

# *List of Service Charges*

Valid as of July 1, 2019



## **Table of Contents and Table of Service Numbers**

### **1. Conditions Governing the Provision of Additional Services by Fraport AG Frankfurt Airport Services Worldwide**

- 1.1. Definition
- 1.2. Obligations of Fraport AG
- 1.3. Liability
- 1.4. Assessment of Charges and of Additional Services Rendered
- 1.5. VAT

### **2. Calculation Procedure**

- 2.1. Calculation Unit
- 2.2. Vehicles and Equipment which do not Require a Driver and/or Operator(s)
- 2.3. Flat Mileage Rate
- 2.4. Assessment of Assignment Periods of Personnel and Equipment
- 2.5. Assessment of Assignment of Push-out Time
- 2.6. Uncompleted services
- 2.7. General expense
- 2.8. Debtor Regulation Ground Handling

### **3. Aviation Ground Services (BVD) Operations, Load and Transport Services**

- 3.1. Hourly Rates for Personnel
  - 3.1.1. Additional Services
- 3.2. Vehicles and Equipment
  - 3.2.1. Loading and Unloading Equipment
    - 3.2.2. Steps
      - 3.2.3. Vehicles and Tractors Services
      - 3.2.4. Special Transport
      - 3.2.5. Passenger Transports
      - 3.2.6. Aircraft Towing Tractor
      - 3.2.7. Ground Support Equipment
        - 3.2.7.1. Air Start Supply
        - 3.2.7.2. Air Conditioning Units
    - 3.2.2. Steps
  - 3.2.3. Vehicles and Tractors Services
  - 3.2.4. Special Transport
  - 3.2.5. Passenger Transports
  - 3.2.6. Aircraft Towing Tractor
  - 3.2.7. Ground Support Equipment
    - 3.2.7.1. Air Start Supply
    - 3.2.7.2. Air Conditioning Units
- 3.3. Sale of Materials
- 3.4. Aircraft Cabin Cleaning
  - 3.4.1. Cleaning of Folding Tables
    - 3.4.1.1. Cleaning of Folding Tables -Passenger Aircraft-
    - 3.4.2. Changing of Headrest Covers
      - 3.4.2.1. Changing of Headrest Covers -Passenger aircraft-
    - 3.4.3. Emptying of Galley Waste Containers
      - 3.4.3.1. Emptying of Galley Waste Containers
    - 3.4.4. Outside Cleaning Cockpit Windows
    - 3.4.5. Cleaning Cargocompartment
  - 3.5. Baggage Identification, BRS, Use of X-ray Equipment
    - 3.5.1. Baggage Reconciliation - Variable Portion -
      - 3.5.2. Use of X-ray Equipment
  - 3.6. Other Services
    - 3.6.1. Vehicle Care
      - 3.6.2. Palletizing/Containerization of Freight and Mail
      - 3.6.3. Salvage of Defective Equipment

### **4. Fraport Executive Aviation**

- 4.1. Vehicles, Equipment and Manpower
- 4.2. Transport Executive Aviation
- 4.3. Other Services
- 4.4. Rent of Business / Executive Rooms

## **5. Aviation Ground Services Passenger Service and Operations**

- 5.1. Personnel
- 5.2. Additional Services

## **6. Extra Services of Central Ground Infrastructure**

- 6.1. Electrical Power Supply -Passenger Aircraft and Mixed Version Aircraft-
- 6.2. Electrical Power Supply -Cargo Aircraft-
- 6.3. Storage of Baggage in the Customs Bonded Store
- 6.4. Baggage Personnel
- 6.5. Administrative support
- 6.6. Operative maintenance
- 6.7. BRS - Extra Services
- 6.8. Sorting Rules
- 6.9. Passenger Bridge Extra Services

## **7. Integrated Facility Management (IFM)**

- 7.1. Technical building supply and disposal management
  - 7.1.1. Postal services
  - 7.1.2. Airport Print Center / Letter Shop
  - 7.1.3. Fuel services
  - 7.1.4. Renting of cars (Short term rental / Carpool)
- 7.2. Cleaning Management (IFM-IS4)
- 7.3. Automotive Engineering (IFM-IF)
  - 7.3.1. Repair shop services
  - 7.3.2. Rental of special vehicles and equipment
  - 7.3.3. Vehicle engineering

## **8. Traffic and Terminal Management, Corporate Safety and Security**

- 8.1. VIP Service
  - 8.1.1. VIP Services
  - 8.1.2. VIP-Service Suites
  - 8.1.3. VIP-Service Special Services
  - 8.1.4. VIP Service Packages
- 8.2. Use of Electric Vehicles
- 8.3. Lost and Found Office
- 8.4. Storage of Dangerous Goods in the Lost and Found Office
- 8.5. Rental of Blocking Elements with Roller Tapes
- 8.6. Use of Counters in the Terminal
- 8.7. Rental of Lockers
- 8.8. Rental of Logo Monitors
- 8.9. Set up or modification of logos to be displayed on monitors
- 8.10. Firebrigade
  - 8.10.1. Hourly Rates for Personnel
  - 8.10.2. Preparation, Plotterservices and UV-resistances printouts
    - 8.10.2.1. Preparation
    - 8.10.2.2. Plotterservices
  - 8.10.3. Vehicles and Equipment
    - 8.10.3.1. Fire Fighting Vehicles
    - 8.10.3.2. Rescue Vehicles
    - 8.10.3.3. Emergency Medical Services
    - 8.10.3.4. Medical transport
    - 8.10.3.5. Stretcher transport
    - 8.10.3.6. Equipment Transport Vehicles
    - 8.10.3.7. Trailers and Equipment
    - 8.10.3.8. Leasing of Aircraft Salvaging-Equipment
    - 8.10.3.9. Special Equipment
    - 8.10.3.10. Small Fire Extinguishers available on rental basis

- 8.10.3.11. Firemen course
- 8.10.4. Renting of Training Rooms
- 8.10.5. Other Services
- 8.10.6. Animal welfare / Animal rescue
- 8.11. ID Card Services
- 8.12. Airport Security
- 8.12.1. Key safe box
- 8.12.2. Valuables transport
- 8.12.3. other

## **9. Medical Services**

- 9.1. Hourly Rates for Personnel
- 9.2. Other Services
- 9.2.1. Use of Sick-Room

## **10. Information Technology and Telecommunications (IUK)**

- 10.1. Telephony
- 10.1.1. Analog Lines
- 10.1.2. VOIP Telephony
- 10.1.3. VOIP Telephony for Existing LAN Data Port
- 10.2. LAN - Access
- 10.3. Wireless-LAN Access
- 10.3.1. WiFi Access Basic (no internet)
- 10.3.2. WiFi Packages including Internet Access
- 10.4. Internet Access
- 10.4.1. Internet via ADSL
- 10.4.2. Internet Access via LAN or SDSL
- 10.5. Firewall
- 10.6. Fraport IPTV Connections
- 10.7. Access Flight Data Portal
- 10.8. Radio Communication
- 10.9. Intercommunication Systems
- 10.9.1. Fire Alarm System
- 10.10. Personel Services

## **11. Retail & Properties**

- 11.1. ACC - Airport Conference Center

**Table of Service Numbers**

S-No.	Section	S-No.	Section	S-No.	Section	S-No.	Section
10009	10.2.	10807	8.6.	11052	3.2.5.	11887	3.2.3.
10013	10.2.	10809	8.7.	11053	3.2.5.	11888	3.2.3.
10014	10.2., 10.4.2., 10.7.	10810	8.7.	11054	3.2.2.	11889	3.2.4.
10036	10.8.	10812	8.8.	11055	3.2.2.	11890	3.2.3.
10041	10.1.1.	10813	8.8.	11056	3.2.2.	11891	3.2.7.2.
10042	10.1.1.	10822	8.1.4.	11058	3.6.2.	11892	3.2.2.
10043	10.1.1.	10823	8.1.4.	11067	3.2.3.	11893	3.2.2.
10046	10.1.1.	10825	11.1.	11069	3.2.3.	11898	3.2.5.
10047	10.1.1.	10826	11.1.	11074	3.2.3.	11901	3.2.6.
10127	10.8.	10827	11.1.	11077	3.2.3.	11902	3.2.6.
10143	10.9.1.	10829	11.1.	11078	3.2.3.	11904	3.2.6.
10153	10.1.1., 10.1.2., 10.1.3.	10837	11.1.	11079	3.2.3.	11905	3.2.7.
10219	10.3.1.	10844	11.1.	11100	3.4.3.1.	11906	3.2.7.
10223	10.2.	10867	11.1.	11101	3.4.2.1.	11907	3.6.3.
10307	10.9.1.	10870	11.1.	11102	3.4.1.1.	11908	3.2.7.
10313	10.9.1.	10877	11.1.	11301	3.1.	11910	3.6.3.
10593	8.2.	10888	11.1.	11302	6.4.	11911	3.6.3.
10595	8.3.	10889	11.1.	11304	5.1.	11913	3.2.6.
10644	8.10.1.	10891	11.1.	11307	5.1.	11914	3.2.3.
10646	8.10.1.	10892	11.1.	11309	5.1.	11915	3.2.4.
10647	8.10.1.	10901	11.1.	11310	5.2.	11916	3.1.
10658	8.10.3.1.	10902	11.1.	11313	5.1.	11917	3.2.3.
10659	8.10.3.6.	10909	11.1.	11315	5.1.	11920	3.1.1.
10660	8.10.3.2.	10911	11.1.	11390	11.1.	11927	3.6.1.
10661	8.10.3.1.	10912	11.1.	11392	11.1.	11941	3.6.1.
10664	8.10.3.7.	10913	11.1.	11393	11.1.	12005	6.3.
10668	8.10.3.6.	10917	11.1.	11557	8.11.	12054	3.6.1.
10669	8.10.3.6.	10918	11.1.	11638	6.1.	12055	3.6.1.
10670	8.10.3.6.	10919	11.1.	11641	3.2.3.	12076	3.6.1.
10671	8.10.3.6.	11023	6.2.	11642	3.2.7.	12080	3.6.1.
10673	8.10.3.6.	11026	3.1.	11643	3.2.7.2.	12126	3.5.1.
10675	8.10.3.6.	11027	6.4.	11651	3.4.4.	12137	3.3.
10677	8.10.3.1.	11028	3.2.3.	11659	3.1.	12138	3.3.
10694	8.10.5.	11029	3.2.7.	11669	3.2.6.	12139	3.3.
10695	8.10.5.	11030	3.2.1.	11670	3.1.	12140	3.3.
10698	8.10.5.	11032	3.2.4.	11671	3.3.	12141	3.3.
10740	8.10.3.10.	11035	3.2.3.	11674	3.2.6.	12178	6.3.
10782	8.11.	11036	3.2.3.	11692	3.2.7.1.	12214	11.1.
10783	8.11.	11037	3.2.4.	11693	3.2.7.1.	12376	3.2.3.
10785	8.11.	11038	3.2.3.	11695	3.2.2.	12535	8.10.3.11.
10786	8.11.	11039	3.2.3.	11696	3.2.1.	12566	8.10.3.1.
10790	8.11.	11041	3.2.7.	11697	3.1.1.	12568	8.10.3.1.
10793	8.11.	11044	3.2.7.2.	11698	3.2.7.	12569	8.10.3.1.
10794	8.11.	11046	3.2.1.	11700	3.2.1.	12570	8.10.3.1.
10799	8.11.	11047	3.2.1.	11703	3.2.1.	12572	8.10.5.
10803	8.11.	11048	3.2.1.	11754	8.10.3.6.	12597	8.10.3.10.
10805	8.6.	11050	3.2.1.	11760	3.2.3.	12640	10.4.1.
10806	8.6.	11051	3.2.5.	11886	3.2.3.	12675	4.3.

S-No.	Section	S-No.	Section	S-No.	Section	S-No.	Section
12686	4.1.	16216	8.1.1.	24889	8.10.6.	28695	8.1.2.
12687	4.1.	16516	10.9.1.	24890	8.10.6.	28696	8.1.2.
12706	4.1.	16596	4.4.	24949	8.12.3.	28697	8.1.2.
12709	4.3.	16867	8.6.	25140	10.10.	28698	8.1.2.
12710	4.3.	16878	4.3.	25141	10.10.	28699	8.1.2.
12713	4.1.	16879	4.3.	25142	10.10.	28700	8.1.2.
12715	4.3.	16880	4.3.	25169	6.7.	28701	8.1.2.
12716	4.3.	17266	10.6.	25170	6.7.	28702	8.1.2.
12718	4.4.	17336	3.2.5.	25171	6.7.	28703	8.1.2.
12787	4.2.	17337	3.2.5.	25172	6.7.	28704	8.1.2.
12795	5.1.	17357	4.1.	25287	10.5.	28705	8.1.2.
12797	11.1.	17358	4.1.	25620	10.4.1.	28706	8.1.2.
12806	5.2.	17359	4.1.	25621	10.4.1.	28707	8.1.2.
13276	5.1.	17362	3.2.7.1.	25771	4.1.	28708	8.1.2.
13327	8.5.	17363	3.2.7.1.	25773	3.2.5.	28709	8.1.2.
13626	3.3.	17438	6.5.	25774	4.1.	28710	8.1.2.
13696	3.1.1.	17439	6.5.	25775	4.1.	28711	8.1.2.
13837	3.2.3.	17462	8.10.3.6.	25812	8.10.3.6.	28712	8.1.2.
14293	10.10.	17463	8.10.3.6.	25813	8.10.3.6.	28713	8.1.2.
14294	10.10.	17464	8.10.3.2.	25814	8.10.3.6.	28714	8.1.2.
14295	10.10.	17697	5.2.	25815	8.10.3.6.	28716	8.1.2.
14296	10.10.	17829	8.1.1.	25826	8.10.3.9.	28717	8.1.2.
14297	10.10.	17896	6.6.	25827	8.10.3.9.	28718	8.1.2.
14298	10.10.	18056	8.11.	25828	8.10.3.6.	28719	8.1.2.
14308	8.1.1.	18102	3.2.3.	26013	8.11.	28720	8.1.2.
14309	8.1.1.	18103	3.2.3.	26047	3.1.1.	28721	8.1.2.
14327	6.8.	18119	3.1.1.	26589	8.12.3.	28722	8.1.2.
14717	3.1.1.	18120	4.3.	26732	4.3.	28723	8.1.2.
14755	10.8.	18317	10.1.3.	26919	4.3.	28724	8.1.2.
14756	10.8.	21859	8.11.	27186	8.1.4.	28725	8.1.3.
14977	10.9.1.	21993	11.1.	27187	8.1.4.	28726	8.1.3.
15346	4.2.	22099	10.6.	27206	8.1.3.	28727	8.1.3.
15356	10.10.	22459	3.2.4.	27207	8.1.3.	28728	8.1.3.
15396	8.9.	22460	3.2.3.	27208	8.1.1.	28729	8.1.3.
15418	3.2.3.	22489	10.7.	27270	4.2.	28730	8.1.3.
15419	3.2.3.	22552	10.7.	27531	10.4.2.	28731	8.1.4.
15420	3.2.3.	23202	3.4.5.	27532	10.4.2.	28732	8.1.4.
15421	3.2.3.	23203	3.4.5.	27533	10.4.2.	28733	8.1.4.
15456	4.3.	23299	3.1.1.	27534	10.4.2.	28734	8.1.4.
15729	3.5.1.	23477	3.2.3.	27535	10.4.2.	28735	8.1.4.
15953	10.4.1.	23481	10.3.1.	27810	6.9.	28736	8.1.4.
15954	10.4.1.	23826	3.2.6.	27811	6.9.	28737	8.1.4.
15966	4.3.	24337	8.6.	28054	3.2.3.	28738	8.1.4.
15968	4.2.	24861	5.1.	28186	3.2.4.	28739	8.1.4.
15971	4.3.	24865	8.10.6.	28652	10.8.	28740	8.1.4.
16065	4.3.	24886	8.10.6.	28692	8.1.2.	28741	8.1.4.
16066	4.3.	24887	8.10.6.	28693	8.1.2.	28742	8.1.4.
16067	4.3.	24888	8.10.6.	28694	8.1.2.	28838	3.2.4.

S-No.	Section	S-No.	Section	S-No.	Section	S-No.	Section
28839	..... 3.2.3.						
28852	..... 8.12.1.						
28853	..... 8.12.1.						
28854	..... 8.12.1.						
28855	..... 8.12.2.						
28857	..... 8.12.2.						
28858	..... 8.12.2.						
28859	..... 8.12.2.						
28861	..... 8.12.3.						
28862	..... 8.12.3.						
28863	..... 8.12.3.						
28864	..... 8.12.3.						
28951	..... 8.11.						
29061	..... 10.4.2.						
29554	..... 3.2.3.						
29581	..... 3.2.3.						
29582	..... 3.2.1.						
30978	..... 3.1.1.						
31090	..... 10.8.						
31091	..... 10.8.						
31116	..... 8.1.3.						
31117	..... 8.1.3.						
31120	..... 8.1.3.						
31154	..... 8.1.3.						
31220	..... 10.1.2.						
31221	..... 10.1.2., 10.1.3.						
31224	..... 10.3.2.						
31225	..... 10.3.2.						
31226	..... 10.3.2.						
31227	..... 10.3.2.						
31308	..... 8.11.						
31524	..... 8.8.						

***1. Terms and conditions for the supply of goods and services  
(special services) by Fraport AG Frankfurt Airport Services  
Worldwide***



## **1. Conditions Governing the Provision of Additional Services by Fraport AG Frankfurt Airport Services Worldwide**

### **1.1. Definition**

Additional Services as referred to in this List of Service Charges, are all services provided by Fraport AG in addition to an existing ground handling contract.

### **1.2. Obligations of Fraport AG**

Placing an order for additional services does not constitute a claim against Fraport AG for the execution of such services. Even in the event of an order being accepted and in the course of such additional services being rendered, Fraport AG reserves the right of disposal of their personnel, equipment, tools and facilities.

### **1.3. Liability**

- Fraport AG is not liable for any injury to persons or damage to objects caused in the performance or in connection with the performance of the requested services or in connection with the lease of Fraport AG equipment, tools and facilities - even if these are in Fraport AG charge while performing such services - unless the injury or damage was caused with intent by Fraport AG or their authorized personnel. In case of non-merchants, Fraport AG is liable for any injury or damage caused by Fraport AG and Fraport AG personnel with gross negligence. In case of services directly connected with the handling of aircraft (ground handling services), the liability clause of the respective ground handling agreement shall apply.
- The contractor exempts Fraport AG from all third-party claims which might arise in connection with the performance of the contract.
- Fraport AG holds the contractor liable for any injury of persons or damage to objects caused by the conduct of his personnel or the condition of objects handed over during or in connection with such additional services.

### **1.4. Assessment of Charges and of Additional Services Rendered**

The additional services rendered will be specified within the Attachment of the special services invoice. Objections to the scope of services stated must be made no later than 30 working days after receipt of the invoice. Thereafter the statement shall be deemed accepted. The provisions of the List of Service Charges of Fraport AG Frankfurt Airport Services Worldwide shall apply.

### **1.5. VAT**

All mentioned charges are net (without VAT). Exceptions are marked. In case of costs changes, charges can be adjusted.

## ***2. Calculation procedure***

**This chapter covers the following items:**

2.1 Calculation Unit

2.2 Vehicles and Equipment which do not Require a Driver and/or Operator(s)

2.3 Flat Mileage Rate

2.4 Assessment of Assignment Periods of Personnel and Equipment

2.5 Assessment of Assignment of Push-out Time

2.6 Uncompleted services

2.7 General Expense

2.8 Debtor Regulation Ground Handling

## 2. Calculation Procedure

### 2.1. Calculation Unit

For services for which an hourly rate has been fixed the minimum calculation unit is half an hour. Each period in excess of half an hour will be brought up to the next half hour.

### 2.2. Vehicles and Equipment which do not Require a Driver and/or Operator(s)

- For an uninterrupted use of up to 12 hours the established hourly rates will be charged.
- For use in excess of 12 hours and up to 24 hours a daily rate, equalling the rate for 12 hours, will be charged.
- For every additional 24 hours of a fraction thereof, a daily rate will be charged.

The following rules apply for making available vehicles and equipment for which an hourly rate is established and which service number is marked with an \*):

#### Examples:

9 hours = 9 x the hourly rate

14 hours = 1 x the daily rate

48 hours = 2 x the daily rate

50 hours = 3 x the daily rate

### 2.3. Flat Mileage Rate

If vehicles are made available for off-airport use, a flat rate per kilometre driven will be charged in addition to the fixed hourly rate.

### 2.4. Assessment of Assignment Periods of Personnel and Equipment

Time of operation means:

The following rules shall apply for the assessment of the assignment periods of personnel and equipment:

- The time of the beginning of an assignment will be brought up to the next full five minutes.
- The time of completion of an assignment will be brought down to the preceding full five minutes.

#### Example 1:

Beginning of assignment 08.02 hrs., corrected 08.05 hrs.

End of assignment 08.34 hrs., corrected 08.30 hrs.

Time of operation 32 min., corrected 25 min.

Charged time 30 min.

#### Example 2:

Beginning of assignment 08.02 hrs., corrected 08.05 hrs.

End of assignment 08.38 hrs., corrected 08.35 hrs.

Time of operation 36 min., corrected 30 min.

Charged time 30 min.

#### Example 3:

Beginning of assignment 08.04 hrs., corrected 08.05 hrs.

End of assignment 08.49 hrs., corrected 08.45 hrs.

Time of operation 45 min., corrected 40 min.

Charged time 60 min.

### **2.5. Assessment of Assignment of Push-out Time**

Contrary to the assignment periods of personal and equipment under 2.4 the assignment of push-out time will be determined as follows:

The charging period for push-out services starts two minutes prior to timely set TOBT or rather with contractual agreed lead time prior to timely set TOBT or latest with the arrival of the aircraft towing tractor at the position. Push-out time ends when the tractor has completed towing-/push-out procedure and leaves the position.

#### **Example for assessment of assignment of push-out time:**

Timely set TOBT 08.04 hrs.

Arrival of aircraft towing tractor at position 07.56 hrs.

Beginning of assignment 08.02 hrs.

Departure of tractor 08.20 hrs.

End of assignment 08.20 hrs.

Time of operation 18 min.

Charged time 20 min.

### **2.6. Uncompleted services**

Moreover services which are ordered by airline or third party and commenced thereupon, but aborted due to reasons out of Fraport AG responsibility will be charged resource-related.

### **2.7. General expense**

Any disbursement made by the Handling Company on behalf of the client will be reimbursed by the client at cost price plus an accounting surcharge of 12 percent, except when otherwise stipulated.

### **2.8. Debtor Regulation Ground Handling**

Debtor of the charges for ground handling services is the airline operating the respective flight with its airline code/flight number. Deviating regulations require prior written agreement.

### **3. Aviation Ground Services (BVD) Operations, Load and Transport Services**

All airlines using Frankfurt make use of the services provided by the Aviation Ground Services Department.

In addition to very wide-ranging basic services, which are already contained in the flat-rate agreements on aviation ground services, BVD also offers a large number of additional services involving for instance:

#### **Everything to do with the aircraft**

Start-up compressed air and main power on the ground  
Storage of empty containers  
Provision of personnel  
Provision of equipment  
Crew and crew baggage transport  
Other services as shown in this list or on request.

#### **Inside the aircraft**

Special cleaning to meet your requirements  
Storing, collecting and distributing on-board material and cabin equipment  
Cleaning cockpit windows on the outside  
Other services as shown in this list or on request.

#### **Safety and security**

X-ray equipment  
Baggage Reconciliation System (BRS)  
Orders/enquiries: 24-hour service.

#### **Service manager on duty**

Telephone: +49 (0)69 690-70620/30  
Fax: +49 (0)69 690-495 70620

#### **Contracts**

Ground handling service contracts and special agreements

Mr. Carlos Cardiga

Telephone: +49 (0)69 690-71252

Fax: +49 (0)69 690-495 71252

E-mail: c.cardiga@fraport.de

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 3. Aviation Ground Services (BVD) Operations, Load and Transport Services

#### 3.1. Hourly Rates for Personnel

11670	Operations assistant	1 hour	103,00
11916	Driver (ground handling service)	1 hour	93,00
11659	Aircraft cleaners	1 hour	64,00
11026	Loader (ground handling service)	1 hour	86,00
11301	Loadmaster (ground handling service)	1 hour	102,00

#### 3.1.1. Additional Services

26047	Brake Cooling A 380	each	1.290,00
26047	Brake Cooling Widebody except A 380	each	953,00
30978	Documentation of cooling data at pharma shipment	1 hour	25,50
13696	Examination of mobile electrical appliance	each	13,50
18119	Cleaning of vehicle after AVI-transportation	1 hour	119,00
14717	ULD push	Use up to 30 min.	64,00
11697	Walk out assistance	Use up to 15 min.	91,00
11920	Walk out assistance Commuter A/C	Use up to 15 min.	91,00
23299	Waterblower	each	262,00

#### 3.2. Vehicles and Equipment

##### 3.2.1. Loading and Unloading Equipment

11703	KCH Container loader, up to 1.5 metric tons, with operator	1 hour	206,00
11696	KCH Container loader, up to 3.5 metric tons, with operator	1 hour	272,00
11030	KCT container and pallet transporter, with driver	1 hour	262,00
11046	KFB Self-propelled conveyor-belt, loader with operator	1 hour	137,00
11048	KMS fork lift up to 15 metric tons, with driver	1 hour	377,00
11047	KMS fork lift up to 4 metric tons lift capacity, with driver	1 hour	164,00
29582	KMS fork lift without operator	1 hour	50,00
11700	KPH Pallet loader, up to 30 metric tons lift capacity, with operator	1 hour	710,00
11050	KPH Pallet loader, up to 7 metric tons lift capacity, with operator	1 hour	361,00

##### 3.2.2. Steps

11056	KST Crew/Service steps for wide body aircraft, without tractor	1 hour	50,00
11695	KST Service steps without tractor	1 hour	50,00
11054	KPT Passenger steps, adjustable elevation from 1.60 m to 2.10 m, without tractor	1 hour	50,00
11892	KPT Passenger steps, adjustable elevation from 2.40 m to 3.45 m, without tractor	1 hour	50,00
11055	KMT Self-propelled passenger steps up to 5.40 m elevation, with driver	1 hour	312,00
11893	KMT Self-propelled passenger steps up to 5.40 m elevation (with roof), with driver	1 hour	548,00

S-No.	Service	Unit	EUR
<b>3.2.3. Vehicles and Tractors Services</b>			
23477	Order of cargo transports via facsimile	each	5,30
11035	KDW Diesel vehicle, with driver	1 hour	125,00
11917	KEZ Electric tractor heavy, with driver	1 hour	174,00
15420	KFC Freight container trailer	24 hours	39,00
11077	KFC Freight container trailer	1 hour	9,00
11067	KFW Cargo trailer	1 hour	5,00
11760	KFW Cargo trailer	24 hours	21,60
13837	KGC Baggage container trailer	1 hour	9,00
18102	KGC Baggage container trailer	24 hours	69,00
11886	KGC Baggage container trailer for double containers	1 hour	16,50
11887	KGC Baggage container trailer for double containers	24 hours	128,00
18103	KGW Baggage trailer	1 hour	5,00
11641	KGW Baggage trailer	24 hours	41,00
11888	KHT Transporter with lifting capacity, 20 feet, with driver	1 hour	338,00
11039	KKB Minibus with driver	1 hour	149,00
15418	KLT transporter up to 1 metric ton, with driver	1 hour	127,00
11038	KLT transporter up to 1 metric ton, with driver	1 hour	127,00
11069	KPA Pallet trailer (dolly)	1 hour	20,40
11079	KPA Pallet trailer (dolly)	24 hours	69,00
12376	KPB Pallet trailer (sheet construction)	1 hour	30,80
11036	KSZ towing tractor heavy, with driver	1 hour	163,00
29581	KSZ towing tractor heavy without operator	1 hour	50,00
22460	KTC Animaltransporter for Container	1 hour	31,50
28054	KTH Horse transporter, without operator	1 hour	90,00
15421	KTL Flat-bed-trailer	1 hour	9,00
11074	KTL Flat-bed-trailer	24 hours	39,00
11028	KTT Thermo pallet trailer, without operator	1 hour	90,00
28839	KTZ Engine trailer without operator	1 hour	90,00
11078	KZF 20 feet trailer	1 hour	43,00
15419	KZF 20 feet trailer	24 hours	174,00
29554	KZF2 40 feet trailer without operator	1 hour	147,20
11914	KZH Hybrid towing tractor	1 hour	183,00
11890	KZU UNIMOG with salvage crane/Stacker truck including operator	1 hour	258,00

### 3.2.4. Special Transport

11037	Courier trip with transporter (up to 30 minutes)	each	97,00
11915	Courier trip with hybrid vehicle including baggage trailers (up to 30 minutes)	each	114,00
11032	KLK Refrigerated/temperature control truck, with driver	1 hour	258,00
22459	Special Transport with 40 ft. Trailer (KZU + KZF2) with driver	1 hour	611,00
11889	Special-transport with thermo pallet trailer, tractor and operator, 1 trailer	1 hour	252,00
28186	Special-transport with horse transporter, tractor and operator, 1 trailer	1 hour	252,00
28838	Special transport engine trailer	1 hour	400,00

### 3.2.5. Passenger Transports

	Direct passenger transfer		Price to be requested
11053	Crew transports	1 hour	137,00
17336	Additional crew transports	1 hour	137,00
17337	Airline personnel transports	1 hour	137,00
11898	Flat rate per km for off-airport use of passenger buses	1 km	2,61
11051	KKO Passenger bus (max. 50 Pax) with driver	1 hour	170,00
11052	KKO Articulated passenger bus (max. 95 Pax) with driver	1 hour	195,00

S-No.	Service	Unit	EUR
	Passenger accompany service in terminal		Price to be requested
25773	PRM Highloader	1 hour	195,00

### 3.2.6. Aircraft Towing Tractor

11913	KFZ Aircraft towing tractor including driver and tow bar	1 hour	384,00
11901	KFZ Aircraft towing tractor / overtime	Use up to 20 min.	127,00
11669	KSZ Aircraft towing tractor including driver and tow bar	1 hour	177,00
11902	KSZ Aircraft towing tractor / overtime	Use up to 20 min.	59,00
11904	KFZ-TLT Aircraft towing tractor (without tow-bar) including driver	1 hour	573,00
23826	KFZ-TLT Aircraft towing tractor / overtime	Use up to 20 min.	187,00
11674	KSS Tow bar	1 hour	21,20

### 3.2.7. Ground Support Equipment

*\*) Larger units will be charged according to the space actually used.*

11041	KMA Ground power unit trailer 28/112 V (without operator and tractor) for services other than ground handling	1 hour	118,00
11698	KJA Ground power unit trailer 400 Hz (without operator and tractor) for services other than ground handling	1 hour	170,00
11905	KFA Toilet service vehicle with operator	1 hour	203,00
11908	KWW Water service vehicle with operator	1 hour	159,00
11642	KAA Waste water tank trailer (without tractor)	1 hour	19,30
11906	KHS Tailpost (B 747) without tractor	1 hour	25,40
11029	KPR roller ramp for containers using one space (e.g.LD1,LD2,LD3 and LD46)	space and day	6,60 *)

#### 3.2.7.1. Air Start Supply

11692	Air start supply narrow body aircraft	Use up to 30 min.	221,00
11693	Air start supply wide body aircraft	Use up to 30 min.	404,00
17362	Air start supply narrow body aircraft maintenance	Use up to 30 min.	221,00
17363	Air start supply wide body aircraft maintenance	Use up to 30 min.	404,00

#### 3.2.7.2. Air Conditioning Units

11044	Air conditioning unit (60 min.)	each	409,00
11891	Air conditioning unit - overtime - (30 min.)	each	203,00
11643	KLJ air-conditioning with Air Start Unit (30. min)	Use up to 30 min.	265,00

### 3.3. Sale of Materials

*\*) Prices are subject to alterations depending on changes in purchasing prices.*

11671	Ballast bag (filled) 25 kilograms	each	5,80 *)
12137	Spreader boards 27 mm	1 sq meter	11,50 *)
12139	Tie-down rope (Sisal-Perlon) 5 m	1 unit	3,20 *)
12138	Tie-down rope (Sisal-Perlon) 10 m	1 unit	5,80 *)
12141	Tie-down rings, small	each	3,10 *)
12140	Tie-down rings, large	each	4,90 *)
13626	Absorbent material AVI-PER	each	8,90 *)



S-No.	Service	Unit	EUR
<b>3.4. Aircraft Cabin Cleaning</b>			
Additional cleaning/comissary - services and prices on request.			
<b>3.4.1. Cleaning of Folding Tables</b>			
<b>3.4.1.1. Cleaning of Folding Tables -Passenger Aircraft-</b>			
11102	Small aircraft up to 10,000 kg maximum take-off weight	each	3,20
11102	A 300	each	51,40
11102	A 310	each	43,30
11102	A 318	each	20,30
11102	A 319	each	28,40
11102	A 320	each	29,90
11102	A 321	each	32,60
11102	A 330	each	65,00
11102	A 340 - 200 / 300 / 500	each	51,40
11102	A 340 - 600	each	59,60
11102	A 350 - 800 /900	each	51,50
11102	A 350 - 1000	each	59,60
11102	A 380	each	138,10
11102	A 748	each	7,20
11102	ATR 42	each	7,20
11102	ATR 72	each	11,50
11102	B 737 - 100 to 700	each	29,90
11102	B 737 - 800 / 900	each	35,30
11102	B 747 - 100 / 200 / 300 / 400	each	82,60
11102	B 747 SP / PC	each	51,40
11102	B 747 - 800	each	82,60
11102	B 757	each	44,60
11102	B 767	each	48,70
11102	B 777	each	53,20
11102	B 787 - 800	each	48,70
11102	B 787 - 900	each	51,40
11102	BAe - ATP	each	15,10
11102	BAe 146 / Avro RJ	each	19,20
11102	CRJ / CL	each	11,40
11102	DC 9	each	20,30
11102	DHC 7 / 8	each	11,40
11102	DO 328	each	7,20
11102	EMB 120 / 135 / 145	each	7,20
11102	EMB 170	each	16,20
11102	EMB 190	each	30,00
11102	FK 27 / 28 / 50	each	11,40
11102	FK 70 / 100	each	16,10
11102	IL 62	each	29,90
11102	IL 86 / 96	each	54,10
11102	MD 11	each	62,30
11102	MD 80 / 83 / 87 / 88 / 90	each	32,60
11102	SAAB 2000	each	8,90
11102	YAK 42	each	19,20

S-No.	Service	Unit	EUR
<b>3.4.2. Changing of Headrest Covers</b>			
<b>3.4.2.1. Changing of Headrest Covers -Passenger aircraft-</b>			
11101	Small aircraft up to 10,000 kg maximum take-off weight	each	3,20
11101	A 300	each	54,30
11101	A 310	each	47,40
11101	A 318	each	21,60
11101	A 319	each	26,50
11101	A 320	each	35,30
11101	A 321	each	40,60
11101	A 330	each	71,70
11101	A 340 - 200 / 300 / 500	each	60,10
11101	A 340 - 600	each	66,30
11101	A 350 - 800 / 900	each	60,10
11101	A 350 - 1000	each	66,30
11101	A 380	each	147,30
11101	A 748	each	8,90
11101	ATR 42	each	8,90
11101	ATR 72	each	13,60
11101	B 737 - 100 to 700	each	30,60
11101	B 737 - 800 / 900	each	41,90
11101	B 747 - 100 / 200 / 300 / 400	each	88,00
11101	B 747 SP / PC	each	57,60
11101	B 747 - 800	each	88,00
11101	B 757	each	48,70
11101	B 767	each	51,40
11101	B 777	each	63,70
11101	B 787 - 800	each	51,40
11101	B 787 - 900	each	60,10
11101	BAe ATP	each	13,60
11101	BAe 146 / Avro RJ	each	21,60
11101	CRJ / CL	each	13,60
11101	DC 9	each	21,60
11101	DHC 7 / 8	each	13,60
11101	DO 328	each	8,90
11101	EMB 120 / 135 / 145	each	8,90
11101	EMB 170	each	17,50
11101	EMB 190	each	30,60
11101	FK 27 / 28 / 50	each	13,60
11101	FK 70 / 100	each	17,50
11101	IL 62	each	32,60
11101	IL 86 / 96	each	61,60
11101	MD 11	each	67,80
11101	MD 80 / 83 / 87 / 88 / 90	each	33,80
11101	SAAB 2000	each	8,90
11101	YAK 42	each	21,60

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 3.4.3. Emptying of Galley Waste Containers

#### 3.4.3.1. Emptying of Galley Waste Containers

11100	Narrow Body	each	36,00
11100	Wide Body	each	98,00
11100	A 380	each	198,00

### 3.4.4. Outside Cleaning Cockpit Windows

11651	Narrow Body	each	41,00
-------	-------------	------	-------

### 3.4.5. Cleaning Cargocompartment

23202	Cleaning Cargocompartment on request / Equipment	30 minutes	44,20
23203	Cleaning Cargocompartment on request / Staff	30 minutes	32,20

### 3.5. Baggage Identification, BRS, Use of X-ray Equipment

The rates below apply only for baggage identification services requested in due time. In the event of baggage already loaded into aircraft holds or on to pallets/containers, services will be charged on an hourly basis.

#### 3.5.1. Baggage Reconciliation - Variable Portion -

15729	All types of aircraft	per baggage item	0,38
12126	"Last Minute Scan" at A/C position - All types of aircraft	each	71,00

#### 3.5.2. Use of X-ray Equipment

Leasing of x-ray equipment Prices upon request

### 3.6. Other Services

#### 3.6.1. Vehicle Care

11941	Use of automatic car wash for Passenger cars and buses (up to 8 seats)	each	16,50
12054	Use of automatic car wash for Passenger cars and buses (9 to 25 seats)	each	27,40
12055	Use of automatic car wash for Buses (more than 25 seats)	each	41,10
11927	Use of automatic car wash for Catering vehicle	each	44,40
12076	Use of a washroom for manual washing of vehicles and equipment	1 hour	44,40
12080	Interior cleaning passenger car / buses (up to 8 seats)	1 hour	39,70

#### 3.6.2. Palletizing/Containerization of Freight and Mail

11058	Palletizing/containerization of freight and mail	for each 100 kg or fraction thereof	22,85
-------	--	-------------------------------------	-------

#### 3.6.3. Salvage of Defective Equipment

11907	Salvage of defective equipment up to 3 t, 30 min.	each	179,00
11910	Salvage of defective equipment up to 15 t, 30 min.	each	265,00
11911	Salvage of defective equipment over 15 t, 30 min.	each	395,00

## 4. *Fraport Executive Aviation*

### Services offered by Fraport Executive Aviation

#### Everything to do with the aircraft

Acceptance of aircraft/helicopter  
Removing wheel blocks  
Tie-down of small aircraft at severe weather warning  
Baggage unloading and loading up to max. 20 bags  
Single transportation of baggage, passenger and crew from the aircraft to the General Aviation Terminal and v.v.  
Engine start-up assistance  
Communication between aircraft and service provider on company frequency (VHF 131,885MHz)  
Reporting flight data and TOBT  
Assisting in placing orders for aircraft fuelling  
Utilization of crew lounges  
Provision of wireless LAN

#### Further services

For further information concerning the content of our services, such as enhanced service package, please find at "Fraport Executive Aviation Conditions of Use and charges" - under [www.fraport-groundservices.com](http://www.fraport-groundservices.com)

Operational hours daily between 06:00 and 22:00 MEZ

Fraport Executive Aviation (BVD-RL 5)  
Telephone: +49 (0)69/690-71719  
Fax: +49 (0)69/690-59446  
E-mail: [fragas@fraport.de](mailto:fragas@fraport.de)  
Sita: FRAAG7X

S-No.	Service	Unit	EUR
<b>4. Fraport Executive Aviation</b>			
<b>4.1. Vehicles, Equipment and Manpower</b>			
17358	Loader (ground handling service) GAT	1 hour	86,00
17359	Loadmaster (ground handling service) GAT	1 hour	102,00
12687	KFA Toilet service vehicle with operator	1 hour	203,00
12706	KWW Water service vehicle with operator	1 hour	159,00
25774	KFB Self-propelled conveyor belt, loader with operator GAT	1 hour	137,00
25771	Air conditioning unit GAT (60 min.)	each	410,00
25775	Air conditioning unit GAT - additional time - (30 min.)	each	203,00
12686	Ground power unit (incl. delivery to aircraft and removal)	1 hour	170,00
12713	Air Start Supply narrow body aircraft	Use up to 30 min.	221,00
17357	KKO passenger bus (max. 50 Pax) GAT	1 hour	170,00
<b>4.2. Transport Executive Aviation</b>			
15346	Transport within the GAT area building positions		On request
27270	Transport within GAT area positions G, J, K		On request
12787	Surface transport / Taxi		On request
15968	Limousine Transport		On request
<b>4.3. Other Services</b>			
12709	General services		On request
16879	Fraport Executive Service Package		On request
12675	Additional Fraport Executive Agent		On request
16067	Single request of Airport Slot		On request
16878	Provision of Weather & Flight information		On request
26919	PC and printer sharing for flight crew		On request
16066	Telex receive/send		On request
26732	Adaption of Aviation Authority Fees	each outbound passenger	14,00
12710	Load/Unload of Passenger/Crew baggage (from 21 pcs.)		On request
15971	Catering and supplies (various)		On request
12715	Catering coffee / hot water		On request
12716	Catering icecubes		On request
16880	Arrangement of third party services, Taxi, Limousine Service, Hotel, Catering, Maintenance Companies		On request
15456	Hotel accomodation		On request
15966	Safekeeping of car keys and documents		On request
18120	Arrange for Cabin Cleaning		On request
16065	Waste removal of aircraft		On request
<b>4.4. Rent of Business / Executive Rooms</b>			
*) <i>Special arrangements on request</i>			
12718	Room "Business"	per hour or fraction thereof	100,00 *)
16596	Room "Executive"	per hour or fraction thereof	64,00 *)

## **5. Aviation Ground Services (BVD)**

### **Passenger Service and Operations**

The service package includes all air-related work such as check-in and boarding of passengers, provision of load and trim plans for ramp agents, as well as baggage tracing.

**Prices for the services package on request.**

**Manager Passenger Service and Operations:**

Telephone: +49 (0)69 690-66051

Fax: +49 (0)69 690-495 66051

Sita: FRAAPXH

**Contracts and special agreements:**

Telephone: +49 (0)69 690-71252

Fax: +49 (0)69 690-495 71252

Sita: FRANB7X

**The following additional services complete the service package:**

1. Baggage tracing for up to seven days (until claim is handed over to insurers)
2. Flight planning with crew briefing
3. Push-back assistance
4. Sales and ticketing
5. Maintenance with a cooperation partner
6. Container and pallet rental
7. Container and pallet repair

S-No.	Service	Unit	EUR
<b>5. Aviation Ground Services Passenger Service and Operations</b>			
<b>5.1. Personnel</b>			
13276	Supervisor		Price to be requested
11313	Flight Ops Agent		Price to be requested
12795	Flight Controller		Price to be requested
11315	Load Controller		Price to be requested
11304	Passage Service		Price to be requested
11309	Ramp Agent		Price to be requested
11307	Ticket Agent		Price to be requested
24861	Lost & Found Agent		Price to be requested
<b>5.2. Additional Services</b>			
11310	Walk Out Assistance		Price to be requested
	Flight planning		Price to be requested
	Baggage tracing		Price to be requested
12806	Photostatic copy A4		Price to be requested
17697	E-Ticket Transaction Fee		Price to be requested

## ***6. Extra Services of Central Ground Handling Infrastructure***

### **Contact:**

Fraport AG

Marc Poeschmann, Senior Executive Manager Central GH-Infrastructure, Charges

60547 Frankfurt/Main

Telephone: +49 (0)69 690-20009

Fax: +49 (0)69 690-58002

E-mail: [m.poeschmann@fraport.de](mailto:m.poeschmann@fraport.de)

Fraport AG

Brigitta Melius, Central Ground Handling Infrastructure, Charges

60547 Frankfurt/Main

Telephone: +49 (0)69 690-20126

Fax: +49 (0) 69 690-58002

E-mail: [b.melius@fraport.de](mailto:b.melius@fraport.de)



S-No.	Service	Unit	EUR
-------	---------	------	-----

## 6. Extra Services of Central Ground Infrastructure

### 6.1. Electrical Power Supply -Passenger Aircraft and Mixed Version Aircraft-

\*) Service volume and charge upon arrangement (tel. 069/690-20126)

11638	Type of aircraft depending on size		each *)
-------	------------------------------------	--	---------

### 6.2. Electrical Power Supply -Cargo Aircraft-

\*) Service volume and charge upon arrangement (tel. 069/690-20126)

11023	Type of aircraft depending on size		each *)
-------	------------------------------------	--	---------

### 6.3. Storage of Baggage in the Customs Bonded Store

\*) Service volume and charge upon arrangement (tel. 069/690-20126)

12005	Hiring of a video display unit		per hour or fraction thereof *)
12178	Hiring of a hardcopy printer		per hour or fraction thereof *)

### 6.4. Baggage Personnel

11027	Worker	1 hour	78,00
11302	Senior worker	1 hour	86,00

### 6.5. Administrative support

17438	Administrative Support "Basic"	1 hour	47,00
17439	Administrative Support "Premium"	1 hour	93,00

### 6.6. Operative maintenance

\*) Please note: Charge according to actual use

17896	Operational maintenance GFA	1 hour	65,50
	Material	per hour or fraction thereof	0,00 *)

### 6.7. BRS - Extra Services

\*) Charging referring to time needed

25172	Sending of BRS lists according to customer request	each	1,00
25171	BRS Programming and development	1 hour	104,00
25170	BRS Operating und/oder Schulung	1 hour	75,00
25169	Administration of Sort Rules	1 hour	70,00 *)

### 6.8. Sorting Rules

\*) Prices on arrangement

14327	Baggage sorting according specific criteria (5 and more)	per criterium	0,00 *)
-------	--	---------------	---------

### 6.9. Passenger Bridge Extra Services

These services are not included in the standard services of Central Ground Handling Infrastructure.

27811	Passenger Bridges First Service	each	14,00
27810	Passenger Bridge-Full Service (Inbound Svc)	1 hour	19,00

## ***7. Integrated Facility Management (IFM)***

Fraport AG can offer a wide range of services provided by the large number of its own specialized workshops.

The Airport Integrated Management maintains successfully the technical systems of its own buildings and also those of the customers at Frankfurt Airport around the clock. In addition, we include Postal Services, Airport Print Center, Fueling Services, Vehicle Rentals Services.

The cleaning Management insures a clean environment and long-term property value in buildings and facilities located either directly on the airport grounds or in the immediate vicinity.

The Vehicle Maintenance Service department of the Airport Facility Management takes care of the technical support and the maintenance of vehicle fleets at favorable conditions.

The Airport Facility Management (IFM) includes infrastructural and technical services, which are briefly described below:

- **Technical Facility Management**
- **Management of Technical Equipment**
- **Infrastructural Facility Management**
- **Vehicle Maintenance Service**

For general questions please contact the salesdepartment of the Airport Facility Management:

### **Airport Facility Management Sales**

Fax: +49 (0)69 690-495 24593

E-mail: [facility-management@fraport.de](mailto:facility-management@fraport.de)

S-No.	Service	Unit	EUR
-------	---------	------	-----

## 7. Integrated Facility Management (IFM)

### 7.1. Technical building supply and disposal management

The Fraport AG technical building management department provides the technical services at Frankfurt Airport for all objects, areas and utility networks. The focus of service provision is the safety and availability of all technical facilities with the takeover of the operator's responsibility.

Fraport AG can also offer a wide range of services for you.

We can handle complete technical facility management and maintenance for your buildings and building auxiliary systems according to DIN 31051, such as:

- Property Management
- Energy Management
- Inspections
- Expectations
- Troubleshooting
- Repairs
- Installations
- Low Constuction Works according to DIN 276
- Preparing and Execution of official Inspections
- Digitization of plans
- Measurements

#### Rates are available upon request

Furthermore, the Technical Building Management department operates a building services control center to:

- monitor building auxiliary systems in all buildings at Frankfurt Airport that are managed by Fraport
- control and adjust operating statuses to the respective requirements
- Recording an processing of disorders as well as coordination of necessary intervention activities
- 24 hours a day, 365 days a year

#### Prices are available upon request

#### Sales contact:

Thomas Reimann

Telephone: +49 (0)69 690-22388

Fax: +49 (0)69 690-495 24593

E-mail: [facility-management@fraport.de](mailto:facility-management@fraport.de)

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 7.1.1. Postal services

In cooperation with Deutsche Post and various other parcel services, we handle the distribution and dispatch of postal matter (letters and parcels) at Frankfurt Airport:

- Daily delivery of incoming mail to the place agreed with you
- Daily collection and dispatch of your outgoing mail
- Franking of letters and parcels
- Keeping records of registered mail (incoming and outgoing)

Customers are invoiced at the end of each month on the basis of a detailed statement of postal charges paid.

#### Prices upon request

##### Sales contact:

Thomas Reimann

Telephone: +49 (0)69 690-22388

Fax: +49 (0)69 690-495 24593

E-mail: facility-management@fraport.de

### 7.1.2. Airport Print Center / Letter Shop

Fraport AG's printing shop at FRA not only provides assistance and advice in layout and design but also can comply with individual requests at short notice, thanks to state-of-the-art digital and offset technology.

Here are a few examples of the Airport Print Center's product range::

- Brochures
- Forms, multi-copy forms, blocks
- Color copies, color plots up to A0
- Business cards
- Training and instruction material
- Stickers
- Customized invitations
- Circulars
- Personalized stationery
- Flyers
- Sheet laminating

The customer decides whether a product is cut, numbered, labeled, enveloped, punched, or stapled.

#### Letter shop

- Enveloping of your outgoing mail and information material
- Making credit information inquiries

#### Prices upon request

##### Sales contact:

Thomas Reimann

Telephone: +49 (0)69 690-22388

Fax: +49 (0)69 690-495 24593

E-mail: facility-management@fraport.de

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 7.1.3. Fuel services

Fraport's fuel service unit provides fuels, oils, and lubricants for vehicles and equipment on the apron, via corporate filling station on the apron and a mobile fueling service. In addition, the unit operates a corporate filling station in the public airport area, for use by Fraport personnel and third parties.

- Motor fuels
- Lubricants
- Fuel oil
- Professional disposal of used oils

#### Prices upon request

##### Sales contact:

Thomas Reimann

Telephone: +49 (0)69 690-22388

Fax: +49 (0)69 690-495 24593

E-mail: facility-management@fraport.de

### 7.1.4. Renting of cars (Short term rental / Carpool)

We offer you short-term rentals from the Fraport Carpool

#### Prices upon request

##### Contact:

Reservation office and operations control,  
daily from 7 a.m. to 3:30 p.m.

Telephone: +49 (0)69 690-26348

### 7.2. Cleaning Management (IFM-IS4)

We advise and help on any matters concerning cleaning of your buildings, offices or other facilities at the airport.

- Interior cleaning of buildings
- Exterior building cleaning
- Pest control
- Disinfecting

#### Prices upon request

##### Contact:

Sandra Stevanovic

Telephone: +49 (0)69 690-30614

Fax: +49 (0)69 690-21131

E-mail: s.stevanovic@fraport.de

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 7.3. Automotive Engineering (IFM-IF)

Fraport's Automotive Engineering department renders maintenance and repair services for your complete vehicle fleet and provides motor vehicle parts and supplies at favorable conditions.

In addition, we offer concepts for workshop planning and equipment as well as customized hands-on training for specific vehicles and equipment.

**Sales contact:**

Udo Edelmann

Telephone: +49 (0)69 690-71567

Fax: +49 (0)69 690-59663

E-mail: facility-management@fraport.de

#### 7.3.1. Repair shop services

- Repair of automobiles and commercial vehicles (cars, small trucks) and small equipment (compressors)
- Repair of standard equipment with special super-structures and/or repair of special equipment (canteen vans, water and toilet service vehicles, winter services equipment)
- Repair of special equipment and handling equipment (pallet lifters, aircraft tow trucks)

**Rates are available upon request**

**Contact:**

Patrick Hoyer

Telephone: +49 (0)69 690-28640

E-mail: p.hoyer@fraport.de

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 7.3.2. Rental of special vehicles and equipment

Our Integrated Facility Management offers an extensive range of vehicles and special Equipment. You can rent our equipment for periods from on hour up to several years.

Below a selection from our offering:

- Diesel tugs of 4 or 6 tonnes empty weight for freight and baggage transportation
- Hybrid tugs of approx. 5 tonnes empty weight (diesel/elektric) for combined operations inside or outside of buildings
- Electric forklift trucks from 1.5 to 3.5 tonnes empty weight
- Three- or four-wheel electric tugs for smaller and medium loads
- Heavy-duty diesel forklift trucks of 12 tonnes empty weight
- Container transporters
- Mobile conveyors
- Other vehicles and equipment on request

All vehicles and special equipment are rented out with a full service package, which already includes the costs for maintenance, servicing legal inspections, and repairs (except physical damage). In addition, you can take out machinery breakdown insurance via us.

For electric vehicles you can also rent or the matching batteries (24/48/80 volts) and suitable charging equipment. Together with you, we prepare a total package tailored to your individual needs and requirement.

You benefit from our challenge: The total package from our source, consistent pricing and service levels to meet the needs, highly flexible and reliable to our presence directly on site.

We look forward to hearing from you.

**Contact:**

Udo Edelmann

Telephone: +49 (0)69 690-71567

Fax: +49 (0)69 690-495 24593

E-mail: [facility-management@raport.de](mailto:facility-management@raport.de)

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 7.3.3. Vehicle engineering

s.nink@fraport.de

Upon request, the vehicle engineering unit performs the following activities for you:

- Preparation of technical specifications for vehicles and equipment
- Inspection and acceptance testing of equipment at the manufacturer's premises
- Warranty handling
- Preparation of maintenance plans
- Pinpointing and eliminating weaknesses
- Computer-based monitoring of costs and material consumption

Technical inspections (since the 01.10.2005 only for vehicles with a Air Field Licensing)

- Brake tests, including test stand operation for cars, trucks, buses and handling equipment
- Vehicle emission tests for Otto and Diesel engines
- Road safety inspection of vehicles and equipment in accordance with the Traffic Rules and Licensing Regulations
- General inspection, including engine emission test, of vehicles and trailers
- Follow-up inspections (visual inspection) of vehicles or trailers
- Tachograph inspections according to §57 StVZO
- Safety inspections (SP) according to §29 StVZO

#### Prices upon request

##### Contact:

Sebastian Nink

Telephone: +49 (0)69 690-70478

Fax: +49 (0)69 690-70478

E-mail: s.nink@fraport.de



## ***8. Traffic and Terminal Management, Corporate Safety and Security***

The Traffic and Terminal Management, Corporate Safety and Security Department (FTU) provides not only the provision of aviation infrastructure (see fees and charges), but also a variety of other services.

For example, these include:

### ***VIP Services***

### ***Flight Scheduling***

### ***Terminal Management Services***

- Use of electric Vehicles
- Lost and Found Office
- rental of Blocking Elements with Roller Tapes

### ***Airport counters***

- Use of Counters in the Terminal
- Rental of Lockers
- Logo Monitors -Rental
- Logo Monitors - Set up or modification of logos to be displayed on monitors

### ***Fire Department Services***

- Plan development, plotter services, and UV-resistant printouts
- Vehicles and Equipment
- Training room rentals
- Animal welfare / Animal rescue

### ***ID Card Center***

### ***Special Safety and Security Services***

S-No.	Service	Unit	EUR
-------	---------	------	-----

## **8. Traffic and Terminal Management, Corporate Safety and Security**

### **8.1. VIP Service**

For guests in need of special attention and discretion the VIP-Service of Fraport offers the utmost of comfort and highest standard.

VIP Services for You and Your Guests

#### **For Departures**

- a) Arrival of cars at Gate 13, reservation of parking spaces following prior notification of exact number of cars.
- b) Reception of guests and transfer to VIP lounge.
- c) Stay in VIP lounge, on request with food from a restaurant (at additional cost).
- d) Performance of all formalities such as check-in, baggage handling at/with the relevant airline, emigration and customs formalities.
- e) Transfer of guests from the VIP lounge to the gate/plane.
- f) Our VIP escorts and any persons accompanying the passengers take leave of them at the plane; the accompanying persons are then transferred back to Gate 13.

#### **For Arrivals**

- a) Reception of any meeters & greeters for the expected passengers in arriving planes at the VIP Lounge at Gate 13, remaining there until the flight is approaching Frankfurt Airport.
- b) Drive from the VIP lounge across the apron to the parking position of the arriving aircraft ? on request with the meeters & greeters. Welcoming of the arriving passengers right at the plane.
- c) Transfer of guests to the VIP lounge at Gate 13. Handling of immigration formalities (presentation of passports to the border police). Our guests are required, if immigration formalities are required, to remain in the lounge until cleared by the border police.
- d) After the baggage has arrived, transfer of it to the waiting cars by our baggage service.

#### **For Transit Passengers**

- a) Reservation of parking spaces near Gate 13 for any meeters & greeters for the expected transit passengers.
- b) The meeters & greeters remain in the VIP lounge until the transit passengers arrive or depart.
- c) Drive from the VIP lounge to the parking position of the arriving aircraft ? on request with the meeters & greeters. Welcoming of the arriving passengers.
- d) Handling of immigration/emigration formalities.
- e) On request, catering for guests while they are in transit from a restaurant (at additional cost).
- f) Handling of the formalities for the continuing flight with the relevant airline.
- g) Transfer of guests from the VIP lounge to the gate/plane.

S-No.	Service	Unit	EUR
h) Our VIP escorts and any persons accompanying the passengers take leave of them at the plane; the accompanying persons are then transferred back to Gate 13.			
During your stay in our VIP lounge, we offer you tea, coffee, soft drinks, alcoholic beverages and a selection of small meals. If you would like more extensive catering, this can be arranged at additional cost.			
Prior to departure or while in transit, our guests can get to the shopping and duty-free areas of the airport at any time. We will accompany them on request. We gladly organize limousine shuttles for you at an additional charge. We can also make hotel reservations for you.			
<b>8.1.1. VIP Services</b>			
17829	Customs duties service fee	Use up to 15 min.	67,50
17829	each additional 15 minutes	additional 15 minutes	22,50
16216	Protective service attendance on request	each	44,00
14308	Layover exceeds 4 hours	Price to be requested	200,00
14309	Short notice booking fee	25% of order value	0,00
27208	"Meet and Greet" from the 2nd person	1 person	60,00
<b>8.1.2. VIP-Service Suites</b>			
28706	Grand Suite #2 per diem allowance	flat rate	800,00
28707	Superior Suite #1	each	150,00
28712	Dream Lounge #1	each	150,00
28711	Superior Suite per diem allowance	flat rate	600,00
28709	Superior Suite #3	each	150,00
28701	Grand Suite #1	each	250,00
28692	Red Royal Suite	each	600,00
28693	Red Royal Suite each additional from the 3rd hour	1 hour	150,00
28694	Red Royal Suite per diem allowance	flat rate	1.000,00
28700	Grand Conference Lounge per diem allowance	flat rate	1.500,00
28708	Superior Suite #2	each	150,00
28702	Grand Suite #1 each additional from the 3rd hour	1 hour	100,00
28713	Dream Lounge #1 each additional from the 3rd hour	1 hour	80,00
28710	Superior Suite each additional from the 3rd hour	1 hour	80,00
28705	Grand Suite #2 each additional from the 3rd hour	1 hour	100,00
28704	Grand Suite #2	each	250,00
28703	Grand Suite #1 per diem allowance	flat rate	800,00
28699	Grand Conference Lounge each additional from the 3rd hour	1 hour	200,00
28698	Grand Conference Lounge	each	400,00
28697	Blue Royal Suite per diem allowance	flat rate	1.000,00
28696	Blue Royal Suite each additional from the 3rd hour	1 hour	150,00
28695	Blue Royal Suite	each	500,00
28714	Dream Lounge #1 per diem allowance	flat rate	600,00
28716	Dream Lounge #2	each	150,00
28717	Dream Lounge #2 each additional from the 3rd hour	1 hour	80,00
28718	Dream Lounge #2 per diem allowance	flat rate	600,00
28719	Petit Suite for Kids	each	100,00
28720	Petit Suite for Kids each additional from the 3rd hour	1 hour	80,00
28721	Petit Suite for Kids per diem allowance	flat rate	500,00
28722	City Suite	each	300,00
28723	City Suite each additional from the 3rd hour	1 hour	150,00
28724	City Suite per diem allowance	flat rate	2.000,00

S-No.	Service	Unit	EUR
<b>8.1.3. VIP-Service Special Services</b>			
31120	Service before 06:00 o'clock	flat rate	150,00
28725	Transfer from/to hotel	each	80,00
28726	Transfer from/to airport train station	each	80,00
28727	Transfer to LH First Class Terminal	each	80,00
28728	Limousine services range 20km	each	130,00
28729	Limousine services range 40km	each	160,00
28730	Limousine services range 80km	each	200,00
27206	Additional airside limousine	each	180,00
27207	Transfer from/to airport Egelsbach	each	150,00
	Follow-me apron escort GAT	Price to be requested	0,00
31154	Valet Parking per day	per day	35,00
31116	Valet Parking 1 week	flat rate	200,00
31117	ValetParking 2 weeks	flat rate	380,00
<b>8.1.4. VIP Service Packages</b>			
28731	VIP "Color" Arrival/Departure	each	530,00
28732	VIP "Color" Arrival/Departure accompanying person	each	179,00
28733	VIP "Color" Transfer	each	470,00
28734	VIP "Color" Transfer accompanying person	each	259,00
28735	VIP "Clarity" Arrival/Departure	each	870,00
28736	VIP "Clarity" Arrival/Departure accompanying person	each	179,00
28737	VIP "Clarity" Transfer	each	850,00
28738	VIP "Clarity" Transfer accompanying person	each	259,00
28739	VIP "Cut" Arrival/Departure	each	1.730,00
28740	VIP "Cut" Arrival/Departure accompanying person	each	179,00
28741	VIP "Cut" Transfer	each	1.730,00
28742	VIP "Cut" Transfer accompanying person	each	259,00
10822	VIP "Carat" Arrival/Departure	each	359,00
10823	VIP "Carat" Arrival/Departure accompanying person	each	199,00
27186	VIP "Carat" Transfer	each	379,00
27187	VIP "Carat" Transfer accompanying person	each	279,00
<b>8.2. Use of Electric Vehicles</b>			
10593	Electric vehicle for on-airport use		Price to be requested

S-No.	Service	Unit	EUR
<b>8.3. Lost and Found Office</b>			
If the found property includes several items, we will calculate only the item with the highest fee.			
*) <i>These charges are gross, value-added tax is included.</i>			
10595	Books, umbrellas, toys, passports, documents, cards, Clothing (gloves, caps, hats, scarves, belts, shoes, other clothes), Money up to 50,-€	first day	2,50 *)
10595	Books, umbrellas, toys, passports, documents, cards, Clothing (gloves, caps, hats, scarves, belts, shoes, other clothes), Money up to 50,-€	each additional day	0,50 *)
10595	Glasses, audio, jackets and coats, keys, belt bags, purse and wallets, miscellaneous, Money up to 100,-€	first day	5,00 *)
10595	Glasses, audio, jackets and coats, keys, belt bags, purse and wallets, miscellaneous, Money up to 100,-€	each additional day	0,50 *)
10595	Beauty cases, jewelry, watches, Money up to 250,-€	first day	10,00 *)
10595	Beauty cases, jewelry, watches Money up to 250,-€	each additional day	1,00 *)
10595	Bags and suitcases, mobile phones, photo, camera ,Money up to 500,-€	first day	20,00 *)
10595	Bags and suitcases, mobile phones, photo, camera ,Money up to 500,-€	each additional day	1,00 *)
10595	Computers, laptops, tablets, Money over 500,-€	first day	25,00 *)
10595	Computers, laptops, tablets, Money over 500,-€	each additional day	1,00 *)
	Packaging of items to be mailed	flat rate	4,00 *)

#### 8.4. Storage of Dangerous Goods in the Lost and Found Office

The maximum holding time is 4 weeks. After 4 weeks, the dangerous goods are disposed.

#### 8.5. Rental of Blocking Elements with Roller Tapes

13327	Rental of blocking elements with roller tapes		on request
-------	---	--	------------

#### 8.6. Use of Counters in the Terminal

10805	Information counter / Sales counter for airlines	piece per month	840,00
10805	Information counter / Sales counter for travel agencies zone A	piece per month	1.170,00
10805	Information counter / Sales counter for travel agencies zone B	piece per month	1.070,00
10805	Information counter / Sales counter for travel agencies zone C	piece per month	970,00
10806	Check-in counter	piece per month	1.640,00
10807	Use of check-in counter linked to the baggage conveyor system for flights performed on a regular basis (scheduled/charter flights with fixed departure times and flight numbers)	1 hour	12,50
16867	check-in counter with Connection to GFA (only adhoc flights)	1 hour	25,00
24337	Information desk / Sales desk on hourly basis (Only for airlines and in conjunction with adjoining hourly rental of check-in counters)	1 hour	6,30

#### 8.7. Rental of Lockers

The rental charge depends on size of the lockers.

10809	Rental of stainless steel lockers behind check-in or ticket counters in Terminal 1 / Terminal 2	each	25,00
10810	Rental of lockers behind the ticket counters in Terminal 2	each	35,00

#### 8.8. Rental of Logo Monitors

10812	LOGO - Monitor 42 Zoll (TFT)	piece per month	165,00
10813	LOGO - Monitor 48 Zoll (TFT)	piece per month	175,00
31524	LOGO – Monitor 55 Zoll (TFT)	piece per month	187,00
	Logo monitor above check-in counter	included in the passenger charges	

S-No.	Service	Unit	EUR
<b>8.9. Set up or modification of logos to be displayed on monitors</b>			
	In line with the initial installation for airline counters rented on a permanent basis the set-up is for up to 7 logos free of charge provided that supplied data (disc, e-mail, internet, etc.) are compatible with the system.		Price to be requested
	In line with the initial installation of counters for other companies rented on a permanent basis the set-up is for up to 2 logos free of charge		Price to be requested
15396	Additional logos in excess of the charge-free quantities as well as change of existing logos. Logos for customers not having rented a counter on a permanent basis	each	85,00

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 8.10. Firebrigade

E-Mail: Flughafenbrandschutz-SG6R-Rechnungswesen@Fraport.de

#### 8.10.1. Hourly Rates for Personnel

10646	Man-hour for the middle grade of the civil service	per hour	84,00
10647	Man hour for the upper grade of the civil service	1 hour	88,00
10644	Fire Chief	1 hour	156,00

#### 8.10.2. Preparation, Plotterservices and UV-resistances printouts

Direct inquiries to Flughafenbrandschutz\_vbe@fraport.de

##### 8.10.2.1. Preparation

Preparation of technical deployment plans for the fire and rescue station and line-routing-cards.

Price upon request.

##### 8.10.2.2. Plotterservices

Prices upon request

#### 8.10.3. Vehicles and Equipment

##### 8.10.3.1. Fire Fighting Vehicles

*\*) Work and material needed to restore the operating condition of the equipment used will be charged separately.*

10677	False alarms in alarmsecured areas as a result of unauthorized misuse of fire exits and firealarms	each	1.250,00
10658	Mayor firefighting vehicle 8x8 with crew	1 hour	2.250,00 *)
10661	Fire fighting vehicle with crew	1 hour	790,00 *)
12566	Fire company for structural fire protection	1 hour	2.020,00 *)
12568	Aircraft-Rescue-Fire-Fighting Unit	1 hour	8.910,00 *)
12569	Rescue company	1 hour	1.880,00 *)
12570	Hazardous-materials	1 hour	1.880,00 *)

##### 8.10.3.2. Rescue Vehicles

17464	hydraulic jack	1 hour	1.040,00
10660	High Lift Rescue truck	1 hour	640,00

##### 8.10.3.3. Emergency Medical Services

Transport of an emergency patient within the airport area, within the city of Frankfurt am Main or to locations outside the city of Frankfurt am Main with an ambulance.

The fees are determined on the basis of the Hessian Rescue Service Act (HRDG) between the service providers and payers and announced separately.

##### 8.10.3.4. Medical transport

Transport of a patient who needs special med. care (eg oxygen) between the aircraft and the terminal with an ambulance or, if necessary, a medical lift truck in consideration of all Federal Police and customs regulations, as well as compliance with safety regulations.

Medical transport (sitting)	mission	210,00
-----------------------------	---------	--------

S-No.	Service	Unit	EUR
-------	---------	------	-----

### 8.10.3.5. Stretcher transport

Transport of a patient (indication outside the Hessian Rescue Service Act) between the aircraft and the picking up or delivering vehicle (emergency ambulance, ambulance or similar) with a medical lift truck in consideration of all Federal Police and customs regulations, as well as compliance with safety regulations.

If a patient cannot be taken directly to the next flight (eg stretcher not yet installed, aircraft not yet on site, waiting on a position longer than 30 min), a new mission will be charged. The stay of the guest in the emergency room is free of charge, additional services (eg oxygen or similar) will be charged separately by the airport clinic.

Questions about the services and bills of the rescue service at:

FTU-SK2 Faktura@fraport.de

Stretcher transport	mission	1.467,00
---------------------	---------	----------

### 8.10.3.6. Equipment Transport Vehicles

*\*) The use of above mentioned extinguisher media will be depending on real consumption charged.*

11754	Command post vehicle 1 with crew	1 hour	330,00
10671	Command post vehicle 2 with crew	1 hour	680,00
10673	Container Loading Truck with crew and foam-container and pump unit	1 hour	443,00 *)
10675	Container Loading Truck with crew and CO2-extinguisher-Container	1 hour	555,00 *)
10669	Container Loading Truck with crew and Hazardous Materials/Radiation Control Container	1 hour	500,00
10670	Container loading truck with crew and technical rescue tools-container	1 hour	500,00
10659	Equipment vehicle with additional supply of crew	1 hour	260,00
10668	Small Fire-Fighting Vehicle	1 hour	260,00
17462	Container Loading Truck with crew and Dekon-Container	1 hour	599,00
17463	Container loading truck with crew and extinguisher-container	1 hour	555,00
25812	Skip Container short stay	per hour	541,00
25813	Skip Container mobile ventilation Hood lights	per hour	974,00
25814	Skip Container mobile smoke extraction	per hour	580,00
25815	Skip Container supplies for smoke extraction	per hour	341,00
25828	Container loading Truck with crew and Skip Container Water pumping equipment	per hour	1.176,00

### 8.10.3.7. Trailers and Equipment

10664	Floodlights with operator, without tractor	1 hour	240,00
-------	--	--------	--------

### 8.10.3.8. Leasing of Aircraft Salvaging-Equipment

The Airport Fire Brigade is holding specialized equipment for aircraft recovery. In the event such aircraft recovery becomes necessary, and an appropriate agreement was signed, we offer consultation services and the utilization and operation of the required equipment (if applicable).

The charges for the consultation services as well as any costs occurred by the utilization of the equipment, will be charged upon finalizing the service.

### 8.10.3.9. Special Equipment

25826	Large frontlift (8T) fourwheeldrive	per hour	380,00
25827	medium frontlift (4t)	per hour	181,00



S-No.	Service	Unit	EUR
-------	---------	------	-----

### 8.10.3.10. Small Fire Extinguishers available on rental basis

\*) Self-service at FTU-SG2-WLG Tel. +49 (0)69-690 66539

12597	CO2 portable extinguisher (carbon dioxide) 'K', dry powder system (glow-type combustion) 'PG', fire extinguisher using water 'W', fire extinguisher using dry powder (for flameless fire)	expense	0,00 *)
10740	Delivery and collecting extinguisher	1 hour	190,00

### 8.10.3.11. Firemen course

The airport fire brigade offers a firemen course.

The training usually consists of a brief theoretical introduction to fire-fighting and fire-extinguishing (correct procedures in dangerous situations, fire classifications, types of extinguishers, extinguishing effects, use of extinguishers).

This is followed by practical training in the use of extinguishers.

#### Notes:

- The training program can be arranged to personally suit a groups needs
- Scheduling and program arrangements only by telephone Phone-Nr. +49 (0)690 690-78284 or e-mail to brandschutzhelfertraining@fraport.de
- Participants must wear stout footwear and appropriate, practical clothing
- A confirmation of participation is issued to the participants upon request

12535	Rate per participant individual program	each	60,00
		Price to be requested	0,00

S-No.	Service	Unit	EUR
-------	---------	------	-----

#### 8.10.4. Renting of Training Rooms

The airport fire-brigade offers the renting of training rooms in the buildings 680 and 681 (Fire Training Center).

For reservations please contact: tel.+49 (0)69 690-78284 or - 66523

Room 7 for max. 20 persons (equipped with 10 desks and 20 chairs)	Price to be requested
Room 8 for max. 60 persons (equipped with 30 desks and 60 chairs)	Price to be requested
Room 9 for max.20 persons(equipped with 10 desks and 20 chairs)	Price to be requested
Room 10 for max.30 persons (equipped with 15 desks and 30 chairs)	Price to be requested

#### 8.10.5. Other Services

The material and equipment necessary to absorb oil or dispose of special refuse shall be charged additionally, according to the actual use.

The right to charge higher rates in exceptional cases is reserved.

10694	Measuring procedure of dangerous goods	each	193,00
10698	Maintenance and repair of breathing apparatus and face masks, refilling oxygen tanks. Closure of an agreement is mandatory!		expense
10695	Special service: preparation of a permission for welding activities after work has been completed before permission was granted. If the case may be, plus costs for false alarm of fire brigade. (In case of recurrence fines will be doubled! In case of continued recurrence ID-Cards will be revoked!)	flat rate	500,00
12572	Fire watch, according to size/amount needed and according to government requirements		expense
	temporary storage of goods	1 hour	0,00

#### 8.10.6. Animal welfare / Animal rescue

**Fur further information please contact us via phone or e-mail!**

**Contact:** Phone: +49 (0)69 690-74334 Fax: +49 (0)69 690-74332 e-mail: AVI-Services@fraport.de

24865	Animal Welfare Advisor - Animal Welfare Advisor, Supervision of flight handling, Documentation	per hour	99,00
24886	Representing the Responsible Person		on request
24887	Availability of a competent person during transport of farm livestock and poultry in accordance with Council Regulation 1/2005, Article 17 (2)	per hour	99,00
24888	Humane slaughter of animals - in accordance with Council Regulation 1/2005, Annex I, Chapter I (4)	each	150,00
24889	Training / Live Animal Handling / in accordance with Council Regulation 1/2005, Article 6 and Annex IV. Authorized by the competent Government body LHL Hessen		on request
24890	Training / Animal Rescue / Intensive seminar for Fire Brigades, Police and rescue teams about safe and efficient handling of escaped livestock from paddocks and handling of exotic or dangerous animals in emergency situations		on request

S-No.	Service	Unit	EUR
<b>8.11. ID Card Services</b>			
*) requires the approval of HVWEVL			
**) Fee will be defined by the aviation authority			
31308	Application processing Identity card (transferable) + M	each	150,00 *)
10782	Application processing identity card green	each	29,00
10783	Application processing Vehicle registration document (transferable)	each	39,00
10785	Application processing identity card green + L, red, blue	each	42,00
10786	Application processing identity card yellow	each	48,00
10793	Application processing only Security check (only with existing airport identification card)	each	38,00
10794	Quick Service surcharge	each	33,00
11557	Late return of ID cards	each	55,00
10799	Issue of vehicle registration plates with apron identification (2 pieces)	1 set	50,00
10803	Application processing for vehicle registration green, red	each	55,00
18056	Aviation security training / Fraoprt IST according to § 11.2.6 LuftSiG	each	40,00
10790	Performance of reliability check by Hessen Aviation Security Authority	each	62,00 **)
26013	Termination of reliability check by Hessen Aviation Security Authority	each	46,50 **)
28951	Safety Management training	each	13,00
21859	Recognition Certificate existing security check (e.g. from another federal state)	each	24,00
21859	Renewal of the certificate (aviation security training)	each	24,00
21859	Recognition Certificate (Aviation Security Training)	each	24,00
<b>8.12. Airport Security</b>			
<b>8.12.1. Key safe box</b>			
28853	key box charge incl. user administration	each	36,00
28852	security clip for key box	each	21,00
28854	installation key box (once)	once	130,00
<b>8.12.2. Valuables transport</b>			
28855	value transport 1st hour (incl. SLS)	1 hour	152,50
28857	value transport, per further 30 minutes	1/2 hour	61,41
28858	cancell. fee disposition value transport	each	34,00
28859	cancell. fee begin of value transport	each	94,00
<b>8.12.3. other</b>			
Prices for security staff depend on the particular demand and have to be requested by Fraport AG (Airport Security), telephone +49 69 690 61285 before placing the order.			
*) The towing charge depends on the rate charged by the towing company. Surcharges may apply depending on time an day as follows: Monday-Friday: 8 a.m.-6 p.m. no surcharge; Monday-Friday: 6 p.m.-8 a.m., night surcharge; Saturday: 8 a.m.-6 p.m., Saturday surcharge; Saturday: 6 p.m.-8 a.m., Saturday and night surcharge; Sunday / Public holiday: 24 hours, Sunday or public holiday surcharge, plus transport assurance			
28864	Personnal hours Operating Security	1 hour	90,00
28861	towage charge*	1 hour	0,00 *)
28862	Custody fee FZ to 7,5 to.	daily rate	21,00
28863	Custody fee FZ > 7,5 to.	daily rate	42,00
26589	Security staff §8 German Aviation Security Act	1 hour	44,00
24949	Other security services	Price to be requested	0,00

## 9. *Medical Services*

**Contact:**

Fraport AG  
Dr. med. W. Gaber  
Representative for Medical Affairs

Telephone: +49 (0) 69 690-66031

Fax: +49 (0) 69 690-59642

E-mail: [w.gaber@fraport.de](mailto:w.gaber@fraport.de)

S-No.	Service	Unit	EUR
-------	---------	------	-----

## 9. Medical Services

### 9.1. Hourly Rates for Personnel

Physician	Price to be requested
Medical assistant	Price to be requested
Nurse	Price to be requested

### 9.2. Other Services

#### 9.2.1. Use of Sick-Room

Supervision by nursing staff will be charged additionally.

Use of sick-room	Price to be requested
------------------	-----------------------

## ***10. Information Technology and Telecommunications (IUK) Products and Contacts***

For all our business partners we provide an IT infrastructure of high performance in speed and availability.

Our portfolio throughout the whole airport ranges from LAN access, telephony services, Internet access, WiFi connections, Flight Data Information, Radio Communication to a variety of many other products.

Our LAN network guarantees an availability of 99,9 %.

If you are interested in our IT products, we will be happy to assist you.

### **Sales Department (IUK-IT)**

Dirk Rebhan

Vice President

Telephone: +49 (0)69 690-31194

### **Team Lead**

Marion Teichmann

Telefon: +49 (0)69 690-77308

Mail: [iuk-ik-vertrieb@fraport.de](mailto:iuk-ik-vertrieb@fraport.de)

### **Secretary**

Monika Preis

Telephone: +49 (0)69 690-77301

Fax: +49 (0)69 690-59200

S-No.	Service	Unit	EUR
-------	---------	------	-----

## 10. Information Technology and Telecommunications (IUK)

### 10.1. Telephony

Call charges within the Fraport network are included in the monthly charge.

#### 10.1.1. Analog Lines

10153	Set-up expenses telephone	once	110,00
10047	Analog line without end device	per month	25,00
10041	Desk telephone without display	per month	1,60
10042	Desk telephone with display	per month	2,10
10046	Wall telephone	per month	2,20
10043	DECT Gigaset (cordless)	per month	6,90

#### 10.1.2. VOIP Telephony

Service features like mail box, call pick-up, external call forwarding can be provided upon request

10153	Set-up expenses telephone	once	110,00
31220	VOIP line for telephony only	per month	33,00
31221	VOIP desk phone	per month	3,00

#### 10.1.3. VOIP Telephony for Existing LAN Data Port

*\*) existing LAN data port required*

10153	Set-up expenses	once	110,00
18317	VOIP service LAN port	per month	16,00 *)
31221	VOIP desk phone	per month	3,00

### 10.2. LAN - Access

10014	Set-up expenses LAN per connection	once	240,00
10009	10 Mbit LAN, switched, service hours Mon-Sun 0-24 Uhr, time to repair 4 hours	per month	97,00
10013	100 Mbit LAN, switched, service hours Mon-Sun 0-24, time to repair 4 hours	per month	99,00
10223	1 Gbit LAN, switched, service hours Mon-Sun 0-24, time to repair 4 hours	per month	189,00

S-No.	Service	Unit	EUR
<b>10.3. Wireless-LAN Access</b>			
<b>10.3.1. WiFi Access Basic (no internet)</b>			
*) valid in public areas			
23481	Set-up expenses/ configuration WiFi access	once	750,00
10219	WiFi Access/ client, service hours Mon-Sun 0-24	per month	75,00 *)
<b>10.3.2. WiFi Packages including Internet Access</b>			
*) On Fraport areas/ in Fraport buildings only; all others on request			
**) includes: 5 mobile devices + 5 Mbit bandwidth internet			
***) includes: 10 mobile devices + 15 Mbit bandwidth internet			
****) includes: 15 mobile devices + 15 Mbit bandwidth internet			
31227	Set-up expenses	once	320,00
31224	FRAwise Package 1	per month	290,00 *) , **)
31225	FRA wise Package 2	per month	449,00 *) , ***)
31226	FRAwise Package 3	per month	649,00 *) , ****)
<b>10.4. Internet Access</b>			
<b>10.4.1. Internet via ADSL</b>			
12640	Set-up expenses FraDSL2+	once	110,00
15954	Surcharge installation static IP address	once	30,00
25621	FraDSL2+ modem	once	35,00
25620	FraDSL2+ connection	per month	49,90
15953	Surcharge for static IP address	per month	10,00
<b>10.4.2. Internet Access via LAN or SDSL</b>			
10014	Set-up Expenses per Access	once	240,00
27531	SDSL 2 MBit viaLAN	per month	297,00
27532	SDSL 5 MBit viaLAN	per month	347,00
27533	SDSL 15 MBit via LAN	per month	499,00
27534	SDSL 30 MBit via LAN	per month	699,00
29061	SDSL 50 MBit via LAN	per month	990,00
27535	SDSL 100 MBit via LAN	per month	2.000,00
<b>10.5. Firewall</b>			
25287	Managed Firewall Service	per month	210,00
<b>10.6. Fraport IPTV Connections</b>			
17266	Set-up expenses TV access	once	240,00
22099	IPTV access	per month	86,00
<b>10.7. Access Flight Data Portal</b>			
10014	Set-up expenses FDTplus	once	240,00
22489	FDTplus format adaptation	once	960,00
22552	FDTplus Standard via Internet	per month	129,00
<b>10.8. Radio Communication</b>			
10127	Set-up expenses/ changes radio communication	once	150,00
14756	Primary programming for external devices, digital	once	40,00
14755	Trunked radio line, digital (single lead)	per month	75,00
10036	Radio line, analog (single lead)	per month	75,00
28652	TETRA Radio Network Access	per month	55,00
31090	TERTA Handheld Radio Transceiver	purchase	1.073,00
31091	TETRA Vehicle Radio Transceiver (fitted on request)	purchase	1.086,00



S-No.	Service	Unit	EUR
<b>10.9. Intercommunication Systems</b>			
<b>10.9.1. Fire Alarm System</b>			
10143	Set-up expenses fire alarm system	once	200,00
14977	Connection to fire alarm control center	per month	45,00
10313	Fire Alarm Network	per month	68,00
10307	Smoke Detector	per month	21,00
16516	Functional Check, Fault Clearance	per month	6,00
<b>10.10. Personel Services</b>			
25140	Application development		Price to be requested
25141	Project management		Price to be requested
25142	Senior project manager		Price to be requested
14293	Planning and site management (network/ radio engineering)		Price to be requested
14294	Site management (cabeling)		Price to be requested
14295	Installation of video and flight information systems		Price to be requested
14296	Installation of intercom devices and radio technology		Price to be requested
14297	Installation miscellaneous		Price to be requested
14298	Operation, system administration, support		Price to be requested
15356	Consulting		Price to be requested

## 11. Retail & Properties (HVM)

### Meeting at the Airport

The Fraport Conference Center (ACC) is an ideal location for your conventions, presentations, press conferences, seminars and other events.

31 air-conditioned rooms with natural daylight, an exclusive atmosphere and high-tech equipment are tailored to your specific needs and participants.

The expert staff will gladly assist you in planning your special event. Their professional assistance includes everything from making catering arrangements to providing technical equipment.

Please contact:

Fraport Conference Center (HVM-RD1)

#### Rental and Information:

Telephone: +49 (0)69 690-70500

Fax: +49 (0)69 690-70515

E-mail: [acc-reservierung@fraport.de](mailto:acc-reservierung@fraport.de)

#### Reception:

Telephone: +49 (0)69 690-70503

Fax: +49 (0)69 690-71618

E-mail: [acc-rezeption@fraport.de](mailto:acc-rezeption@fraport.de)

#### Homepage:

[www.meet-in-frankfurt.de](http://www.meet-in-frankfurt.de)

S-No.	Service	Unit	EUR
<b>11. Retail &amp; Properties</b>			
<b>11.1. ACC - Airport Conference Center</b>			
10826	Conference room Kat. S	1 hour	80,00
10827	Conference room Kat. M	1 hour	100,00
10825	Conference room Kat. L	1 hour	115,00
10837	Conference room Kat. XL	1 hour	120,00
10829	Conference room Kat. XXL	1 hour	155,00
10844	Conference room Kat. XXXL	1 hour	370,00
10867	Loudspeaker (2 pieces)	each	30,00
10870	LCD-Monitor rental 32"	each	50,00
10877	Rental of video conferencing station incl. units (worldwide)	per hour	185,00
10888	Rental of additional flipchart	each	15,00
10889	Rental of metaplan board incl. moderation kit	each	20,00
10891	Lectern rental	each	0,00
10892	Rental of PC-presenter	each	5,00
10901	Technical assistance	1 hour	60,00
10902	Fax dispatch	each	2,50
11390	Rental of telephone loudspeaker	each	30,00
10909	PC print-out	each	0,50
10911	Photocopy DIN A4 / name tag	each	0,50
10912	Photokopie DIN A4, double sided	each	0,70
10913	Photocopy DIN A4, coloured	each	1,60
10917	Photocopy DIN A3	each	0,60
10918	Photocopy DIN A3, double-sided	each	0,80
10919	Photocopy DIN A3, coloured	each	1,90
11392	Night charge (from 10 p.m.)	1 hour	60,00
11393	notebook rental	1 hour	100,00
12797	Rental of PC-printer	each	30,00
21993	Rental of LCD-Monitor 40"	each	70,00
12214	Rental of tables (standing)	each	15,00