



## **F8.0**

# **Regulations on management systems**

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## Edition

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## 1. Preamble

Management Systems for quality, occupational safety and environmental protection serve the upkeep and further development of a process oriented organization. They hereby refer to corporate goals as well as fundamental requirements such as legal and international standards.

The Management System Documentation (MSD) F8.0 contains the fundamental description of a Management System for quality, occupational safety and environmental protection. It includes rules and guidelines that must be noted for the implementation, structure and development of such Management Systems. The minimum requirements for the subject quality, health & safety and environmental management will be specified and supplemented in the respective documentation, where necessary.

The Management System Documentation F8.0 and the regulations it sets out constitute binding instructions. These rules are to be independently adopted and, where necessary, specified by companies introducing and operating management systems.

Dr. Matthias Zieschang  
Chief Financial Officer

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## 2. **Management Systems and their processes**

### 2.1 **Basic principles**

Management Systems (MS) provide methods and tools, through which the management can formulate, manage, and monitor its objectives. Through this, the operational processes become more transparent and therefore the efficiency and effectiveness of these processes can be continuously improved.

The mapping of the company's ideal processes in the Management System lead to the clear allocation of responsibilities. Therefore, the necessary operational structures shall be formulated and reflected according to the organizational structure.

Through the implementation of corresponding internal audits, the continual monitoring of the company processes is ensured.

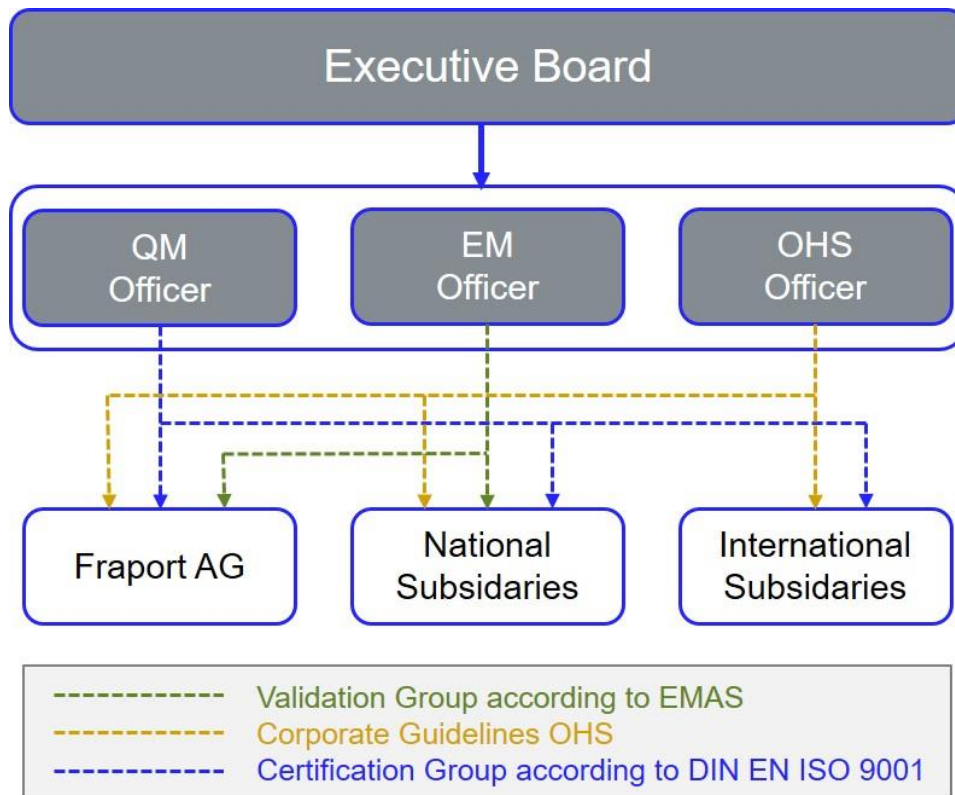
Management Systems focus on essential processes. These processes should be acquainted, described, measured with Key Performance Indicators (KI), managed and monitored to perform an evaluation and/or actions. It should be noted that many essential processes are strongly interrelated and therefore cannot be considered in isolation from each other. The definition of process interfaces is of particular importance in the sense of a value-added chain orientation in order to consider the interactions between these processes and to monitor and control them optimally. Therefore these interfaces must be coordinated with all process participants as soon as processes are recorded.

In addition, the required entries and the expected results of the company processes should be determined, appropriate resources should be made available and the responsibilities and authorities for these processes should be allocated. The transparency achieved through this is the basis for further process analysis and improvements. Each participating company must ensure this.

Regardless of the respective and currently applicable national and international legal standards, the minimum standards for the design and development of Management Systems are currently:

- DIN EN ISO 9001 for Quality Management
- DIN ISO 45001 for occupational Health and Safety Management Systems
- DIN EN ISO 14001 or respectively EMAS for Environmental Management
- DIN EN ISO 50001 for Energy Management
- DIN EN ISO 19011 for the implementation of internal audits

The Management Systems are organized as follows:



### 3. Context of the organization

#### 3.1 Understanding the organization and its context

By the context of the organization, it is to be understood as the economic framework, culture of organization, socio-economic and ecological conditions and other internal and external influences. This strategic approach underlines the direction and positioning of the company on the market and in society.

Participating companies shall determine external and internal issues, which have strategic importance and have impacts on the ability to achieve the intended goals. Therefore, information shall be obtained and monitored.

The external context focuses on analyzing and understanding the environment and the market of each respective company. In the following a selection of possibilities.

Examples for external issues are:

- Image of the company, position in society
- Legal framework
- Socio-economic conditions
- Ecological conditions
- Environmental conditions (market and competition).

The internal context focuses on analyzing and understanding the own organization.

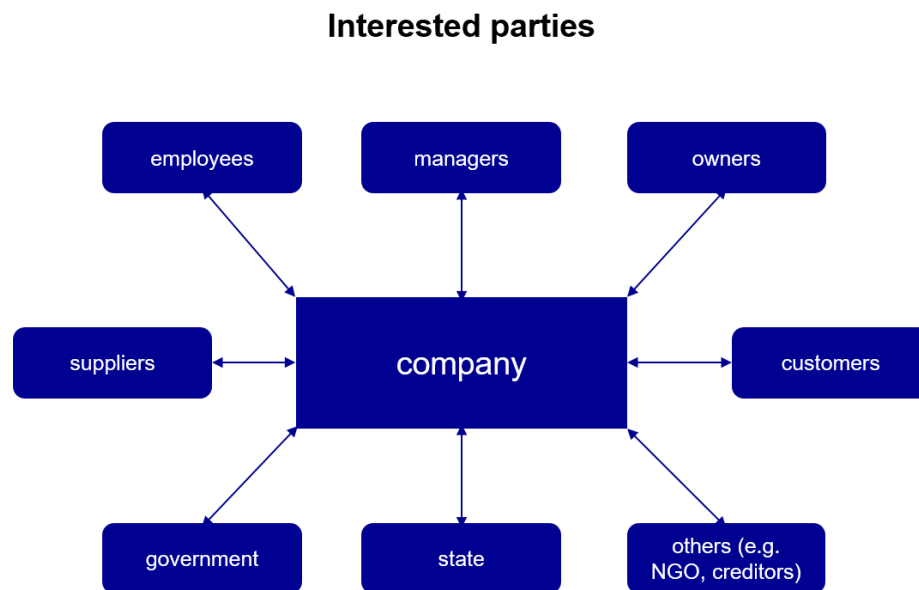
Examples for internal issues are:

- Infrastructure
- The state of the art and technology
- Age structure of the workforce
- Training level of the employees
- Organizational culture.

These analyzed issues will affect the corporate policy, strategy, objectives and if necessary process, descriptions.

### 3.2 Understanding the needs of interested parties

The participating companies must maintain a constant dialogue with their internal and external interested parties so that they can identify and evaluate their expectation and relevant requirements better and align their processes accordingly.



Each participating company is obliged to identify the interested parties that are relevant for their company. Afterwards, the expectations of the interested parties and their influence on the target achievement shall be determined to derive the appropriate action for the management system. The expectations of the interested parties shall be checked and evaluated. The consideration of internal interested parties is characterized in particular by the coordination of comprehensive process interfaces.

### 3.3 Scope of the Management Systems

The scope of MSD F8.0 includes the Fraport AG, all Group companies and other companies that have either joined the quality management system network or



the EMAS network or are subject to the requirements of MSH 8.0A Occupational Health and Safety Management System Fraport Group or have agreed to it. All system-specific amendments and adjustments formulated to specifications agreed upon in this document, in terms of quality management, occupational, health & safety and environmental management are to be found in the corresponding documentations of the system. Each participating company shall define the scope for themselves.

Attention: Certain requirements cannot be excluded without justification of individual requirement chapters of DIN EN ISO 9001 are basically no longer possible. There is a possibility to explain the exclusion of the requirements as "not being applicable" if they do not have any importance and the non-observance of the requirements will not bring any disadvantages for the company.

## 4. Leadership

### 4.1 Leadership and commitment

The condition for a purposeful and sustainable leadership of the company is the knowledge of the relevant legal and other requirements as well as an internal organization, which fulfils these requirements in line with delegation and control. A visible expression of that organization is a consistent operational and organizational structure as well as the assignment of tasks, competences, resources and responsibility. The participating companies commit themselves not only to prevent negative environmental impacts, rather also to save the environment as far as possible, e.g. liability claims due to organizational fault can be avoided.

#### 4.1.1 Delegation of obligations of the Business Operator

The fulfillment of delegated tasks that arise from the fundamental obligations of the operator of the business shall be organized and documented within the company. Delegation comprises selecting appropriate employees, instructing them in the task in question, and supervising them. Delegation starts with the executive management that bears the overall responsibility, and passes along the different management levels to the employee performing the work. Along with the tasks and obligations delegated, the competences (especially rights, means and resources) that are required in each case shall also be transferred to the employee. The tasks and obligations shall be appropriate to the competences required and vice versa. The scope of the tasks, as well as the responsibilities and competences, are organized and documented in guidelines, job descriptions and process-, procedural- and/or work instructions.

### 4.2 Policy and objectives

The policy as well as the objectives of the Management Systems are based on the current corporate objectives that are published in the mission statement of Fraport AG. This mission statement applies to all majority holdings > 50%. In consideration to the respective company purpose, the individually derived policy and objectives for each Management System shall be defined. Minority holdings can adopt this corporate purpose but can also establish their own policy and objective autonomously. These policies and objectives should not contradict the policy and objectives of the Fraport Group. The areas of the analysis of external and internal issues and the interested parties are to take into account. The planning shall be documented. These objectives shall be mediated and, where required, updated and monitored in the respective company.

The objectives of the Management Systems include among other things:

- Transparency of ideal processes
- Improvement of the performance across processes
- Maintaining legal compliance by conforming to relevant legal requirements
- The unambiguous clarification of interfaces
- The resolution of contradictions and conflict of objectives (within the MS)
- The faster adaption to customer requirements
- The reduction of audit efforts.

#### 4.3 Organizational roles and responsibilities

The duties of the **management** within the framework of the Management Systems essentially are:

- The determination of the policy of the individual MS as well as their communication and information to the employees and to external interested parties
- The definition of the annual objectives, determination of the actions and monitoring of the target achievement in consideration of the opportunities and risks
- The provision of adequate resources so that the MS can be maintained and further developed
- The testing and evaluation of the adequacy and effectiveness of the MS in the course of the management review
- The determination, definition, delegation and monitoring of tasks, responsibilities and competences and their documentation
- The support of the Management System Officer (MSO) by providing sufficient and necessary resources.

Each process is managed by a process owner (PO). Process responsibility can extend to several different functional areas of responsibility. The process owners are responsible for the planning and implementation of a total- or sub-process.

The duties of the **process owners** are:

- Establishing the necessary transparency in the respective processes where responsible
- Monitoring compliance with regulatory requirements of all kinds
- The division of employees and the supply of necessary resources
- The monitoring of processes and the responsibility for the forwarding of information to upstream and downstream processes
- Evaluating the performance of the process based on Key Performance Indicators. The results of the evaluation lead to actions for process improvement.

The roles, duties and responsibilities within the Management Systems are determined. System-specific deviations are regulated in the relevant documentation.

## 5. Planning

### 5.1 Actions to address opportunities and risks

Managing risks and opportunities is a decision for a positive future and means to recognize something which may affect us **tomorrow, today**. The objective is to use the opportunities and to control the related risks with appropriate actions in accordance of the corporate goals and strategy.

The most important objective is the **systematic prevention** of cases of damage and the **systematic use** of opportunities by setting targeted activities.

Each participating company shall identify and evaluate its opportunities and risks in their key processes and define appropriate management measures. This can be used as an effective instrument to distinct significant risks in its processes and to counteract these through the usage of risk-reducing measures and checks at an early stage and to secure the company objectives. The usage of this instrument does not dispense from a detailed evaluation of the opportunities in the affected key processes.

Opportunities and risks can be:

Opportunities	Risks
<b>Cost reduction</b> <ul style="list-style-type: none"> <li>• Transparency of costs</li> <li>• Reduction of personnel costs</li> </ul>	<b>Cost increase</b> <ul style="list-style-type: none"> <li>• Especially at the level of transaction costs</li> </ul>
<b>Performance and quality optimization</b> <ul style="list-style-type: none"> <li>• Increase of flexibility</li> <li>• Increase of efficiency</li> <li>• Development of new Know-how through the competence of the service provider</li> </ul>	<b>Performance and quality deficit</b> <ul style="list-style-type: none"> <li>• Loss through standardization</li> <li>• Poor communication</li> </ul>
<b>Concentration on the core business</b> <ul style="list-style-type: none"> <li>• Focus on the core competences</li> <li>• Relief of the management</li> </ul>	<b>Dependency effects</b> <ul style="list-style-type: none"> <li>• Binding on the service provider</li> <li>• Loss of Know-how</li> <li>• Security concerns</li> </ul>

Regarding the environment, these additional following opportunities and risks may exist:

Opportunities	Risks
<b>Environmental impacts</b> <ul style="list-style-type: none"> <li>Innovative expansion of the vehicle fleet (e-mobility)</li> </ul>	<b>Environmental impacts</b> <ul style="list-style-type: none"> <li>Tightening the emission limit values (air)</li> </ul>
<b>Environmental aspects</b> <ul style="list-style-type: none"> <li>Noise reduction can lead to greater acceptance of the company</li> </ul>	<b>Environmental aspects</b> <ul style="list-style-type: none"> <li>Complaints about noise</li> </ul>
<b>Binding commitments</b> <ul style="list-style-type: none"> <li>Improved reputation through overfill</li> </ul>	<b>Binding commitments</b> <ul style="list-style-type: none"> <li>Reputation damage because of non-compliance</li> </ul>

## 5.2 Objectives and planning to achieve them

Each participating company shall determine objectives for its essential processes in the relevant scope. These objectives shall be consistent with the mission statement and the corporate policy and shall be relevant in regard to customer satisfaction. They are made public in the company, so that everyone can perform his/her contribution to the achievement of the objectives.

The objectives shall be updated and monitored periodically as well, but shall be measurable, too.

Essential components of planning are:

- what will be done,
- which resources will be required,
- who will be responsible,
- when will the objective be completed and
- how will the results be evaluated.

## 5.3 Planning of changes

In case of changes in the processes, each participating company shall check what the purpose of the changes is and what the consequences are (opportunities & risks), which resources are needed and what responsibilities and authorities must be regulated.

Trigger for changes can be for example law changes, customer complaints, service errors, result of employee- and customer surveys, innovations or audit results.

## 5.4 Binding commitments

The participating companies shall always consider their binding commitments in defining objectives and actions. These can arise as a result of e.g. contracts, legal requirements, governmental decisions or other commitments.

## 6. Support

### 6.1 Resources

The participating companies shall plan and provide the needed resources. The selection of new employees shall be based on described requirements and their training shall be ensured.

#### 6.1.1 Organizational knowledge

Each participating company shall determine the knowledge that is needed, to ensure the operation of its processes and to achieve conformity of their products and services. This knowledge shall be maintained and made available in a sufficient way. To take into account of changing requirements and trends, each participating company shall consider its current knowledge and determine how to acquire complementary knowledge or how to access it.

Organizational knowledge can be found in for example:

- Standards, guidelines, laws
- Knowledge of market and competition
- Process knowledge
- Product and performance knowledge
- Knowledge from feedback management.

### 6.2 Competence

Each participating company shall select the persons for all necessary processes, who have an appropriate qualification (education, experience etc.), so that they are able to perform the respective activity.

The competence required shall be acquired by appropriate actions (training etc.), where necessary.

### 6.3 Awareness

Each participating company shall ensure, that all employees and external service providers who are working under supervision of the respective company are informed about the following topics:

- Policy
- Objectives
- Own contribution to the effectiveness of the Management System, including the benefits of an improved performance
- Implications of a non-performance to the Management System requirements and the binding commitments.

### 6.4 Communication

Each participating company shall determine the internal and external communication relevant to the respective Management System and define:

- on what it will communicate,
- when to communicate,
- with whom to communicate,
- how to communicate,
- who communicates.

## 6.5 Documented information

Documented information such as verifications shall be maintained by the company to ensure the actuality and validity. It may consist of all sorts of Media and originate from any desired source. An essential principle of a systematic management is the traceability of guidelines and actions. The relevant recorded information and certificates are:

- to measure the procedure in question
- the representation of the interactions in the procedure in question
- to evaluate the performance, effectiveness, and potential of the procedure in question
- to document, where necessary, that the proper company organization is in place, or that legal or other requirements are being met in the procedure in question.

Management system documentation comprises the following elements:

- Process maps (PLK)
- Process instructions (MSPA)
- Work instructions (MSA)
- Procedural instructions (MSV) (only for the environmental management system of the EMAS Group)
- Inspection procedures
- Forms (MSF)
- Other applicable documents/ attachments (MSU)

Detailed specifications for the creation of a complete management system documentation can be found in the attachment "Specifications for documented information". The listed descriptions are to be adapted and concretized by the companies in the scope of MSD F8.0 to their respective company situation.

The validity and publisher shall be clearly apparent on each and every piece of documented information of the Management System Documentation.

### 6.5.1 Management System Documentation (MSD)

The MSD describes the policy, objectives and framework conditions for the Management System of the respective company. In addition to the basic requirements set out in MSD F8.0, each company must define the scope of the management system and the required processes. The specifications shall not conflict with MSD F8.0. Detailed regulations for the topics occupational health & safety and environmental management are to be established in the appropriate documentation.

The following numerical key applies for the systematic numbering of the individual MSDs:

- MSD Regulations for management systems F8.0
- MSD Fraport AG 8.1 - 8.19
- MSD German and European participating companies 8.20 – 8.59
- MSD non-European participating companies 8.60 – 8.79.

The documentation of further systems in an organization is indicated at each level with the addition of (A) for occupational, health & safety and (U) for environmental management.

The information to be documented within the certification group is structured as listed below:

Layer	Content
Certification group	Management Systems – Basic principles of Fraport AG as standard for the certification group: group-wide binding standards <span style="float: right;">MSD <u>F8.0</u></span>
Group companies	Corporate specific, cross-process specifications <span style="float: right;">MSD <u>B8.1</u> - MSD 8.59</span>
	Illustration of the core, management and supporting processes <span style="float: right;">Process map (PLK)</span>
	Description of individual processes (including organizational and technical know-how of the respective group company) <span style="float: right;">Process/Procedural instructions* (MSPA/MSV)</span>
	Internal documents, policies and third-party documents which are necessary to meet process requirements <span style="float: right;">Forms (MSF) Other applicable documents/attachments(MSU)</span>

\* MSPA can include several process layers/MSV apply in accordance with ISO 14001 only within the EMAS group

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## 6.5.2 Control of documented information

The management of the documented information is regulated in an MSPA valid for all companies that have acknowledged the MSD F8.0 regulations. MSD, MSPA, MSV, MSA, MSP, MSF and possibly MSU shall be controlled in accordance with the relevant standards. This means that this information must be drawn up in accordance of a particular method or modified, tested and approved to become binding information.

The documented information has a serial number. The systems occupational health & safety (A) and environmental management (U) are indicated by the capital letter at the documentation number. Documents from a lower level must not be in contradiction with required documents from a higher level.

### F8. x. y. z

Serial number of the documentation according to listing	
Type of documentation	
1	Process/Procedural instructions
2	Work instructions
3	Inspection procedures
4	Forms
5	Other applicable documents/attachments
Documentation number (is assigned by the MSB of the group)	
0	Group documentation
1 - 19	Fraport AG
20 - 59	German and European group companies
60 - 79	Non-European group companies
Serial number within the guideline system of the group	
F Guideline Group	
B Guideline Fraport AG	
D Rules and regulations for divisions of Fraport AG	

Explanation of the nomenclature

All deviations shall be described in the MSD of the respective company.

## 6.5.3 Release and distribution of documented information

Prior to the release of a document, it shall be reviewed for content, and if necessary for form, by the persons who are qualified to do so and it shall be **released by the process owner**.

## 6.5.4 Change of documented information

Changing a document can only be done by the **process owner**. All changes to the previous version should be made visible. The revision status if necessary, the publisher as well as the date on which the document becomes valid have to be recorded in order to ensure the validity of the documents.

The MSO of the certification group is responsible for the assurance of the actuality of documents published at the internet/intranet with general character of the quality management system (QMS).



Documented information play a decisive role to verify the effectiveness of the processes described in management systems. Eventually necessary actions for continuous improvement are derived from the documented information<sup>1</sup>.

## 7. Operation

### 7.1 Operational planning and control

Each participating company shall ensure, that the processes are performed as planned and the conformity of the products and services can be proved. An external process shall be described when the company (contractor) of the external process is responsible for the result of the external process (outsourced process). In this case the management process has to be described. Furthermore, clear input and output parameters must be defined. These shall be communicated to the suppliers and monitored continuously.

Criteria can be, among other:

- Requirements for products and services
- Acceptance criteria of products and services
- Necessary resources
- Control of the processes
- Necessary documentation.

The respective legal, normative and other requirements with regard to quality management systems, environmental and occupational safety management systems must also be determined.

### 7.2 Determination of requirements for the services and products (only DIN EN ISO 9001)

To fulfill the requirements of the customers and the environment, it is necessary to determine the requirements of the service/products. In addition to legal and normative requirements, it also includes requirements from internal and external guidelines.

### 7.3 Design and development of services and products (only DIN EN ISO 9001)

In interpretation of the standard, the certification group defines the subject design and development as follows:

Under design and development it is to be understood an overall process in a group company in which a new product or service is developed from the idea up to market maturity and which is produced or is to be offered as a new service. This can be done on their own initiative or on the basis of a customer contract. Furthermore, this also includes the establishment of a new scope of activities or field of competence in the respective company that comes with the design and development of products and services and that does not have minor financial importance for the company.

<sup>1</sup> The PO shall fix an appropriate retention period for the respective documented information, if no retention periods are prescribed by law or regulations.

Each participating company that identifies design and development for itself, shall document the respective provisions of the standard in relation to the inputs for the development stages.

#### **7.4 Control of externally provided processes, products and services (only DIN EN ISO 9001)**

Each participating company shall ensure that accurate purchasing information in terms of the procurement processes are present. For evaluation of external providers, the company shall determine appropriate criteria (e.g. for assessment, selection, performance monitoring and reassessment).

#### **7.5 Release of services (only DIN EN ISO 9001)**

Each participating company shall verify their services before release.

#### **7.6 Control of nonconforming outputs (only DIN EN ISO 9001)**

Outputs that do not conform to the requirements shall be identified and controlled to prevent their unintended use or delivery. Records (documented information) are necessary for:

- The description of nonconformity
- The actions taken
- The concessions obtained
- The naming of the decision-maker of the actions taken.

#### **7.7 Emergency planning and emergency response (only DIN EN ISO 9001 and DIN ISO 45001)**

In order to be able to respond appropriately to emergencies and dangers and to prevent or minimize damage, the participating company has to establish appropriate procedures. For this purpose, the necessary plans shall be created and the necessary staff shall be trained. Regular exercises help in the constant improvement of the procedures.

### **8. Performance evaluation**

#### **8.1 Monitoring, measurement, analysis and evaluation**

So that it is possible for the described processes and operations to proceed in a controlled manner and if necessary to be specifically improved, it is necessary to plan and monitor these processes, as well as to measure the process performance.

Methods of planning, monitoring and measuring are<sup>2</sup>:

- Internal audits
- External audits
- Supplier audits
- Monitoring by authorities
- Monitoring and maintenance plans
- Control and calibration of measuring equipment
- Key Indicator systems
- Company inspection

<sup>2</sup> This listing represents a selection of tools and methods. These can be expanded company specific.

- Employee survey
- Customer survey
- Process controls
- Key Performance Indicators.

The processes form the value added chain, in which the production of goods or the service delivery are taken place. To monitor the performance of an essential process, key Performance Indicators should be defined.

## 8.2 Internal Audits

Internal audits are a tool for self-monitoring. They are conducted by trained auditors. A random sample will be checked, if for the process the relevant legal and other requirements as well as internal regulations of the management are evident and how is it implemented. The procedures are questioned regarding their effectiveness and efficiency.

As a basis for the internal audits, the international norms as well as the relevant legislations (for example laws and other regulations as well as in this regard official decisions) serve the respective MSD, MSPA, MSV, MSA, MSP and MSU, for example contracts with customers, service-level-agreements, operational or work instructions.

The approach during internal audits is regulated in an own MSPA. The in-house appointed auditors are independent in accordance to the DIN EN ISO 19011.

The audits are designed in accordance to the DIN EN ISO 19011, conducted, evaluated and documented in a Management Audit Program (MAP).

## 8.3 Management Review

The executive management of the company shall evaluate the management system in planned intervals, in order to ensure that its suitability, adequacy and effectiveness as well as their adaptation to the strategic direction of the company are provided continuously. This management review has to include the possibilities for improvement as well as the need for changes on the management system, including policies and the objectives. The requirements and inputs for the management review are defined in a MSU.

Part of a complete management review is the explanation of changes within the management system over a period of time as well as a determination of results from the assessment of these changes, by the executive management.

Further aspects for the preparation of a management review are held down in dependency to the management system (quality, environmental and occupational health & safety) in the appropriate standards.

In order to ensure the regularity of the management review, this review will take place at least once a year.

## 9. Improvement

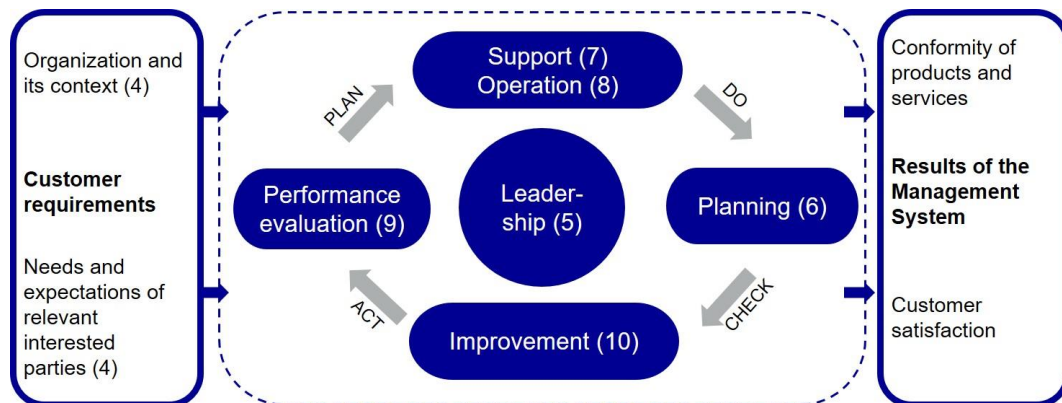
### 9.1 Nonconformity and corrective action

Based upon the results of the monitoring and measurement as well as the internal and external audits actions/measures will be derived. For the implementation of these actions the process owner are responsible. The examination of results take place against the background of policy, agreed objectives and actions with the inclusion of interested parties and in consideration of internal and external subjects. The individual steps in the control loop, along with the results of the reviews and the conclusions drawn from them, shall be documented and archived so that they are traceable.

### 9.2 Continual improvement

The establishment of objectives and the detection of improvement possibilities within a management system is a constantly recurring task. The gathering of audit results, results of customer surveys, management reviews and considering the opportunities and risks for the company are the basis for the continual improvement process.

The process of the continual improvement goes along with the control loop within the management system.



## 10. Terms

AMS	Occupational Safety and Health Management System
DIN	German Institute for Standardization
EMAS	Eco Management and Audit Scheme
EN	European Norm
IKS	Internal Control System
ISO	International Standard Organization
LI	Key Performance Indicator
MAP	Management Audit Program
MC	Management System Consultant
MS	Management Systems
MSA	Work instruction
MSO	Management System Officer
MSD	Management System Documentation
MSH	Management System Manual
MSF	Form
MSP	Inspection procedures
MSPA	Process instructions
MSU	Other applicable documents / attachments
MSV	Procedural instructions
PO	Process owner
QMS	Quality Management System
UMS	Environmental Management System

## 11. Other related guidelines

According to Section 2.1 of the MSD F8.0 regulations on management systems, the following sets of regulations are binding for the respective parties according to their regulatory content and scope of validity. They must not contradict the MSD F8.0 regulations on management systems.

- Rules for the QMS certification group
- Rules for the EMAS validation group
- Rules for occupational safety management (in preparation)

## 12. Certification group according to ISO 9001

The company accepts all regulations of the management system documentation including all attachments by joining the certification group.

### 12.1 Admission to the certification group

The Admission to the certification group is regulated by a MSPA.

### 12.2 Withdrawal from the certification group

Each participating company can leave the certification group at any time at its own request. This requires the written form.

A participating company that does not respect the rules applicable in the certification group and thus endangers the group certificate can be excluded from the certification group by the MSB of the certification group. This requires the written form.

Companies that are no longer part of the Fraport AG are automatically removed from the certification group upon termination of their membership of the Fraport AG. Unless the withdrawing company declares in writing that it continues to belong to the certification group. The rights and obligations resulting from this declaration are set out in a contract between Fraport AG and the respective company. In this case, the provisions of MSU F8.0.5.8 lose their validity for the company not belonging to the Fraport AG.

### **13. Attachments**

- F8.0 Process instructions
- F8.0 Forms
- F8.0 Other applicable documents / attachments

- printed document is not subject to an updating service -