**Winter Services at Frankfurt Airport**

### Staffing
- **2022/2023**
  - 1,092 employees

### De-icing agents
- Supply at the airport:
  - 2,500,000 liters of ground surface de-icing (fluid)
  - 150 metric tons of granulated de-icing (agent)
  - 750 metric tons of salt, 160 metric tons of sand ... sufficient for 14 days without resupply
  - 1,700,000 liters of aircraft de-icing (fluid) ... sufficient up to 3 days at full operation.

### Expenditures for Winter Services
- **2022/2023**
  - 17m

### Airside operational areas m²
- **Runway Center** 250,000 m²
- **Runway South** 250,000 m²
- **Runway 18 West** 245,000 m²
- **Runway Northwest** 115,000 m²
- Taxiways 2,340,000 m²
- Apron areas 4,900,000 m²
- **Public operational areas:**
  - Roads 622,000 m²
  - Walkways 135,000 m²
  - Parking areas 180,000 m²
- **Total** 9,027,000 m²

### Runway clearance process
- **CV** = Command vehicle
- **SBP** = Snow blower/plough
- **RS** = Runway sweeper
- **SV** = Spreading vehicle
- A single snow-clearing convoy (comprising 21 vehicles in formation) is as wide as an eight-lane motorway.

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*The amount of snow on the runways, apron areas and taxiways, by heavy snowfall.*

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*10 cm = approx. 6,000 loads*

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*The distance from Frankfurt to Mannheim.*
**Why can there still be flight delays and cancellations?**

**What happens when it snows?**

1. When Germany’s national meteorological service DWD (Deutscher Wetterdienst) forecasts snow, FRA’s Winter Services team is alerted.

2. Is there a high likelihood of snowfall lasting more than 6 hours?
   - Yes: Winter Services starts operations. The Winter Services team is alerted and goes on duty, while airport operations continue as usual.
   - No: The Winter Services team is alerted and goes on duty, while airport operations continue as usual.

3. ERIC (Emergency Response and Information Center for all FRA parties involved in flight operations)
   - ERIC is activated to evaluate the situation and decide on appropriate action to be taken.
   - Further operational actions are defined.
   - Airlines evaluate their current schedule and prioritize flights.
   - The status of flights is continuously updated on relevant websites on the Internet.

**Information for passengers**

1) Despite numerous efforts to provide smooth flight operations, weather-related factors may still cause disruptions and flight delays.

2) During severe weather conditions travel advisories are issued, advising passengers to allow extra time to reach the airport and to check in as early as possible on the day of the departure. Passengers are also encouraged to check the flight status on the website of their airline and to take advantage of online or evening-before check-in services offered by many airlines.

3) Should flight operations be affected, extra service staff will be on duty in the terminals to provide information and assist passengers accordingly.

4) If possible, airlines will change bookings and reserve seats on other flights with available capacity or on trains of Deutsche Bahn (German Railways). In addition, airlines have reserved a contingent of hotel rooms for passengers unable to get a flight on the same day.

5) Sometimes a number of flights may have to be cancelled at short notice or some passengers may not be able to leave the transit area of the terminal (no transit visa). For such contingencies, the airport provides sleeping cots, blankets and other amenities, when overnight stays at the airport terminal cannot be avoided.

6) Flight information and updates are available on the airlines’ websites or from the Frankfurt Airport Communication Center by calling 01806-FRAINFO (01806-3724636 – landline price: €0.20/phone call) and at frankfurt-airport.com.

**Safety First!**

- Winter weather striking the dense schedule of flights may significantly impact the smooth-running of an airport’s interdependent operations.

- When visibility is impaired, the distances (separation) between individual planes must be increased during take-offs and landings. All of these factors result in delays that may build up throughout the day, causing flight cancellations at short notice.

- Clearing of apron areas: When “heavy” snowfall conditions occur, Frankfurt Airport’s Winter Services team has to make sure (first and foremost) that the runways are free from ice and snow. Why? Unlike cars on snow-affected roads, aircraft cannot take off or land more slowly. Furthermore, taxiways and operational areas on the apron must remain operational at all times.

- De-icing of aircraft: Snow and ice also have to be removed from the aircraft wings before take-off.

- The overriding principle in air transportation is: safety first! All parties involved are also bound to comply with international safety standards.

- Prioritization of flights: When there is enough advance notice about impending severe weather conditions, airlines may decide to take pre-emptive measures by prioritizing their flights and re-booking passengers. Yet, weather conditions can never be precisely forecast and may change quickly.

- We always strive to provide on-time and smooth flight operations. However, our top priority is safety first, so that passengers reach their destinations safely.

**Average clearing times per runway**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Time (min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Snowfall up to 6 hours</td>
<td>30</td>
</tr>
<tr>
<td>Continuous snowfall beyond 6 hours</td>
<td>45–60</td>
</tr>
<tr>
<td>Continuous snowfall beyond 6 hours with formation of frost, snow and ice &gt; 3 cm</td>
<td>&gt; 60</td>
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</tbody>
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