



# **C3.10**

## **Process for Dealing with Fraport AG Key Systems**



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## 1. Scope of Validity

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

These regulations including attachments (price list as at January 2018) are available for inspection and to be taken away from the Locking System Management.

## 2. Key Systems and Keys

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

### 2.1 Key Systems

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

There are the following types of key systems:

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

## 2.2 Keys

The term key also covers locking media such as airport ID cards, tokens and dongles if they are equipped with opening/closing functionality.

There are the following types of key:

- a) Individual keys  
Individual keys serve to open/close the cylinder(s) of an individual key system.
- b) Subgroup keys  
Subgroup keys serve to open/close the cylinder(s) of a subgroup key system.
- c) Group keys  
Group keys serve to open/close the cylinder(s) of a group key system.
- d) General master keys (GMK)  
GMKs serve to open/close all cylinders of a general master key system (group, subgroup and individual key systems). These are frequently a set of keys (general set of keys).

Only employees of Locking System Management, the Airport Fire Service and Airport Security are authorized to deal with GMKs. The general set of keys process and the process for handing over keys apply to holders of GMKs, and GMK users must sign to confirm they have complied with these.

- e) Security keys  
Security keys serve to open/close security key systems. These are individual, subgroup, group or general master key systems.

## 3. Use of Keys

### 3.1 General

Key systems and keys must be dealt with carefully and only in accordance with their envisaged use.

Keys must be used solely for official use. They must be stored carefully and not made accessible to unauthorized persons.

### 3.2 Validation of Locking Media

With locking media—unlike mechanical keys—access authorization is time-limited. Once the period expires, access authorization may be extended via a booking reader,

### 3.3 Particular Features Applicable to Dealing with Security Keys

Responsibility for security key systems is incumbent upon Corporate Safety and Security from the key being issued, which also includes approval powers. Corporate Safety and Security is entitled and obliged to check that no keys are missing and whether this process is complied with. Details are laid down in the Security Keys procedural instruction, which must be signed by users of security keys to confirm they have complied with them.

Security keys must only be issued to specially trained employees.

Training is based on 11.2.3.5 of the Commission Implementing Regulation (EU) 2015/1998 and authorizes employees to open security perimeters using security keys and to monitor them. These employees must also be certified by the supervisory authority (HMWEVL) as security personnel.

The employees must carry the security keys on their person for security checks. During personnel checks, security keys must not be handed over to the security personnel but must remain close to the body on the security belt provided for this purpose.

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

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

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

Each person who carries a security key with them shall agree to comply with these regulations and the respective process in the area.

## **4. Issue of Key Systems and Keys**

On receiving keys, the respective user must sign to indicate their compliance with these regulations.

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

### **4.1. Request**

Fraport internal customers shall request keys in writing via "Forms for Web," while external customers shall do so via e-mail to [sv@fraport.de](mailto:sv@fraport.de) or in consultation with the landlord.

### **4.1 Installation/Issue of Cylinders and Keys**

#### **4.1.1 Installation/Issue of Cylinders**

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

#### **4.1.2 Issue of Keys**

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

#### **4.1.3 Confirmation of Receipt**

Receipt of cylinders and key must be confirmed on the acknowledgment of receipt.

## **5. Return of Cylinders and Keys**

### **5.1 Return of Cylinders**

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

### **5.2 Return of Keys**

All issued keys must in principle be returned in their entirety to Locking System Management on or immediately after termination of the lease, return of individual leased premises, termination of the order, the professional or official requirements for keys no longer being met or requirements not be met otherwise. This also applies to damaged keys. The keys will be returned to Locking System Management or to the HVM Account

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

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

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

## **6. Pass On and Copying Keys**

In principle, passing on keys is prohibited. Passing on keys is permitted on an exceptional basis if

- a) a person was authorized to collect/return one or more keys. This person must present written authorization to collect/return the keys.
- b) the keys are handed over to carry out official duties during working hours, such as to the Fire Service and Airport Security. The area must ensure that key users return the keys to the location envisaged for this purpose by the end of working hours at the latest.
- c) official concerns require this.

In principle, the copying of keys is prohibited.

## **7. Taking Keys**

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

In principle, they are not allowed to take keys with them after work. Individual, subgroup or group keys which are specifically for opening/closing workplace doors and the locking media mentioned under clause 2.2, are exempted from these regulations.

Users are obliged to draw up regulations for storing their keys securely for their area and monitor compliance with these regulations.



## **8. Damage and Loss**

### **8.1 Damage to Cylinders and/or Keys**

Damaged cylinder must be ordered by the user and will be exchanged by Locking System Management.

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

Notwithstanding the above regulations, damage to GMK must be reported in writing to Locking System Management without delay; the damaged GMK must be returned and exchanged at Locking System Management.

### **8.2 Loss of Keys**

If keys are lost, the remaining keys to the key system must be returned to Locking System Management in principle, a new key system corresponding to the respective type of key must be purchased and exchanged.

The loss of keys, which belong to a key system, which is located within a space that can be locked otherwise (such as a lockable fuse box within a lockable space) and/or the user opts not to have the cylinder exchanged are exempted from these regulations. In both cases, the users must notify the decision not to have the cylinder exchanged and the decision not to claim damages in writing to sv@fraport.de.

### **8.3 Loss of Cylinders**

If cylinders are lost, the keys to the key system must be returned to Locking System Management in principle, a new key system corresponding to the respective type of key must be purchased and exchanged.

If cylinders are exchanged, the key system will be exchanged on site; in these cases, the keys are also handed over on site.

### **8.4 Reporting Process in the Event of Loss**

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

1. Name of the key holder
2. Department name/company
3. Building and room number
4. Loss
5. Date on which the loss occurred and when it was noticed
6. Condition of the cylinder
7. Cylinder must/must not be exchanged

If security keys are lost, the Safety & Security Control Center of Fraport AG, the person responsible for storage and the manager must be notified immediately.

These reports must be sent to:

Fraport AG  
HVM-IM4 Locking System Management  
60547 Frankfurt  
Phone: +49 69-690-24786 or 61816  
Fax.: +49 69-690-58085  
E-mail: sv@fraport.de

## **9. Cost**

The fees for Locking System Management services are specified in the price list applicable at the time (Annex price list as at January 2018).

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

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

## **10. Documentation**

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