the apron areas. According to this regulation, parking areas are all leasable apron areas that are not vehicle parking spaces.

This procedure requires that requests for parking areas or -/-/-modification requests must be exclusively sent to the department "Betrieb luftseitige Infrastruktur" (Airside Infrastructure Operations).

#### 4.5.4 General Aviation (GAT)

The handling of traffic and procedures that fall under "General Aviation" are subject to the General Aviation Guidelines (see section 7).

#### 4.5.5 Behavior during Thunderstorms

Thunderstorms pose a significant hazard during outdoor activities (for example, on the apron and operational areas). For this reason, there are international recommendations to halt all open air activities on airport grounds during thunderstorms (AHM 630 Chapter 11 / IGOM Chapter 4.5).

Deutscher Wetterdienst (DWD) provides an information service that warns companies whose employees work outdoors of approaching thunderstorms. DWD sends out a warning whenever a thunderstorm approaches within an eight kilometer radius of the Airport, lightning is registered in this field, or if a thunderstorm moves toward Frankfurt Airport. In order to receive these messages, it is recommended to have oneself placed on the DWD distribution list. Fraport is not responsible for the transmission of such warnings to third parties.

In accordance with the German Occupational Health and Safety Act, employers are obliged to establish appropriate preventive procedures and safeguards for their employees. Furthermore, the provisions of the DGUV (German Social Accident Insurance) guidelines on storms affecting the aprons of commercial airports (DGUV Information 214-038) also apply. Therefore, Fraport halts all of its outdoor activities on receipt of an electric storm warning.

Unit load devices (ULD) or cargo vehicles with explosives must not be left outdoors for further transportation or transported. They must be put inside cargo buildings and in fenced in areas inside the building. They possibly must be kept in interim storage (see also 6.10.5).

#### 4.5.6 Bicycles

Bicycles, which are used on the handling apron, must be equipped in line with legal requirements and the Traffic and Licensing Rules of Fraport AG, specifically regarding lights, mud guards and reflectors (see Traffic and Licensing Rules of Fraport AG -/-/-).

Bicycle registrations are not issued for the manoeuvring area.

#### 4.5.7 Waste Disposal on the Apron

Waste of any kind must be disposed of without delay in the waste containers provided. The waste containers must be left in the places indicated by white markings and MC lettering and must not be moved. The parking brakes must be applied at all times.

The containers must only be filled to a level that still allows for the lids to be properly closed. The lids must always be replaced after use and locked with the metal bolts provided.



If containers are already full, the waste must be taken to other containers that still have sufficient space. Waste must not be placed on top of or around overfilled containers. Otherwise, waste could make its way to the apron/taxiways as a result of winds or jetblast, thereby endangering safe flight operations.

## 5. Telecommunications and IT

### 5.1 Regulations for Leasing Telecommunication Equipment

#### 5.1.1 Authorization of Telecommunication Equipment

The lessees of rooms or units owned by Fraport AG can apply for installation or modification of telecommunication equipment listed in the List of Service Charges. Applications must be sent to:

**Fraport AG**  
**Informations- und Kommunikationsdienstleistungen**  
**60547 Frankfurt am Main**

**Fax: +49 69 690 72500**  
**E-Mail: [IUK-auftragsmanagement@fraport.de](mailto:IUK-auftragsmanagement@fraport.de)**

#### 5.1.2 General Obligations of the Lessee

The lessee is responsible for observing the provisions of the AFO governing the use of leased telecommunication equipment. Furthermore, the lessee must observe the Terms and conditions of Business of the business department "Informations- und Kommunikationsdienstleistungen" (IUK – Information and Telecommunication) and ensure that infringements do not occur on his part or on the part of others.

An infringement is any usage that is not in line with laws or regulations or endangers public safety and order.

Starting the day the equipment is connected the lessee is fully responsible for the telecommunication equipment in his leased rooms/units. The lessee is responsible for all damage up to the day the telecommunications equipment is disconnected.

Disturbance, damage or loss of equipment must be reported immediately to Fraport AG (Tel. internal 127, external +49 69 690 79000). If damage to the telecommunication equipment is caused by a defect, the lessor is only liable if the defect was caused by the lessor or one of the lessor's employees.

The lessee is responsible for observing the Telecommunication Regulations, Telecommunication Law and the EU General Data Protection Regulation in regard to dealing with the persons and numbers listed in the Fraport company telephone book.



## 5.2 Use of Radio Systems including WiFi, Beacon, LORA or Similar Equipment

The use of radio systems that send or receive radio waves with frequencies that have not been assigned to the user by the Federal Network Agency is prohibited on airport grounds.

Fraport AG can authorize the use of radio systems mentioned above if

- it is proven that the operation of radio systems does not disturb the radio systems that are operated to assist operations at Frankfurt Airport,
- the radius of the radio equipment is measured at the expense of the operator and is not changed once authorization has been granted.
- the operator of the radio equipment can ensure that third parties cannot misuse the radio equipment to disturb operations at Frankfurt Airport.

Fraport AG can demand that already existing radio equipment owned by Fraport AG is used if

- frequencies that do not require prior assignment by the Federal Network Agency and the frequencies already being used by Fraport AG must be used, or
- the operation of radio equipment, which uses frequencies as described in a) above, by the operator does not ensure that radio equipment used by Fraport AG will not be disturbed.

Use and charges for use will be governed by a specific contract.

- Radio equipment using frequencies that require an assignment decision by the Federal Network Agency can only be employed on airport grounds if the frequencies have been assigned by the Federal Network Agency to the operator and he can prove a compelling operational interest.
- If there is a primary economic interest of the operator in the sense of a commercial provision of his equipment for other users, Fraport AG can demand that already existing equipment owned by Fraport be used and demand user fees.
- These regulations have no effect in the case of landline-based communication where the installation of landline components, installation of cables and their operation on grounds or in buildings of Fraport AG are only possible by Fraport AG as owner or by third parties after a contract has been signed with Fraport AG.

Holders of hereditary building rights on Airport grounds are permitted to operate above-mentioned radio equipment according to paragraph 1 in order to conduct their business on the hereditary building right grounds if the stipulations in paragraph 5.2, a-c, are strictly fulfilled and coordination has taken place with the Fraport department Information and Telecommunications (IUK) beforehand. The operation of the equipment must be reported to the Fraport department Information and Telecommunications (IUK-IC3).

**IT Communication, Voice Communication**

**Phone: +49 69 690-66808**

**Phone: +49 69 690-70901**

**Phone: +49 69 690-28090**

## 6. Environment, Safety/Security and Protection Regulations

### 6.1 Emergency Response Manual of Fraport AG for Frankfurt Airport (“FRA Not”)

The Emergency Response Manual of Fraport AG (“FRA Not“, Notfallordnung) governs the procedures for emergencies at Frankfurt Airport.

It describes the preparations to be made in accordance with Regulation (EU) 139/2014 and ICAO Annex 14, Annex 19 and for serious incidents, fires and explosions, accidents and emergencies, criminal activity and any aircraft accidents that are anticipated or have occurred at or near Frankfurt Airport. The goal of the procedures defined in “FRA Not” is to minimize the effect of emergencies. It is also part of the overall safety management system that Fraport AG must establish and operate to meet its obligations under section 45b(1) sentence 1 LuftVZO (German Aviation Regulation on Certification and Licensing).

“FRA Not” describes procedures for the coordinated efforts of internal and external organizations involved in combating an emergency situation as far as their involvement is required.

For employees of Fraport AG, “FRA Not” is a directive for behavior and procedures during emergencies, and further specifies the company policies of Fraport AG.

### 6.2 Fire Protection Regulations

**Mindfulness and thoughtful action is expected from all persons to prevent fires and, in case of fire, to fight a fire quickly in order to save persons and animals.**

#### 6.2.1 Introduction

Fraport AG has issued Fire Protection Regulations in order to fulfill legal requirements according to Traffic, Construction and Fire Protection Laws. The Fraport Fire Protection Regulations supplement Part II, 5 “Safety Regulations” of the Airport User Regulations. The Fire Protection Regulations are the summary of basic rules for fire prevention and the self-help measures to be taken in case of fire or other damage events (see sections 7 and 8). They provide information on the measures of preventive and defensive fire protection. -/-/-/

These Fire Protection Regulations are intended for all employees, services providers and customers of Frankfurt Airport -/-/-/ on Airport grounds.

#### 6.2.2 Further Fire Protection Regulations on the Grounds of Fraport AG

Holders of hereditary building rights, companies and government agencies in the area of Frankfurt Airport can issue their own Fire Protection Regulations. These regulations must first be coordinated with the department “Vorbeugender Brand- und Explosionsschutz” (Fire and Explosion Prevention Office) of Fraport AG.

The own Fire Protection Regulations must generally not contradict the Fire Protection Regulations of Fraport AG.

### 6.3 Medical Services (Acute Medical Care)

Medical Services and Rescue Services are available 24 hours a day for acute medical care (see list of emergency numbers).

#### 6.3.1 Emergency Center (Medical Services)

The Emergency Center (Medical Services, <https://www.fraport.de/medizin>) is the point of contact for all acute medical problems. It guarantees medical first aid and enables comprehensive medical care for passengers, visitors and employees -/-/-.

The Emergency Center is open round the clock every day of the year (365/7/24) and is always staffed by qualified medical assistance personnel; in general a doctor is also present from 7 a.m. to 4 p.m.

Emergency Center duties include:

- To ensure acute medical care at the Airport (employees of Fraport AG, airlines, outside companies, government agencies, hotels, visitors and passengers, etc.)
- Staffing an emergency response vehicle in the context of full-day, rescue/emergency service
- Point of contact for medical/social emergencies
- To provide medical consulting for all companies and government agencies located at the Airport
- To offer medical consulting for aeromedical questions from external persons or companies (physicians, hospitals, government agencies, passengers)
- Part of the medical quality assurance, professional advice and monitoring the planning of medical services from a medical perspective. If necessary, assisting the rescue service in performing medical services with medical and non-medical personnel
- First aid in the event of work accidents -/-/-
- To provide, at the request of the Public Health Department (Gesundheitsamt) of the city of Frankfurt, "public health physician activities" according to legal requirements for the airport location, including assumption of the duties of the Public Health Department
- To perform examinations upon request of government agencies (police, federal police or customs)

#### Vaccination Center for Travel Medicine

- Comprehensive advice on travel medicine
- Vaccinations in the context of travel medicine
- WHO-certified yellow fever vaccination center
- Open from 7 a.m. to 3 p.m. (appointments not necessary or possible)

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### 6.3.2 Ambulance Services

Ambulance Services of Fraport AG is a service-provider within the public ambulance services of the City of Frankfurt and is ready to provide ambulance vehicles and emergency physician ambulances in case of medical emergencies.

### 6.3.3 First Aid Services at Big Events

Ambulance Services must be involved if planning a big event at Frankfurt Airport. Ambulance Services will provide consulting for planning and preparing such events with focus on first aid aspects that need to be considered. Medical Services will provide first aid services.

## 6.4 Occupational Health and Safety

### 6.4.1 Introduction

Employees from several companies work together at Frankfurt Airport. Despite the close proximity each company is “autonomous“ in regard to implementing occupational health and safety measures. Comparable jobs at different employers, who belong to different accident insurance companies, are looked after by different employers’ liability insurance institutions (in addition to the supervision by the Institute for Health and Safety). Consequently, there can be differing instructions for implementation of occupational health and safety regulations. However, uniform implementation of occupational health and safety measures is favored by the supervisory authorities.

Consequently, employers at Frankfurt Airport are obligated to observe occupational health and safety regulations. This responsibility is also given if a company (even if only for a short time) exercises the right to give instructions to the employees of another employer.

Sanctions are possible upon violation of any regulation. In severe cases Fraport AG can also prohibit access to operation areas on Airport grounds.

### 6.4.2 Personal Protection Gear (PPG)

The employer must ensure the provision of personal protection gear. Furthermore, the employees must receive instructions on rules requiring use of PPG at Frankfurt Airport. The requirement to wear PPG must be ordered by the employer (e.g. by a directive). The employer is further obligated to ensure that immediate superiors check that the PPG is worn.

Even though these requirements are only exemplary, companies are still required to perform risk assessments, and if necessary provide additional required PPG in various areas of the Airport (due to a company specific danger assessment).

### 6.4.3 Warning Clothing according to DIN EN 20471 Class 2

As minimum standard and “state-of-the-art”, all persons inside specific areas must wear a high visibility warning vest or warning clothing that meets EN 20471, Class 2. This regulation applies to all persons in aviation areas (see also Traffic and Licensing Regulations 1.3(3)). For areas outside the movement area, such as buildings, halls, and work areas with traffic routes, the employer shall decide on the use of warning clothing on the basis of a hazard assessment conducted in

compliance with § 5 of the German Occupational Safety and Health Law (ArbSchG).

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Excluded from this requirement:

- Persons in vehicles who do not get out of the vehicle, do not work as part of the handling crew and are in a supervised area supervised by authorized personnel (for example passengers getting on or off an aircraft)
- Employees in a blocked off area, for example for events or on construction sites inside the construction site fences (here the area-specific regulations may also apply according to the person responsible for the area such as Construction Site Regulations, for example).

#### 6.4.4 Hearing Protection in Aircraft Handling Areas

Hearing protection must be worn by employees on aircraft handling positions and adjacent positions specifically if the following work procedures are done:

- continuous handling work
- handling work where the auxiliary power unit (APU), climate pack or the compressor is in operation to cool the brakes
- aircraft manoeuvre in or out under their own power.

#### 6.5 Safety Management System (SMS)

Fraport AG has implemented a safety management system in accordance with Regulation (EU) no. 139/2014 -/-/- to promote operational safety in Frankfurt Airport's movement areas.

All organizations and persons involved in airport operations are required to participate in the SMS in accordance with the applicable SMS regulations and the applicable Safety Policy.

Furthermore, Fraport AG has set up a safety reporting system that can be used to send messages concerning operational security (including anonymously) to the SMS.

A safety report can be submitted to the Fraport AG SMS through the following channels:

**Safety Hotline**  
**e-mail: sms@fraport.de**  
**Fax: +49 69 690 58379**

**Phone: +49 69 690-24444**

**In-house mail or post:**  
**Fraport AG**  
**Safety Management System**  
**60547 Frankfurt**

**In person: deliver to any employee of the SMS, in building 203, 5th floor.**

Furthermore, the SMS regulations list the safety objectives of Frankfurt Airport, which also apply to all organizations and persons involved in airport operations.

## 6.6 Environmental Protection

Environmental protection is a major principle of Fraport's corporate philosophy. As the biggest airport in Germany, we impact the environment in various ways. Thus we have a special responsibility which we take serious. This is proven by the integration of environment management in the strategic management of the company. Since 1999, Fraport AG participates in the European Regulation Eco-Management and Audit Scheme (EMAS). Furthermore, Fraport AG repeatedly received confirmation that the company has fulfilled requirements for a good environment management system according to ISO Standard 14001 which applies worldwide.

The objective of Fraport's environment management is to ensure environmental stewardship by improving environmental protection efforts and prevention or minimization of negative impacts on the environment. One major element of our efforts is extensive self-monitoring as part of our environment audit scheme. The following environmental models of Fraport AG are derived from this objective which we want to briefly introduce to you:

- We use natural resources economically, specifically soil, water, air and energy.
- We set standards for environmental protection. It is always more important for us to avoid negative environmental impacts than to "repair" the result of negative impact. We provide compensation for impacts that cannot be avoided. It is our intention to help preserve the natural foundations of life for future generations.
- We develop our company in a dialogue with the neighboring communities and feel that we participate in the development of our society. We take the concerns of our neighbors seriously. We search for solutions when opinions differ.
- We are of the opinion that our environmental protection policy is a success factor for Frankfurt Airport. With our charges for aircraft landings and takeoffs we help to further reduce emissions of aircraft exhaust and noise.
- With our intermodal traffic concept we demand that short-haul flights be discontinued in favor of travel by train.

In order to realize these environmental models we need the support of all players on Airport grounds. That is why we kindly request to protect the environment during your daily work at Frankfurt Airport and thereby contribute to maintaining a clean environment.

## 6.7 Water Protection

### 6.7.1 Introduction

Sustainable water protection not only calls for averting pending dangers and cleanup of occurred damages but mainly requires preventive protection and economic use of natural resources.

The measures described in the following sections serve to keep the negative impact of wastewater at Frankfurt Airport as minimal as possible and to prevent endangerment of water above ground, groundwater and soil to the extent possible.

## 6.7.2 Discharging Wastewater into the Sewage System

The term wastewater describes water changed in its properties by having been used (wastewater) or water collected from or flowing off surfaces that have buildings on them or are sealed (rainwater). There are separate sewage systems at Frankfurt Airport for both types of water (wastewater sewage system and rain water sewage system).

To ensure proper wastewater disposal Fraport AG can issue far-reaching instructions and specifically regulate type and amount of the wastewater from the specific users. Fraport AG can issue specific instructions for individual users (for example product assessment for detergents and cleaning agents, type, amount, analytical examinations, etc.).

The sewage connection subscriber must inform Fraport AG immediately about any modification of wastewater properties and wastewater amounts.

Only such detergents, cleaning agents or other operational/auxiliary substances may be used that do not contain organically bonded halogen compounds.

Employees of Fraport AG must be granted access to operation rooms at any time to check disposal procedures or prevent improper disposal.

### 6.7.2.1 Wastewater Sewage System (connections inside buildings)

Wastewater, having changed after household or industrial usage, may only be discharged into the wastewater sewage system (connections inside buildings) if the requirements in the codes of the City of Frankfurt and City of Kelsterbach governing drainage are fulfilled. Furthermore, the stipulations in the Wastewater Ordinance and Indirect Discharger Ordinance apply. The given limit values must be observed.

### 6.7.2.2 Rainwater Sewage System

Only rainwater may be discharged into the rainwater sewage system. This drainage may not contain any water having been used for washing, cleaning agents, operation material, feces or similar substances. Generally all areas outside any buildings must be connected to the rainwater sewage system.

## 6.7.3 Wastewater Treatment Systems

Any discharge from wastewater treatment systems, such as light fluid separators, emulsion separators, grease separators, etc., all require approval in writing by Fraport AG and the responsible government agency.

## 6.7.4 Handling Water-Polluting Substances

The legal regulations must be observed (e.g. Ordinance on Systems for the Handling of Substances Hazardous to Water and related technical regulations) when handling water-polluting substances connected to handling activities. The user is responsible for fulfilling the approval, notification and audit requirements imposed by government agencies. Fraport AG must be informed without delay if facilities for handling substances hazardous to water are installed, operated, materially altered modified or decommissioned at the airport. When reporting this information to the Airport operator the user is obligated to also hand over all required permits, technical documents and test certificates from the government agencies.

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#### 6.7.4.1 Information Requirement

The user must inform Fraport AG in advance of the intended handling of substances hazardous to water -/-/ and as the associated water protection measures (the relevant safety data sheets must be retained). Any contamination of water or other negative impact affecting the properties of clean water must be prevented by observing the given legal requirements.

Reports on required expert inspections must be provided to Fraport AG. The operation of facilities for the handling of substances hazardous to water on Fraport AG property must generally be coordinated with the respective site owner/lessor in advance prior to commissioning, material alterations or decommissioning.

#### 6.7.4.2 Handling of Operation Materials

Operation materials are to be stored in stationary or mobile containers with proper nozzles. Overflow or spilling of operation materials must be avoided. If an operation material flows over or has been spilled, the valid safety measures for fuelling and defueling must be observed until clean-up has occurred. Fuelling systems and vehicles must always have a sufficient amount of agents that absorb and bind oil.

#### 6.7.5 Maintenance

Aircraft, vehicles and equipment maintenance is only allowed at those locations specifically designated and equipped for this purpose. Any leftover lubricants or fuels must be discharged into suited containers and the containers disposed of properly according to legal requirements. Suited agents for absorbing and binding lubricants and fuels must be kept in the vicinity of these containers.

#### 6.7.6 Alarm Procedure in Case of Accidents

Any discharge or spilling of water-polluting substances or even the assumption that water is endangered must be reported immediately to the Safety and Security Control Center (refer to the list of emergency measures).

The Water Protection Emergency Plan and its annexes apply as currently amended.

Without endangering any person, measures must be undertaken immediately to stop any further discharge or release until the Airport Fire Department has arrived at the scene. Substance data, specifically the safety material data sheets, must be handed over immediately to the incident commander.

#### 6.7.7 Corporate Officer Responsible for Water Protection

Any further questions concerning water protection can be answered by the corporate officer responsible for water protection:

**Corporate Officer Responsible for Water Protection**      **Phone +49 69 690 66772**

**Phone: +49 69 690-25963**

## 6.8 Waste

### 6.8.1 Introduction

Fraport AG, in cooperation with airlines, suppliers and companies strives to avoid waste in the first place. Secondly, Fraport AG strives to recycle waste or, for example, use waste to generate energy and heat.

### 6.8.2 Household Similar Industrial Waste and Recyclables

Commercial waste that is similar to household waste and recyclables must be placed only in the intended containers. It is a requirement to take advantage of the possibilities to separate paper, card, glass, waste classified under Germany's DSD dual disposal system ("Grüner Punkt") and residual waste. Should a cleaning service company be contracted to collect the waste, this company must be obligated to fulfill the requirements of this regulation, specifically to separate the waste and bring it to the waste collection points designated by the lessor. Plastic bags with different colors must be used (blue for paper, green for glass, yellow for DSD/dual system Germany with the green dot and grey/black for residual waste).

Commercial operations must comply with their separate collection and documentation requirements in addition to the regulations of the Commercial Waste Ordinance as currently amended.

### 6.8.3 Improper or Illegal Disposal of Waste

Already sorted recyclable waste may not be mixed again with other waste and subsequently made useless for renewed use. Illegal disposal or storage of any kind of waste on Airport grounds or dumping of private waste in waste cans or containers on Airport grounds is prohibited. Charges will be filed with the authorities upon illegal disposal of waste. Costs for proper disposal will be charged to the perpetrator. Costs as result of improper waste separation or disposal (for example for sorting, packing, transportation) will likewise be charged to the perpetrator.

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Based on his coordination obligation according to § 8 of Occupational Safety and Health laws, the Airport Operator will provide the information to companies in adjacent work areas and to Rescue Services department.

### **Hazard Assessment**

It must be ensured that the operating instructions, current safety data sheets and hazard assessments are on hand at the area of application and can be handed to the Airport Fire Department and Ambulance Services in case of an emergency. Fraport AG is authorized to look at these documents at any time (specifically concerning the topic of instructions).

### **Protection Obligations**

The protection obligations must be observed if handling hazardous substances. It is very important to take measures to prevent immediate danger. These measures must be coordinated with the Airport Operator or his representative (§ 17 Ordinance on Hazardous Substances). The work process must be configured in such a way that dangerous gases, vapors or suspended solids are not released to the extent this is possible according to state-of-the-art.

#### **6.9.2 Storage of Hazardous Substances**

Hazardous substances must be stored in such a way that they do not endanger human health or the environment. The employer must ensure that substances or preparations, which are classified as poisonous, very poisonous, carcinogenic category 1 or 2, mutagenic category 1 or 2 or toxic to reproduction category 1 or 2, are locked away or stored in such a way that only experts and reliable persons have access to the substances (section 8 of the Ordinance on Hazardous Substances).

#### **6.9.3 Accidents with Hazardous Substances or Release of Hazardous Substances**

Without endangering any person, measures must be undertaken immediately to stop any further discharge or release until the Airport Fire Department has arrived at the scene. Hazardous substance data, specifically the safety data sheets, must be immediately handed over to the Incident Commander.

#### **6.9.4 Contact for Hazardous Substances**

The contact for hazardous substances can provide further advice.

**Contact for Hazardous Substances**

**Phone: +49 69 690-71413**

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## 6.10 Radiation Protection and Dangerous Goods

### 6.10.1 Radiation Protection

#### 6.10.1.1 Handling of Radioactive Substances according Ordinance on Radiation Protection (StrlSchV)

Equipment with radioactive substances requiring official approval, for example radiation-based gauges or trace detection instruments with Ni-63, on the grounds of Fraport AG must be reported to the

**Dangerous Goods and Radiation Protection Officer** Phone: +49 69 690-23723

Phone: +49 69 690-70213

Phone: +49 69 690-71360

and to the

**Fire and Explosion Prevention Office** phone +49 69 690 66533

with information regarding the location of equipment and storage location. The substances may only be used and applied in the rooms and areas by instructed personnel that are listed in the authorization notice.

The corporate officer responsible for radiation protection must, if his/her presence is not required according to the authorization document, be able to be contacted during operations. Suited measures are to be taken to prevent theft or other forms of disappearance of the radioactive substances including unauthorized use.

The corporate officer for radiation protection at Fraport AG is available to answer further questions pertaining to radiation protection..

**Dangerous Goods and Radiation Protection Officer** Phone: +49 69 690-23723

Phone: +49 69 690-70213

Phone: +49 69 690-71360

### 6.10.2 X-ray Regulations

Equipment for the examination of baggage / X-ray equipment for the examination of cargo may only be operated by persons who can prove they have the required experience and have been instructed according to the X-ray Ordinance. It must be ensured that no unauthorized person may switch on or operate the equipment for the examination of baggage / X-ray equipment for cargo. A visual and functional check at the inlet and outlet side of this equipment must be done daily at the beginning of a shift.

If any defects are noticed the equipment must be shut down and checked by an expert company. The superior at the equipment must inform the corporate officer for radiation protection. Functional disorder and faulty results must be reported as well. The equipment for the examination of baggage / X-ray equipment for cargo may not be operated again until the expert company has ensured that the equipment is functioning properly again. Maintenance work on the equipment for the examination of baggage may only be done by an expert company.

### 6.10.3 Dangerous Goods

#### 6.10.3.1 General Rules for the Loading and Transportation of Dangerous Goods at Frankfurt Airport

Dangerous goods may only be handled according to national and international legal requirements for air and road traffic. The persons handling dangerous goods must have been instructed regarding the dangerous goods regulations. In the air traffic department the training for handling dangerous goods must be repeated every two years. Participation in basic and repeated training must be documented.

Supplemental regulations regarding storage, handling and transportation (on Airport grounds) of dangerous goods exist for the Airport.

#### 6.10.3.2 Regulations in Detail:

- Only undamaged dangerous goods may be loaded. This also applies for transportation on Airport grounds!
- For transportation on Airport grounds the loose loaded dangerous goods must be secured separately and away from standard cargo on cargo vehicles. When transported the dangerous goods must be protected against weather conditions (e.g. packed in plastic foil and lashed).
- Cargo goods with radioactive content (class 7 substances, all categories) and cargo shipments, which are subject to regulations in the laws governing explosives, must be placed on a separate cargo vehicle. A weighing slip must be attached to the cargo vehicle indicating flight number, AWB number and amount of packed items.
- This cargo vehicle must be handed to the driver who signs a receipt slip (for shipments subject to regulations in the laws governing explosives it is required that the handing over of the vehicle (to third companies) is done by a person in possession of a competence certificate).
- The cargo vehicle driver performing a point to point transport of shipment items with radioactive content / cargo subject to laws governing explosives must
  - on the import side - also hand over the shipped items to the specific cargo area and take a receipt slip (incoming location for special cargo). For shipments subject to regulations in the laws governing explosives it is required that the handing over (to third companies) is done by a person in possession of a competence certificate).
  - on the export side – hand over the shipment items to the loading supervisor at the handling position and take the receipt slip.
- Dangerous goods may only be loaded after consulting the loading supervisor / ramp agent. They must be listed in the loading plan.
- Dangerous goods (applies to loose cargo shipments and those on pallets or in containers) must be secured according to handling instructions (e.g. TOP arrows), prohibition of mixed loading (always apply prohibition list for mixed loading) and secured against damage upon loading.
- If loading shipments of the hazard class 7, radioactive, the limit values and distances indicated in the loading table for radioactive shipments must be strictly observed. Such shipments are generally to be loaded on the aircraft, container, igloo, pallet bottom (this does not apply for freighter aircraft) and lashed. The loading supervisor checks to see if the shipment has been loaded properly.

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- Loading units with dangerous goods must have a red/white hatched weighing slip indicating the dangerous goods in this unit (indication of IATA Cargo IMP Code). Shipments with radioactive content must show the transport index.
- If damaged goods are noticed during loading or unloading it is necessary to immediately apply the "Behavior in Emergencies" procedures (refer to enclosure II of the Traffic and Licensing Rules). The emergency number 112 must be called immediately.

#### **6.10.3.3 Shipments that are Subject to the Regulations of the Nuclear Energy Act and Ordinance on Radiation Protection**

According to the Ordinance on Radiation Protection shipments with radioactive content may only be handled in authorized storage areas/rooms. Intended setup and operation of such storage areas/rooms must be reported to the Airport Fire and Explosion Prevention Office and to the corporate officer responsible for dangerous goods and radiation protection. Approval from the Airport Fire Department is required.

**Fire and Explosion Prevention Office**

**Phone: +49 69 690-66533**

**Corporate Officer Responsible for  
Dangerous Goods and Radiation  
Protection**

**Phone: +49 69 690-70213**

**Fax: +49 69 690 23061**

Advance notice from the airline or, respectively, supplier of the goods to be transported, specifically concerning the delivering company, delivery date, flight number with date, loading location/loading unit, AWB number, pieces and weight is absolutely necessary. No liability is assumed if these requirements are not fulfilled. Any possible extra expenditure will be charged separately. These advance notices must be sent to the airline's cargo handling agent (see also section 9.2).

#### **6.10.3.4 Reporting obligations for shipments covered by the German Explosives Act:**

Cargo shipments, which are subject to the regulations in the laws governing explosives, may only be handled by companies having been granted authorization according to regulations in the laws governing explosives (loading and unloading of aircraft is excepted). Responsible persons (possessing competence certificate) must be present at the locations the cargo is handed over. These persons are in charge of the handing over of the shipments containing explosives.

Shipments, which are subject to the regulations in the laws governing explosives, that cannot be transported within 24 hours after the shipment is made available or until the end of the following work day, must be stored in a storage area that complies with the regulations in the laws governing explosive (§ 17) if the small amounts rule cannot be applied according to the explosives storage regulations LR 410.

Advance notice from the airline or, respectively, supplier of the goods to be transported, specifically concerning the delivering company, delivery date, flight number with date, loading location/loading unit, AWB number, pieces and weight is absolutely necessary. No liability is assumed if these requirements are not fulfilled. Any possible extra expenditure will be charged separately.

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Intended setup and operation of such storage areas/rooms must be reported to the Airport Fire Department, Fire and Explosions Prevention Office and to the Corporate Officer Responsible for Dangerous Goods and Radiation Protection. Approval from the Airport Fire Department is required.

**Fire and Explosion Prevention Office  
Corporate Officer Responsible for  
Dangerous Goods and Radiation  
Protection**

**Phone: +49 69 690-66533**

**Phone: +49 69 690-70213**

**Fax: +49 69 690 23061**

All shipments subject to the regulations in the laws governing explosives must be supervised during handling. Intermediate stops or the provision of ULD/Bulk units are permitted only in secured areas. Secured areas are cargo areas separated and away from the standard cargo areas. The access and departure points must be guarded by a natural person who has received special instructions. It must be ensured that unauthorized persons are prevented from access and that cargo is not removed without authorization.

-/-/-/-

#### 6.10.4 Storage of Dangerous Goods

The storage of dangerous goods is permitted only in specifically authorized premises. Intended setup and operation of such storage areas/rooms must be reported to the Airport Fire Department, Fire and Explosions Prevention Office and to the Corporate Officer Responsible for Dangerous Goods and Radiation Protection. Approval from the Airport Fire Department is required.

**Fire and Explosion Prevention Office**

**Phone: +49 69 690-66533**

**Corporate Officer Responsible for  
Dangerous Goods and Radiation  
Protection**

**Phone: +49 69 690-70213**

**Fax: +49 69 690 23061**

Fraport Cargo Services GmbH has authorized storage rooms/areas for dangerous goods of classes 2 to 6, 8 and 9 including packages with radioactive material of class 7.

Dangerous goods of class 1 (explosives) can, if they are subject to the regulations in the laws governing explosives, only be stored if the requirements in the Second Ordinance to the laws governing explosives are fulfilled.

Lufthansa Cargo AG also operates a storage facility for radioactive substances of class 7.

#### 6.10.5 Behavior during Thunderstorms

The following applies in addition to the procedures listed in 4.4.5:  
Regarding expected thunderstorms based on the weather report (info via FDT-plus, button 7 [Remarks 1], or Info via GDO (Ground Duty Officer) then ULD or cargo vehicles with shipments subject to the regulations in the laws governing explosives are no longer permitted to be transported or parked outdoors. They must be brought inside the cargo buildings, be placed in a fenced in area of the dangerous goods section, and possibly kept in storage or even unloaded so that



the remaining cargo (not containing explosives) may be transported in the meantime. In this case, a new scheduling must be undertaken. These transport limitations also apply for transfer runs.

On the apron, any shipments that are subject to the regulations in the laws governing explosives must be handled and loaded on the aircraft with priority. Incoming shipments of this kind must be transported as quickly as possible to roofed areas.

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## 7. Further Applicable Policies and Documents

### 7.1 Guidelines

- C2.1 Airport User Regulations (FBO)
- Guideline C2.3 Terminal Regulations
- Guideline C2.4 Traffic and Licensing Rules
- Guideline C2.5 Regulations on Handling of Flight Operations
- Guideline C2.6 Ground Handling Services
- Guideline C2.7 General Aviation (GAT)
- Guideline C4.1 "FRA Not" - only for airport users (+49 69-690 28749)
- Guideline C4.3 ID Card Regulations
- -/-/-/-
- C4.5 Wildlife Control Regulations
- C4.6 SMS Regulation of Fraport AG
- Guideline C4.8 Fire Protection Regulations
- -/-/-/-
- Rules of Procedure for EASA Nominated Persons

### 7.2 Further Regulations

- General Technical Contract Terms of Fraport AG
- Terms and Conditions for IT Services Business of the IUK service unit (Services and Works)
- Terms and Conditions of Business of the VIP-Service
- Terms and Conditions of Business for Granting Use of Counters in Terminals
- Terms and Conditions of Business for Parking Agreements
- General Payment Conditions of Fraport AG
- Service Guidelines for Frankfurt Airport and Customer Satisfaction Indicators
- PRM Regulations
- Airport Charges
- Regulation Governing the Operation of Unmanned Aerial Vehicles
- Aerodrome Manual of Fraport AG
- Water Protection Emergency Plan









The above regulations and guidelines are available on the Fraport AG website:  
<https://www.fraport.com/en/business-partner/services/guidelines-and-payment-terms.html>.

Should you have any further questions please do not hesitate to contact your responsible partner at Fraport AG.

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## 8. Fire Protection Rules

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	<b>Brände verhüten</b>	<b>Prevent Fire</b>	
<b>Verhalten im Brandfall</b>		<b>In case of fire</b>	
<b>Ruhe bewahren</b>		<b>Keep calm</b>	
			
<b>Brand melden</b>	<b>Report the Fire</b>		
<ul style="list-style-type: none"><li>• Druckknopfmelder betätigen</li><li>• Telefon: 112</li><li>• Handy: 069 690 112</li></ul>	<ul style="list-style-type: none"><li>• Push the alarm button</li><li>• Phone: 112</li><li>• Mobile: 069 690 112</li></ul>		
			
<b>In Sicherheit bringen</b>	<b>Evacuate the area</b>		
<ul style="list-style-type: none"><li>• Gefährdete Personen mitnehmen</li><li>• Türen schließen</li><li>• Gekennzeichneten Fluchtwegen folgen</li><li>• Aufzug nicht benutzen</li><li>• Auf Anweisungen achten</li></ul>	<ul style="list-style-type: none"><li>• Help others who are in obvious danger</li><li>• Close the doors behind you</li><li>• Follow designated escape routes</li><li>• Do not use elevators</li><li>• Follow instructions</li></ul>		
			
<b>Löschversuch unternehmen</b>	<b>Start fire fighting</b>		
<ul style="list-style-type: none"><li>• Feuerlöscher benutzen</li><li>• Wandhydrant/ Löschschlauch benutzen</li></ul>	<ul style="list-style-type: none"><li>• Use fire extinguisher</li><li>• Use fire hose or wall-mounted fire hose reel</li></ul>		

## 9. Further Contact Partners

### 9.1 Corporate Officers Responsible of Object Areas of Fraport AG

**Object Management Terminals**  
Tel. +49 69 690-60128

**Object Management Infrastructure, Areas and Systems Engineering**  
Tel. +49 69 690-70060

**Object Management Service & Administration Buildings**  
Tel. +49 69 690-71234

### 9.2 Contacts for Shipments Subject to the Regulations of the Nuclear Energy Act and Ordinance on Radiation Protection or Subject to the Laws Governing Explosives

For airlines handled by Fraport AG or WISAG advance notices must be sent to:

the freight drivers of Fraport AG/

**Fraport AG**  
Fax + 49 69 690 41021 61560  
SITA: FRAICXH

the freight drivers of WISAG

**WISAG**  
Fax: +49 69 690 74634  
SITA: FRAKXH/FRAKMXH

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