



C2.8

General Framework Conditions of Fraport AG

for the Performance of Ground Handling Services by Fraport AG and the Use of Fraport's own Ground Handling Equipment at Frankfurt Airport

In case of any discrepancies between the English version and the German version, the German version will prevail.

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Edition

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I. General provisions

Fraport AG is the owner and operator of Frankfurt Airport. Fraport AG's scope of business also includes the provision of ground handling services.

For the provision of these ground handling services by Fraport AG for airlines and the use of Fraport's own handling equipment by airlines and third parties, the following applies:

- (1) the terms and conditions of the contract, if and insofar as such have been agreed in writing;
- (2) the provisions of these General Framework Conditions (GFC), unless stipulated otherwise;
- (3) the "Business Conditions for the Provision of Ground Handling Services and Annex B" on the service content and costs of aircraft handling, passenger services and operations according to AHM 810, IATA 2018, unless stipulated otherwise;
- (4) the "List of Service Charges of Fraport AG", which covers special services provided by Fraport AG beyond the scope of services agreed in writing or resulting from these GFC and the Business Conditions for the Provision of Ground Handling Services and Annex B (<https://www.fraport.com/en/business-partner/airlines-cargo/airport-charges.html>), and
- (5) the General Terms of Payment of Fraport AG (https://www.fraport.com/en/misc/binaer/business-and-partner/services/guidelines-and-payment-terms/terms-of-payment/general-payment-terms-of-fraport-ag-frankfurt-airport-services-w/_jcr_content.file/20160530_general-payment-terms-of-fraport-ag_en.pdf).

Performance requirements of the airline or third party for the handling or use of Fraport's own ground handling equipment shall only be binding if they have been recognised in writing by Fraport AG.

In addition, services ordered by the airline or third parties, which are then no longer required and therefore cancelled, shall be invoiced.

If and to the extent the customer is not also the invoice recipient and the invoice cannot be sent to the invoice recipient due to incomplete or missing information, Fraport AG reserves the right to charge the customer for the costs incurred in rendering the service.

The general framework conditions for the provision of ground handling services and handling equipment by Fraport AG, which are hereby defined, shall replace the guidelines for our customers, Part C 2.6 and C 2.7, which were valid up to this point in time, once they take effect.

The following definitions, explanations and abbreviations apply within the framework of these provisions:

1. Definition:

- **Ground handling services** mean activities listed in Annex 1 to § 2(4) of the Ground Handling Services Ordinance (*Bodenabfertigungsdienst-Verordnung; BADV*) and performed on the premises of Frankfurt Airport (airside and landside).
- **Third parties** mean those providing groundhandling services (service providers in the regulated and non-regulated area on the apron as well as service providers providing cargo and mail handling services in the operational area).
- **Fraport's own equipment** means all towed and self-propelled equipment used by Fraport AG for handling aircrafts.
- The **handling portal** means software for ordering transport services at the airport via an Internet browser (ideally MS Internet Explorer). Services are divided into bus and bridge drivers as well as cargo transport; the **cargo handling portal** is the web order system that is used for placing transport orders for cargo and mail transports as well as empties (Fraport's own equipment and empty ULDs) and cross transports.
- **Outbound** refers to the outbound flight or the portion of the handling for the outbound flight.
- **Inbound** refers to the arriving flight or the portion of handling for the arriving flight.
- **Regulated area** means services for which the number of self-handlers and third-party handlers to be authorised is limited pursuant to Annex 5 to § 3(2) BADV.
- **Non-regulated area** means services for which the number of self-handlers and third party handlers to be authorised is unlimited.

2. Positioning and transfer locations

a. For cargo and mail:

General cargo including cargo documents:

LCC: Buildings 420, 451

LCC: Building 449 / 450 (RFS Stacker)

Air Canada: Building 455

FCS: Buildings 530, 531, 534

LUG: Building 537

Celebi: Building 543

Neutral cargo handover area:¹

Building 526

Perishable cargo:

PCF: Building 454

Animals:

Animal Lounge: Building 463

Valuable cargo:

LCC: Building 420 east side

LUG: Building 537

Pharmaceutical cargo (certified point of pick up/delivery):

FCS: Building 531

LCC: Building 451

LUG: Building 537

PCF: Building 454

Courier:

DHL: Building 453

Time Matters: Building 455

TNT: Building 455

FEDEX: Building 456

Mail:

ACF: Building 189

APO: Building 117 (east side)

PCCS: Building 117 (west side)

Load sheets and flight documents:

LCC: Building 420

Buildings 181, 201

Catering load:

LSG Building 116

b. For baggage:

Inbound **local baggage** is provided at the respective input points of the baggage reclaim belts.

Inbound **transfer baggage** is made available at the entry points for transfer baggage.

Outbound **local baggage** and **transfer baggage** is collected at the baggage claim area of the baggage conveyor system.

¹ Pursuant to Section 2.5.3 of the Airport Use Regulations

Bulky baggage

- o Inbound bulky baggage is provided at the input points for bulky baggage.
- o Outbound bulky baggage is picked up at the issuing points for bulky baggage.

Animals traveling as baggage

- o Inbound baggage animals are delivered to the transfer point for animals.
- o Outbound baggage animals will be picked up at the pick-up point for animals.

Baggage requested by Customs for inspection will be transported to or from the Customs site.

3. Abbreviations:

- **ACDM** = Airport Collaborative Decision Making
- **ARDT** = (Aircraft ready time) Time at which the aircraft is ready for taxiing
- **CTOT** = Calculated take off time
- **DGR** = Dangerous goods/dangerous goods shipment
- **ETD** = Estimated time of departure
- **GAT** = General Aviation Terminal
- **GDO** = Ground Duty Officer, operations manager for ground handling services
- **KPB** = Pallet trailer with sheet construction
- **KTT** = Thermo pallet trailer
- **KZU** = UNIMOG with salvage crane
- **LBA** = Federal Aviation Authority ("Luftfahrtbundesamt")
- **LMC** = "Last minute change" bus
- **ONB** = Arrival time of the aircraft at the handling position ("onblocks")
- **PCF** = Perishable Center Frankfurt
- **PER** = Perishable goods
- **STD** = Scheduled time of departure
- **TESS** = Transport, deployment and control system
- **TMO** = Ten minutes prior landing time ("Ten minutes out")
- **TOBT** = Target off block time
- **TSAT** = "Target start-up approval time" for reaching the departure window on time
- **ULD** = Unit load devices
- **VTP** = Distribution plan

4. Contact details:

- **GDO:** +49 69/ 690 -70620
-70630
-28888

- for contractual agreements for the **use of Fraport services** and/or **handling equipment:** +49 69/ 690 -61937

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- Disposition of handling equipment for regular use

(only during office hours: Monday to Friday under phone:)

+49 69/ 690 -70119
-70904**- Disposition of handling equipment for current demand**

by Fax: +49 69/ 690 -41021

- Handling portal / cargo handling portal: <https://frigate.fraport.de/HP²>**- Cargo orders (emergency procedure by fax):** +49 69/690 -41021

Order templates for faxes +49 69/690 -21173

or: Gruppenleiter-BVD-TR1@fraport.de

- Orders for baggage and empty containers: +49 69/690 -495 59310

Order templates for faxes +49 69/690 -20234

or: Gruppenleiter-BVD-TR2@fraport.de

- Supply unit request:

(air start supply/air conditioning/heaters): +49 69/690 -71284

- Waste water tank trailer request: +49 69/690 -21775**- Valuable cargo declaration** SITA connection FRAXWXH or by
fax +49 69/690 -59311**- Pharmaceutical transport** +49 69/690 -26342**- Animal transport**

➤ Animal welfare officer +49 69/690 -74334

➤ Animal transport +49 69/690 -21173

or: Gruppenleiter-BVD-TR1@fraport.de

- Engine trailer +49 69/690 -21173

or: Gruppenleiter-BVD-TR1@fraport.de

- Moving of aircraft

➤ Push Back +49 69/690 -71393

➤ Towing +49 69/690 -70306

-70307

-70308

-70309

- Request the list of stored transport containers

(only during office hours, Monday to Friday) +49 69/690 -71182

-23202

² Activation for the handling portal takes place after conclusion of an agreement with Fraport AG and corresponding instruction. With the activation the message with the access data (user name, password) takes place.

- Water and Toilet service

- Water service +49 69/690 -21775
- Toilet service +49 69/690 -21175

or: bvd-ts2disposition@fraport.de

II. Prerequisites for the handling

1. Requirements for the airline

- The airline shall ensure that only airworthy loading equipment (ULDs) is provided. Fraport AG may reject loading equipment that is not airworthy or not sufficiently airworthy.
- In-plane loading system and cargo securing
Transport by the in-plane loading system and securing of the load in the aircraft must be ensured. The airline uses its own resources to transmit the loading data for the respective flight event and aircraft (ULD numbers, loading positions, weights and special loads) to Fraport AG.
If the in-plane loading system is unable to move the load and additional personnel are therefore required to move the load, Fraport AG may charge the airline separately for this additional work in accordance with the List of Service Charges. It is irrelevant whether the loading system is not functional in whole or in part or not available.
- In addition, the airline is to provide Fraport AG with fully completed and understandable loading plans for loading the aircraft.
- Loads that deviate from standard handling (special loading) must be reported to the GDO at least 24 hours before the start of loading. In the case of special shipments, there may be a need for longer ground times than regularly planned; this must be taken into account by the airline when scheduling.
Fraport AG may refuse to accept loading plans that have not been filled in or cannot be read. The same applies to special shipments not registered or not registered in time before loading the aircraft. The resulting delays and additional costs shall be borne by the airline.
- For questions to the handling:
Management of ground handling services, GDO

2. Third party requirements

- Ground handling equipment may only be used and operated by persons (employees of the third party or persons ascribable to the third party) who can prove that they have the necessary training for the equipment in question.
- Fraport AG's instructions for handling the respective ground handling equipment must be observed.

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- Damages resulting from faulty operation by third parties shall be borne by the third party.

III. The use and operation of devices/equipment in detail:

1. Mail/cargo

- a. Service ladder: The service ladder must be removed from the danger area around the aircraft and secured against movement immediately after use.
- b. Conveyor belt loaders: It is not permitted to step on the conveyor belt of the conveyor belt unless it is not switched on and is out of operation.
- c. Pallet loaders: Persons may not remain on the main platform of the pallet truck when the main platform is being lifted and lowered. The ascent and descent may only take place via the attached ladder on the lowered bridge platform of the pallet loaders.
- d. Ground power units and chocks: Ground power units and chocks may only operated, serviced and removed by specially trained and authorised persons.
- e. It is not permissible to leave personal objects or remain on the ground services vehicles.

2. Passenger stairs

Manually operated and motorized passenger stairs are provided.

- a. In the case of manually operated passenger stairs, the lateral safety rails on the passenger stairs must be pulled after the door of the aircraft has been opened. The stairs may only be used or entered after it has been cleared by the staff of Fraport AG present (or by an authorised staff if the staircase has been provided to a third party).
- b. The motorised stairways are fitted with barring ropes to prevent access to the steps while manoeuvring. These are only to be removed by the driver of the stairs when the stairs have been placed against the aircraft, the stabilizers have been extended and the side rails on the passenger stairs have been pulled forward. Only if safe access to the staircase is possible may the staff of Fraport AG (or the authorised staff if the staircase has been provided to a third party) release the stairways for use.
- c. The barrier bands may not be opened by unauthorised employees of the airline or third parties (if the stairs have not been provided to the third parties) and unauthorised persons may not stand on the stairs during the service procedure.

3. Non-compliance with requirements

In the event of non-compliance with the above requirements, Fraport AG is entitled to issue instructions to the airline or third parties commissioned by it and, in case of doubt, to stop the handling until the violation has been rectified.

IV. Performance of transports

1. Bus transports

Bus transports for passengers and crews are generally to be carried out on the apron in accordance with the following rules, whereby crew transports can also take place beyond the apron boundary if necessary:

a. Provision of buses for passenger transports

The number of buses used is to be determined on the basis of the information entered into the information system by the airline about arriving and departing passengers and the transport capacity of the bus in question.

For the outbound capacity calculation, the number of passengers listed at the time the first bus is ordered in the handling portal is to be used for the capacity calculation (if the order is not placed, the planning instructions for the first bus are to be used instead).

If the number of buses determined in accordance with these requirements is not sufficient and additional demand arises (e.g. due to an LMC bus), Fraport AG is entitled to charge the airline for these additional costs in accordance with the List of Service Charges.

b. Use of mobile waiting gate for passengers

If the operating time of a bus (time from reaching the bus gate until the bus is cleared after the passengers have left the bus) is longer than 30 minutes, it will be assumed that the bus had idle time with the passengers on board. This idle time will be construed as use of a mobile waiting room. The associated additional binding time will be charged separately as a special service in accordance with the List of Service Charges and marked on the invoice with the note "Bus as waiting gate".

c. Provision of buses for crew transports

If separate crew transports have been agreed between Fraport AG and the airline, these are to be called up for outbound service as single transports either ad hoc by telephone, by written order with a lead time of at least 30 minutes or by means of a fixed rule for pick-up times.

For inbound service, an agreed crew bus is provided pursuant to the agreement / order after ONB, unless agreed otherwise with the airline beforehand.

d. Period of use of buses for crew transports

If the operating time of a bus (duration from reaching the pick-up point or from the agreed pick-up time to the bus release notice after the crew has left) is more than 30 minutes, it will be assumed that the bus with the crews on board had idle time construed as unused waiting time. The

additional commitment time associated with this will be charged separately as a special service in accordance with the List of Service Charges and marked "Overtime crewbus" on the invoice.

2. Baggage, cargo and mail

- a. The transfer of cargo, mail and baggage from the landside to the airside (export) and vice versa (import) is generally only to be carried out at the designated and specified locations (see Section I.2).
- b. In order to provide the respective transport service, the units to be transported must be notified in due time in order to generate the transport orders for cargo and mail in the transport control system. As a rule, this must be done via the handling portal (https://fragate.fraport.de/dana-na/auth/url_10/welcome.cgi).
This portal is activated after a corresponding user agreement has been concluded with Fraport AG. Upon activation, the user names and passwords are communicated by Fraport AG. Fraport AG will carry out one-time on-site training as an "Introduction to the cargo handling portal module of the web order system". The user itself is to provide information and training to employees other than those instructed by Fraport AG (training of multipliers). The use of the handling portal is free of charge.
- c. Emergency procedures
The emergency procedure will be initiated by Fraport AG in the event of a failure / malfunction of the handling portal and terminated by Fraport AG after the malfunction has been rectified. The emergency procedure will be displayed on the user interface of the handling portal in the event of an outage / malfunction. During maintenance work, Fraport AG will send an e-mail message to the users of the handling portal. For the duration of the emergency procedure or waiting window, notification by fax will be carried out free of charge.
- d. Fax order
With a fax order, a maximum of 4 containers/pallets or 5 cargo wagons or 1 20/40 feet trailer can be notified for transport.
The following information in machine-made form is prerequisite for the processing of fax orders by Fraport AG:
 - airline,
 - flight number,
 - flight plan data,
 - product type,
 - number of transport containers (unit load devices/ULDs),
 - ULD number,
 - invoice recipient.

Special features of the cargo mail units are to be specified precisely as remarks.

For the generating of a transport order per fax, a processing fee will be charged pursuant to Fraport AG's List of Service Charges, unless the fax order was placed as part of a substitute or emergency procedure. If more units are ordered with a fax than the maximum quantity specified at the

beginning of this subsection, additional invoices for the processing fee will be issued in accordance with the previously described grid.

Fraport templates must be used for fax orders. These templates can be requested from the transport department. There are specific templates for the transport of animal cages, catering material, first class baggage and crew baggage. Handwritten fax orders will not be processed.

E. Combined baggage transports

Baggage transport takes place in combined transports of economy/business/first class/crew baggage.. If separate transports are requested by the airline, these must be agreed in writing between the airline and Fraport AG in advance, together with the costs to be incurred. If there is no agreement on this, invoices will be issued on the basis of the prices listed in Fraport AG's List of Service Charges.

3. Use of Fraport's own transport units

In connection with the aircraft handling to be provided by Fraport AG, Fraport AG provides transport units for air cargo and air mail between the aircraft and the agreed positioning and transfer locations of the respective mail or cargo handler. These include in particular cargo wagons, low load trucks, pallet or container trailers.

For the provision of transport units for loading and unloading and the transport of mail/cargo by Fraport AG, a standard commitment time of two hours will be assumed for imports and exports.

In principle, the transport units mentioned are only intended for use on the airport apron. However, Fraport's own transport units also reach the mail and cargo handlers commissioned by the airlines to load and unload air cargo and air mail landside. The following rules apply here:

- a. Use in import and return to Fraport AG operations: within two hours after delivery by Fraport AG to the mail or cargo handler. No further use of the transport units (e.g. for transfers between different cargo/mail storage locations or for use as a "rolling warehouse") is permitted.
- b. Use of transport units for export: Loading no earlier than 6 hours before scheduled time of departure (STD) of the respective flight event.
- c. For any use by cargo or mail handlers at variance with the above times, the latter must conclude a corresponding agreement with Fraport AG beforehand. This applies in particular to cases in which the export production chain of the mail or cargo handler provides for palletisation, containerisation or loose loading onto the transport units, or if, for other reasons, the cargo/mail units must be temporarily stored on the transport units earlier than 6 hours before STD.
- d. The current requirement for transport units can only be ordered via the handling portal with a lead time of at least 90 minutes. Orders received less than 90 minutes in advance normally cannot be considered.

- e. When using Fraport's own transport units, care must be taken to ensure that separate information is sent to Fraport AG when a load is loaded onto a single pallet trailer (KPA) weighing 5,000 kg or more. This transport unit must be driven individually at walking speed. In order to comply with the published guide times (see table in Section IV 5.), the transport unit must be delivered in due time as a preliminary service.
- f. Transport units are to be used at the user's own risk. The user shall be responsible for improper or damaging use. Improper handling or use of transport units (e.g. by lifting the units around with forklifts) is prohibited. If the prescribed procedures for handling the units are violated and damage is caused as a result, Fraport AG is entitled to claim damages. Any further claims of Fraport AG shall not be prejudiced hereby.
Fraport AG reserves the right in cases of repetition to make the provision of transport units dependent on a security deposit or advance payment.
- g. If transport units are used for a purpose other than that stated above or for a longer period of time, compensation for the use shall be charged pursuant to Fraport AG's List of Service Charges.
- h. Fraport AG also reserves the right to deduct at the expense of the unauthorised user any transport units not used within the framework of the above rules or on the basis of an agreement. In case of doubt, Fraport AG has the right to unload unauthorised and loaded transport units on the customer's premises and return them to circulation. The resulting costs incurred by Fraport AG shall be borne by the unauthorised user.
- i. Fraport AG is entitled to charge a lump-sum reimbursement of EUR 20,00 for each transport unit used in an unauthorised fashion for expenses incurred by Fraport AG as a result of necessary search measures.

4. Special transports

In addition to the standard transports, the following special transports are available.

As a general rule, special transports will only be carried out by Fraport AG if and to the extent they have been notified in accordance with the lead times specified below and with precise details of the goods to be transported. Otherwise, Fraport AG is entitled to refuse special transports.

a. Transport of valuables

Fraport AG itself or a third party commissioned by Fraport AG will carry out transports of cargo subject to special security and monitoring requirements ("transport of valuables").

The transport service on the apron is subject to the provisions of the IATA Standard Ground Handling Agreement as amended from time to time.

If and to the extent valuables are to be transported by Fraport AG, Fraport AG must be informed of this at least 24 hours before the expected departure or

arrival time (TOBT) of the source and destination of the corresponding cargo unit. The following information must also be included in the notification:

- airline
- flight number
- date of flight, scheduled/expected departure/arrival time (STD/ETD)
- waybill number (air waybill/AWB No.)
- number of pieces in the consignment
- volume (optional) and weight of the shipment
- positioning and destination points at the airport
- value of the shipment (optional)

The registration for Fraport AG to carry out transports of valuables must be made via the SITA connection listed under I.3. or via the fax number listed at there.

Late, incomplete or incorrect registrations will only be considered by Fraport AG if this is permitted by Fraport AG's regular operations. In such case, in particular, no claim exists to the transportation of valuables.

b. Heavy transport

- Trailer loads up to a total weight of 17.2 tons can be driven with a 6-ton tractor. Here the gross weight (cargo weight + weight of transport unit) is decisive.
- Trailer loads from 17.3 to 25.0 tons must be transported with an aircraft towing tractor. The following points must be observed for the maximum load of the equipment in question (transport units and towing vehicles up to 20 feet and 20 tons): When loading the transport units, the maximum projection must not exceed 80 cm above the loading edge. In the rear, the load may protrude up to a maximum of 3 metres. Such transports for aircraft towing tractors must be registered at least 6 hours before the transport via the contact specified in Section I.3.
- Trailer loads of 25.1 to 40.0 tons must be driven by a heavy-duty transporter. The maximum load is 40 tons. A maximum load of two connected sheets of 20 feet each can be transported, but the transport of two unconnected 20-ft sheets is not permitted. It is necessary to register at least 48 hours before the transport via the contact indicated in Section I. 3.
- If the load on a KZU trailer protrudes beyond the bed:
 - The maximum length of the piece of cargo towards the towing vehicle must not exceed 1.20 metres beyond the loading sill.
 - In the rear, the load may protrude by up to 3.00 metres.
- If and to the extent appropriate capacities are available, heavy goods may be (temporarily) stored on the aforementioned transport units. Such storage must be notified 48 hours in advance to the contact specified in Section I. 3 and coordinated with the responsible Fraport AG staff.

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- Transport and storage of the above-mentioned heavy goods transport options are subject to a charge and will be invoiced in accordance with the prices in Fraport AG's List of Service Charges.

c. Transports of dangerous goods

- The transport of dangerous goods on the apron (transport of dangerous goods) is subject to national and international legal regulations. The general requirements for handling hazardous substances and dangerous goods at Frankfurt Airport are governed by the General Airport Regulations of Fraport AG (Guideline C 2.2, Section 6.9 "Hazardous Substances" and Section 6.10 "Radiation Protection and Dangerous Goods") and must be observed.
- The information to be transmitted to Fraport AG is listed in Annex C, Article 2, Section 2.3 ("Scope of information to be provided") of the IATA Standard Ground Handling Agreement.
- The information on the respective cargo item must be transmitted to Fraport AG in due time, i.e. no later than 10 minutes before TMO before the respective flight event.
The information is to be transmitted in IATA coding as set out below:

via	SITA	FRAAF7X
or	AFTN	EDDFYDYX
or	Fraport telex	40305-150 fad
- If information regarding an imminent shipment of dangerous goods is not provided or not provided in due time or in full, Fraport AG may refuse transport until the information has been transmitted in full or until the next available transport units has been made available. Any costs incurred as a result shall be borne by those who have not registered the consignment or have not registered it in due time or in full.
- Fraport AG is also entitled to inform its radiation protection/hazardous goods officer about missing or inadequate information and to entrust him or her with the examination of whether a case exists which must be reported to the responsible supervisory authority (Federal Aviation Authority).

d. Animal transports / pharmaceutical transports / temperature controlled goods transports

Animal transports, pharmaceutical transports and temperature controlled goods transports are subject to special requirements. For this purpose, special vehicles such as thermal or refrigerated vehicles are to be used in accordance with internationally applicable standards (as mentioned below).

The use of these special vehicles is subject to the condition that Fraport AG is informed in due time and in full about the goods to be transported and the transport requirements.

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Transports of animals to be transported systemically as "cargo", perishable cargo or shock-sensitive goods in thermal and refrigerated wagons (instead of in the standard transport units) are to be charged, including drivers, according to the List of Service Charges as a special service.

If separate transports to special delivery points that deviate from the previously defined positioning and transfer locations are commissioned and carried out, these will be billed separately according to the List of Service Charges as a special service.

In the case of larger quantities (four or more individual transports) per flight event, notification must be given at least 24 hours prior to the start of use.

- Transports of animals

- Animals are only to be transported if and to the extent they are fit for transport and, in particular, are in a container which complies with animal transport regulations. This applies both to animals transported as "cargo" and to animals travelling as "baggage". Fraport AG reserves the right to take care of animals which have not been prepared for transport in accordance with the regulations and which are checked in for loading onto an aircraft at the expense of the airline for which the transport is to be carried out and, in case of doubt, to place them in an appropriate container. Fraport AG may charge the airline for any costs incurred in this regard.
- Animals (which may or may not be affected by livestock epidemics) are to be transported in closed temperature-controlled vehicles or weather-protected transport units. Unless and insofar as a thermal transporter is expressly ordered for this transport, a minibus, metal hood dolly/container dolly based on EU Regulation 1/2005 / Article 18; Annex II / transport units will be used, depending on the animal species. The airline or third party ordering the transport must enter the epidemiological relevance, the transport temperature and, if applicable, other transport conditions as mandatory information.
- Animals which may be affected by animal epidemics are listed in the Ordinance on the Inner-Community Movement, Import and Transit of Animals and Goods (*Binnenmarkt-Tierseuchenschutzverordnung - BmTierSSchV*) and are to be treated in accordance with these requirements. If protective equipment is required, the customer must order it in addition to the transport units in advance (e.g. for monkeys, parrots, prairie dogs, laboratory dogs).
- Required disinfection and cleaning costs shall be borne by the customer in accordance with the required expenditure on the basis of the List of Service Charges.
- The notice must be made 24 hours before the flight event at the latest.

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- Pharmaceutical shipments

The temperature-sensitive or temperature-controlled transports include goods of the pharmaceutical industry in particular.

Fraport AG will only be able to transport with suitable thermal or refrigerated vehicles if and to the extent that Fraport AG receives the relevant information from the service provider or the LVG in good time prior to the transport event in accordance with the following provisions. The transport and handling of pharmaceutical products is carried out by Fraport AG on the basis of the IATA CEIV guidelines³.

- Unless otherwise agreed, the reference and transfer times of the standard transport apply.
- Deviating from standard transport, the following special transport vehicles certified for pharmaceutical transports are available:
 - ✓ Thermal transporter
Features: single air-suspended transport with main deck and lower deck units; temperature can be set precisely between -30°C and +30°C.
The lead time between ordering the thermotransformer and its provision depends on the respective outside temperature and the required temperature setting of the thermotransformer.
 - ✓ Pharma dolly
Temperature control only possible in the range from +2°C to +8°C and +15°C to +25°C.
- The transport units certified for pharmaceutical transport can only be used to maintain the cold chain. The cargo units cannot cool down or warm up contents.
- For details, please contact the person responsible for pharmaceutical transport.
- The order must be placed under the order type "PHAR" with precise details concerning the required transport unit and the required temperature.
- The pharmaceutical product must be handed over to Fraport AG in compliance with the temperature specifications.
- Fraport AG is entitled to refuse to transport units if they have not been pre-tempered or have not been pre-tempered sufficiently. If the unit is nevertheless transported by Fraport AG, this is done without any liability whatsoever.
- Fraport AG must be informed immediately if there were interruptions or malfunctions of the cold chain of goods that are to be handed over to

³ Center of Excellence for Independent Validators

Fraport AG for transport. If damage to the goods to be transported has arisen due to the fact that Fraport AG was not informed about the interruption / malfunction of the cold chain in good time, the person who handed over the freight is liable for the damage incurred and places Fraport AG against possible claims by third parties.

- The following is necessary for the transfer of cargo goods for transport in special transport units:
 - ✓ direct transfer in the cold store;
 - ✓ Delivery and direct loading under supervision and with documentation by Fraport AG;
 - ✓ no provision of the transported goods on delivery areas of standard cargo units.
- Active cool units (RAP/RKN units) can be prepared for transfer to transfer areas of standard cargo units according to the table prior to transfer. The transfer of risk will only take place after the freight unit has been picked up by Fraport AG.
- The acceptance of pharmaceutical goods for transport is subject to external visual inspection and documentation with regard to temperature and functionality of the active cool units.
- Only active cool units can be transferred at the neutral cargo consignment area (NFÜP). Fraport AG will take over the units only after an external and unobjectionable visual and functional inspection by attaching the cargo unit to the tractor.
- Fraport AG reserves the right to randomly check the transfer points defined for export in terms of functionality and compliance with the cold chain.
- Loose cargo (belly cargo), which is not mounted on a pallet or in a container, will only be transported with ULD transport equipment (e.g. KTT or KPB).

- Transports of perishable goods

- Perishable goods include: foodstuffs such as fish (PES) and meat (PEM), but also fruit and vegetables (PEP) and cut flowers (PEF).
- The generic term for perishable goods is "PER" and is also available as an order type in the TESS system.
- In order to comply with the guidelines of the Food Act, the transports must be regarded as time-sensitive, in most cases the destination or source point being the PCF.
- PER cargo shipments are to be notified by VTP, fax or the handling portal; unnotified PER units/cargo shipments will be treated as standard cargo and not delivered in the PCF.

e. Engine trailer

An engine trailer is intended for the transport of an engine stand / engine larger than 2.54 m. For smaller engines, the 20-ft trailer is sufficient. The pre-order must be made at least 48 hours before handing over the cargo to the freight transport area.

The notification must be made in writing, stating the following information:

- flight record and day
- dimensions of the transported goods
- gross weight of transported goods

For any (intermediate) storage, the rule in the 5th bullet point of the preceding Section b. (heavy transport) applies accordingly.

Storage and use of the transport units are subject to a charge.

f. Basic remarks

Fraport AG is entitled to refuse acceptance of the goods to be transported if, in particular:

- the packaging of the transported goods is damaged and compliance with the temperature specifications is no longer guaranteed at such time;
- the transported goods already no longer meet the required minimum temperature requirements;
- it was not informed in due time or sufficiently or was informed not correctly about the goods to be transported;
- the order was not placed on time or was not complete.

5. Delivery times for cargo and mail

Unless stipulated otherwise in an individual contract, the following guide times (in minutes) shall apply for the delivery or provision of cargo and mail depending on the product group, type of traffic, mode of transport and operating direction with reference to the scheduled departure time or, in the case of delays, to the expected departure time (STD/ETD) and to the actual arrival time at the aircraft handling position (ONB):

If the export transfer takes place in the "fast" area, a corresponding invoice will be automatically generated. The transport department reserves the right to refuse transport in the event of non-compliance with the order time.

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Product group	Type of traffic	Mode of transport	Export		Import
			Overhanding at overhand point prior STD/ETD	Delivery at aircraft handling position prior STD/ETD	Delivery at overhand point after ONB

"Standard" time range					
Cargo, mail, valuable cargo, perishable, courier	Freighter	ULD	<u>>=180</u>	<u>>=100</u>	<=120
		Bulk	<u>>=120</u>	<u>>=60</u>	
	Passenger	ULD	<u>>=105</u>	<u>>=45</u>	
		Bulk		<u>>=30</u>	
Pharmaceuticals	Freighter	ULD	<u>>=120</u>	<u>>=45</u>	<=70/120**
		Bulk		<u>>=25</u>	
	Passenger	ULD		<u>>=45</u>	
		Bulk		<u>>=25</u>	
Dangerous goods	Freighter	ULD	<u>>=180</u>	<u>>=60</u>	<=120
		Bulk	<u>>=120</u>		
	Passenger	ULD	<u>>=105</u>	<u>>=30</u>	
		Bulk			
Shipping documents	Freighter	ULD	<u>>=90</u>	<u>>=15</u>	<=120
		Bulk			
	Passenger	ULD			
		Bulk			
Animal	Freighter	ULD	<u>>=90</u>	<u><=40</u>	<=75
		Bulk		<u><=25</u>	
	Passenger	ULD		<u><=40</u>	
		Bulk		<u><=25</u>	
Flight documents and loading plan	Freighter	ULD	-	-	-
		Bulk	<u>>=50</u>	<u>>=15</u>	
	Passenger	ULD	-	-	
		Bulk	<u>>=50</u>	<u>>=15</u>	

"Fast" time range					
Cargo, mail, valuable cargo, perishable, courier	Freighter	ULD	<u><180, >=70*</u>	<u>>=30</u>	<u><=75/120**</u>
		Bulk	<u><120, >=60*</u>	<u>>=20</u>	<u><=75</u>
	Passenger	ULD	<u><105, >=70*</u>	<u>>=30</u>	<u><=75/120**</u>
		Bulk	<u><105, >=60*</u>	<u>>=20</u>	<u><=75</u>
Pharmaceuticals	Freighter	ULD	<u><180, >=70*</u>	<u>>=30</u>	-
		Bulk	<u><120, >=60*</u>	<u>>=20</u>	
	Passenger	ULD	<u><105, >=70*</u>	<u>>=30</u>	
		Bulk	<u><105, >=60*</u>	<u>>=20</u>	
Dangerous goods	Freighter	ULD	<u><180, >=70*</u>	<u>>=30</u>	-
		Bulk	<u><120, >=60*</u>	<u>>=20</u>	
	Passenger	ULD	<u><105, >=70*</u>	<u>>=30</u>	
		Bulk	<u><105, >=60*</u>		

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Freight documents	Freighter	ULD	<90, >=50*	>=10	-
		Bulk			
	Passenger	ULD			
		Bulk			
Animal	Freighter	ULD	<90, >=70*	<=30	-
		Bulk	<90, >=60*	<=20	
	Passenger	ULD	<90, >=70*	<=30	
		Bulk	<90, >=60*	<=20	
Flight documents and loading plan	Freighter	ULD	-	-	-
		Bulk	<50, >=40*	>=15	
	Passenger	ULD	-	-	
		Bulk	<50, >=40*	>=15	

Offload (export cargo back to overhand point)	
Cargo, mail, perishable goods, valuable cargo, courier	From order date to arrival delivery point <=120

* No more guaranteed acceptance, as timely provision to position is not guaranteed.

** The restriction to a maximum of 70 or 75 minutes only applies to compartments 3 and 4; for compartments 1 and 2 it is 120 minutes.

6. Storage of transport containers (unit load devices)

Only a limited area is available for the storage of transport containers at Frankfurt Airport. Accordingly, airlines are required to keep the provision of transport containers (ULDs) as low as possible and to fly them out for storage or otherwise remove them.

It is the responsibility of the airlines to regularly inspect an inventory list of the containers stored at Fraport and, if necessary, to react accordingly (e.g. fly out excess quantities, transfer them to other airlines or have them transferred for a fee by service providers commissioned by the airline).

Airlines have the possibility to rent fixed contingents of storage space for transport containers.

The storage of transport containers not contractually agreed or going beyond an agreed contingent shall be invoiced in accordance with the current List of Service Charges of the airline to which the ULD number is ascribable.

Where an airline or a third party acting on behalf of the airline has ordered transport containers to be transferred from one warehouse to another on behalf of the airline, such transfers shall be subject to a charge.

V. Aircraft towing operations

Aircraft towing and push-outs are carried out in accordance with Part II, Section 2.3 of the state-approved Airport User Regulations in conjunction with Sections 2.3-2.5 of

the "Supplementary Rules to the Airport User Regulations for the Provision of Ground Handling Services on the Apron of Frankfurt Airport", as amended from time to time, under the following link:

https://www.fraport.com/en/misc/binaer/business-and-partner/services/guidelines-and-payment-terms/guidelines/5-1-1-airport-user-regulations/_jcr_content.file/5-1-1-airport-user-regulations.pdf

In particular, the requirements for coordinating the procedure in accordance with Section 2.5.3 must be complied with.

1. Provision of aircraft towing tractors and tow bars for push-out procedures

The provision of towing tractors and tow bars by Fraport shall take place according to the following procedure:

- a. As a rule, the aircraft tow tractor is used on the basis of the published flight plan.

If the published TOBT cannot be complied with by the airline, the airline or its handling partner must ensure that a new TOBT is published via the known TOBT reporting channels at least 30 minutes before the originally planned TOBT. The maintaining of the TOBT is intended to ensure that the push-out required later can be scheduled for the new departure time. This departure time will then be regarded as the scheduled departure.

If the TOBT is not maintained or not maintained in a timely fashion, Fraport reserves the right to withdraw the aircraft tow for a punctual event.

If the TSAT deviates from the planned TOBT, Fraport reserves the right to dispose of the aircraft tow at the TSAT.

- b. The operating time for the push-out procedure will begin two minutes before a TOBT set in due time or at the contractually agreed lead time before the last TOBT set in due time or at the latest at the arrival of the tow at the position and will end with the departure of the aircraft towing tractor after the push-out procedure.
- c. In the case of changes to the TOBT at short notice, the airline or the third party commissioned by it may cancel the push-out procedure upon arrival of the tow at the position. If a later push-out procedure becomes necessary as a result, a separate order must be placed with Fraport AG.
- d. If the operating time is more than the commitment period specified in the contract, the time exceeding this period shall be invoiced in accordance with the List of Service Charges and the corresponding calculation procedures. If there are several push-back orders for one flight event, the operating times will be added together.

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2. Special orders

- a. If position towing, hangar towing, run-up towing or compass towing are ordered by an airline and are carried out outside the flight plan (special order), the operating time shall be calculated by the operations management from the time the driver is issued with the driving order and shall end with the driver's release after completion of the towing order.
In order to be carried out, this towing must be published in the information media (Infoplus) at least 30 minutes before the event.
- b. For aircraft towing, a towing time will be published in Infoplus. The airline must ensure that the aircraft is ready for towing at the time published and that all necessary measures have been taken to enable Fraport AG to tow the aircraft and reposition it. In this context, "ready to tow" means that measures to secure the landing have been taken on the aircraft (e.g. by setting pins) and the parking brake has been released. Prior to the start of the towing procedure, the airline must inform all persons working in and on the aircraft that the work must be completed and that all handling equipment must be removed from the aircraft. If the aircraft flies under a different airline code, the airline under whose airline code the aircraft flies shall be responsible for compliance with the above items.
- c. Attaching the tow bar
The tow bar is to be coupled to the landing gear of the aircraft and later uncoupled by the airline.
If the airline does not have suitable staff of its own, it may also have the service provided by another airline or a third party. Regardless of whether the airline performs the coupling itself or has it performed by others, it must ensure that the towbar is coupled and uncoupled properly and on time.
- d. Delay in towing
If a tow cannot be carried out or cannot be carried out in time due to the measures not completely carried out under Item b, the airline or an authorised representative must report the delay to Fraport AG immediately.
If Fraport AG incurs additional costs due to towing that cannot be carried out at all or on time, it is entitled to request reimbursement from the airline concerned.

VI. Supply and disposal services

1. Drainage of aircraft fresh water tanks

For safety reasons, it is forbidden to discharge water aircraft water tanks onto the tarmac. If drainage is required, Fraport provides drainage car trailers for customers of Fraport AG's ground handling services. Drain and vent valves on aircraft may not be operated by Fraport staff; this must be

done by a mechanic or another representative of the airline. The use and transport of waste water trailers shall be charged pursuant to our Conditions Governing the Provision of Additional Services (Special Services) and the current List of Service Charges.

2. Provision of a vehicle for water supply

Fraport AG normally uses the water vehicle based on the published flight plan and the expected departure time. The water tanks of the aircraft will always be completely filled with water by Fraport AG. For aircraft that have a pre-selection, the default setting must be made by the airline. Fraport AG will fill the water up to the set value.

The water supply is provided exclusively outside the aircraft. Fraport AG staff are not permitted to perform the service in the aircraft.

3. Provision of a vehicle for toilet service

Fraport AG uses the disposal vehicle based on the published flight plan and is oriented to the expected time of arrival or the ONB time. The filling and flushing volumes used for disposal are always based on the standards or specifications of the aircraft manufacturer, unless the airline provides other information.

The disposal service is provided exclusively outside the aircraft. Fraport AG staff are not permitted to perform the service in the aircraft.

4. Technical defect in supply or disposal connection

Supply or disposal of water is only possible if and as far as the respective connections are functional. If supply or disposal cannot be carried out on the aircraft due to a technical defect, then

- a. Fraport AG is entitled to remove the vehicle from the handlingposition and use it for another punctual flight event if the vehicle is committed for a long period of time at the handlingposition;
- b. after the defect has been repaired, the water or waste disposal service must be ordered again, and will be charged separately.

5. Ground power supply

The connection to the ground current on the aircraft must be made in compliance with DIN VDE 0100-520 (Section 526.6), i.e. the connection points of cables and wires must be relieved of mechanical stress. Strain relief devices must be designed so as to avoid any mechanical damage to the cables or wires.

VII. Distinction between regular and special ground handling equipment

The following is hereby defined as regular handling equipment:

- belt conveyor LD
- container/pallet trucks up to 20 feet and 30 tons
- container/pallet transporters up to 20 feet and 20 tons
- transport units and towing vehicles up to 20 feet and 20 tons
- passenger/service staircases up to 5.7 m boarding height

- aircraft tractors, conventional (with tow bar)
- engine stacker (HEA) up to 4 tons

If special equipment such as a 40-ft transport unit is requested by the airline or a third party and there is no contractual agreement to this effect, the use of this equipment shall be invoiced according to the current List of Service Charges. This shall also apply if the use of special equipment could not be avoided by Fraport AG due to the nature of the goods to be transported, even without a request to do so.

If it becomes necessary to use special equipment that Fraport AG itself does not maintain, the airline must bear the procurement and usage costs incurred.

VIII. General aviation

General aviation aircraft and helicopters are subject to general aviation regulations and are generally handled at Frankfurt Airport via the General Aviation Terminal (GAT)⁴. The following regulations define the framework for this and, as far as general aviation traffic is concerned, take precedence over the other regulations of the general framework conditions for ground handling services of Fraport AG.

1. **General aviation handling procedures**

a. Control of the turning process

The ACDM procedure regulates the turning process at Frankfurt Airport for all flights according to the instrument flight rules (IFR) and is to be applied according to Aeronautical Information Publication for Germany, Volume II, AD2-EDDF AD 2.20 "Local Traffic Regulations" and Guideline C2.5 "Regulations on Traffic Data" (Section 3).

A TOBT must be available for all flights participating in the Airport CDM procedure. This is the target time at which all dispatching processes, except push-back and de-icing, must be completed. Ideally, it corresponds to the ARDT.

Based on the TOBT, the pre-departure sequence is created and a TSAT is made available to the flight operator, according to which he or she can submit the "Start-Up Request" for starting the engines to Deutsche Flugsicherung GmbH (DFS).

A wrong TOBT can lead to disadvantages during further sequencing or CTOT allocation for regulated flights. Any necessary adjustments to the TOBT must be made as soon as possible.

⁴ The General Aviation Terminal (GAT) is located south of the airfield in building 514. The associated apron area offers parking positions for general aviation airplanes and helicopters. The GAT can be reached via "Airportring" or "Okrifteiler Straße" and airport entrance 31 (Tor 31), or motorway "A5", exit "Cargo City Süd" and airport entrance 32 (Tor 32).

The GAT offers lounges for passengers and flight-crews, the Aviation Supervisory Office, Passport Control, Customs Clearance, Fraport Executive Aviation and aircraft refueling-services.

b. Arrival

Passengers are transported by vehicles from the aircraft to the GAT. On arrival from abroad, the official entry clearance takes place at the designated places in the GAT.

c. Departure

Passengers are transported by vehicles from the GAT to the aircraft. When departing for destinations abroad, the official departure check-in at the GAT takes place at the designated points beforehand.

d. Passenger and baggage transport

The transport of passengers, crews and baggage between GAT and aircraft or vice versa, will be carried out on request, by the airline or third parties (by radio via: FRANKFURT OPERATIONS FRAPORT EXECUTIVE AVIATION, frequency 131.885 MHz), in return for payment in accordance with the List of Service Charges and the Fraport Executive Aviation Terms of Use and Handling Charges of Fraport AG as amended from time to time (<http://www.fraport-groundservices.com/content/groundservices/en/products-services/executive-aviation/location-services.html>).

e. Payment

If an aircraft operator does not have an account with Fraport AG, payment for the services used and the fees are to be made by credit card in the GAT before departure.

2. Implementation and standards of general aviation ground handling services

Unless agreed otherwise in writing between Fraport AG and the airline or a third party, the following conditions shall apply to the performance of ground handling services.

a. General provisions

Ground handling services are provided by Fraport AG as feasible and in accordance with the usual current standards in international air traffic.

b. Documents for ground handling services

For the provision of ground handling services by Fraport AG, the airline will provide Fraport AG with the information on flight operation data, passengers and cargo in writing at the latest on arrival or before departure in the GAT, unless previously transmitted by e-mail, fax or telex.

c. Handling services

In the absence of a written agreement between the airline and a provider of regulated and non-regulated ground handling services, Fraport AG will provide the required services on the basis of the

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present regulations in conjunction with the Fraport Executive Aviation Terms of Use and Handling Charges and the Fraport AG List of Service Charges.

d. Emergency assistance

In emergencies (emergency landing, accident, act of violence), Fraport AG will immediately take all appropriate and feasible measures, even without waiting for instructions from the airline, to assist passengers and crew and to protect baggage, cargo and mail transported in the aircraft against loss or damage. The airline shall reimburse Fraport AG for all costs incurred in this connection.

e. Additional (special) services

At the request of the airline, Fraport AG will also provide additional services as feasible, which are to be agreed between the airline and Fraport AG.

If no special agreements have been reached, the current versions of the Fraport Executive Aviation Terms of Use and Handling Charges and the List of Service Charges of Fraport AG shall apply.

f. Handling of information

Fraport AG takes all common precautions to ensure that commercial information resulting from inspection of the airline's transport documents is not made available to third parties, unless there is a legal basis for doing so.

g. Standards

Fraport AG performs all services in the technical area and in the area of flight operations in accordance with the instructions of the airline, insofar as these services have been assumed by Fraport AG and confirmed in writing. If such instructions from the customer do not exist, or are not confirmed, Fraport follows its own standard practices and procedures.

If the services ordered by the airline instigate additional costs, the airline must reimburse Fraport AG for these.

h. Remuneration

Fraport AG will invoice the airline for the services it provides to the airline.

This invoice includes remuneration for the services provided but does not include fees or charges for permits, landings, departures, parking procedures, security and surveillance measures, transmission of messages and other fees, contributions, charges or taxes levied by authorities or Fraport AG in connection with the provision of services or flights of the airline. Such fees, contributions, charges or taxes must be reimbursed separately by the airline.

For additional (special) services, the airline must pay the fees specified in the applicable List of Service Charges.

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3. Services

- a. General service package for handling
- Receiving the aircraft / helicopter
 - Removing of blocks
 - Lashing of small aircraft
 - Unloading/Loading of baggage up to max. 20 pieces (additional pieces to be charged as per list of special services)
 - One single transportation of baggage from the aircraft to the General Aviation Terminal and one single transportation vice versa.
 - One single transportation of passengers from the aircraft to the General Aviation Terminal and one single transportation vice versa.
 - One single transportation of crew from the aircraft to the General Aviation Terminal and one single transportation vice versa.
 - Assisting in aircraft starting
 - Communication with the aircraft on Company Frequency (VHF 131.885 MHz, Call sign Fraport Executive) according to BADV, Attachment 1, point 5.3; updating of the "Target Off-Block Time" (TOBT) according to BADV, Attachment 1, point 1.1
 - Assisting in placing orders for aircraft fuelling
 - Arranging of special services provided by Fraport AG – please check A.3. of the Fraport Executive Aviation Business Conditions and Handling Charges
 - Waste disposal
 - Use of the crew lounge
 - Wireless LAN connection
- b. Special services on request
- Arranging of third party services and facilities (such as catering, hotel accommodation, conference facilities, landside transport or limousine service)
 - Provision of weather and NOTAMS
 - Provision of coffee and hot water (1 litre each) and 5kg of ice cubes upon request by the crews
 - One single extra crew transportation
 - Requesting and Adjusting of Airport Slots (maximum 3 cases)
 - Ground power units
 - Water service
 - Toilet disposal
 - Air conditioning unit
 - Airstarter
 - Cabin cleaning
 - Aircraft towing and push-back (carried out automatically if handling takes place at a push-out position and Fraport AG has been ordered to do so or if no other authorised third party has been ordered to do so)

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IX. Notification requirement / liability

Fraport AG shall inform the airline immediately of any imminent or actual loss or damage to the aircraft or cargo that is discovered during the handling or caused by Fraport AG. This shall not include the transfer of Fraport internal damage records and documentation.

Unless stipulated otherwise above, the general liability provisions of Article 8 of the IATA Standard Ground Handling Agreement as amended from time to time shall apply.

X. Effective date

The above provisions shall come take effect as of 1 September 2019 and replace the provisions of the Guidelines for our Customers, C 2.6 and C 2.7, which shall be valid until 31 August 2019.

XI. Applicable law and place of jurisdiction

1. The law of the Federal Republic of Germany shall apply subject to the condition that the liability provisions of the IATA Standard Ground Handling Agreement shall be incorporated into these General Framework Conditions with the resulting rights and obligations.
2. The place of jurisdiction for all legal disputes arising from the aforementioned provisions shall be Frankfurt am Main, unless and to the extent this is contrary to mandatory provisions of law.

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