

Regulations for Audits at Fraport Ground Services

Information on the preparation and execution of an audit

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1 General information about Fraport Ground Services

1.1 General information

Professionalism is our core expertise. As the ground handling division of Fraport AG, we are renowned for precision performance on the ground. We set benchmarks in competence, efficiency and punctuality. With almost 60 years of experience in ground handling we are in the top 5 positions in the world ground handling market on a revenue basis. A key strength is our integrated business model which offers our customers infrastructure and handling services at the same time.

As a hub expert and full service partner, we offer the entire range of services associated with aircraft handling according to IATA AHM 810. Seamless logistics processes and well-trained employees as well as high-tech handling equipment provide the basis for a high degree of precision, reliability and quality. Our sophisticated concepts enable us to integrate processes optimally for your timely success. In Frankfurt alone, we provide passenger, ramp and baggage handling to more than 90 national and international airlines - with a high degree of customer satisfaction, making FRA one of the most efficient hub airports.

1.2 License for ground handling

Fraport AG, as the airport operator of Frankfurt/Main International (FRA/EDDF) airport, in accordance with § 7 (1) BADV (Ordinance on Ground Handling Services) does not require an authorization or license to conduct ground handling services at FRA, including passenger services, ramp services, flight operation and cabin cleaning services.

1.3 Certifications and awards of accreditation

1.3.1 ISAGO – IATA Safety Audit Ground Operations

We are certified by ISAGO and their respective Standards and to the latest directives being specified in the ISAGO Ground Operations Manual Edition 10 for the following ground operations disciplines:

- Organization and Management (ORM)
- Load Control (LOD)
- Passenger and Baggage Handling (PAB)
- Aircraft Handling and Loading (HDL)
- Aircraft Ground Movement (AGM)

1.3.2 DIN EN ISO 9001:2015 – Quality Management

In addition, we are certified by TÜV SÜD Management Service GmbH for our Quality Management System which fulfills the ISO 9001:2015 requirements.

1.3.3 DIN EN ISO 14001:2015 – Environmental Management

It was also proved, that the requirements of DIN EN ISO 14001:2015 are met by Fraport AG for the scope of Provision of infrastructure, buildings and related services for air traffic.

1.3.4 EASA - Certificate for the airfield from the Ministry of Hesse

Pursuant to Article 8a (2) of Regulation (EC) No. 216/2008 of the European Parliament and of the Council and Commission Regulation (EU) No. 139/2014, as amended, the Hessian Ministry of Economic Affairs, Energy, Transport and Regional Development hereby certifies that Frankfurt/Main Airport has been operated in accordance with the provisions of Regulation (EC) No. 216/2008, the applicable implementing regulations, the aerodrome certification basis, the conditions of certification attached to this certificate, and the aerodrome manual - in the applicable versions - may be operated by Fraport AG Frankfurt Airport Services Worldwide, 60547 Frankfurt am Main.

This Aerodrome Certificate remains valid without time limit unless it is surrendered or revoked.

1.3.5 EASA – Certificate for the aerodrome operator

Pursuant to Article 8a (2) of Regulation (EC) No. 216/2008 of the European Parliament and of the Council and Commission Regulation (EU) No. 139/2014, as amended, the Hessian Ministry of Economic Affairs, Energy, Transport and Regional Development hereby certifies that Fraport AG Frankfurt Airport Services Worldwide, 60547 Frankfurt, Germany, is authorized to operate the commercial airport Frankfurt/Main in accordance with the provisions of Regulation (EC) No. 216/2008, the applicable implementing regulations, the certification basis of the aerodrome, the conditions of certification attached to this certificate, and the aerodrome manual - as amended from time to time.

This Aerodrome Operator's Certificate shall remain valid without limitation unless it is surrendered or revoked.

1.4 Fraport Ground Services Management Systems Manual

Fraport Ground Services has published an official document “*D8.2MS Fraport Ground Services Management Systems Manual*” that defines all areas of the business in more detail. In addition, quality requirements, safety requirements and all ISAGO requirements are covered explicitly and described in detail.

The contents of the document include:

- 1) General Part
- 2) Ground Handling Services Management System (MS)
- 3) Duties and delegation
- 4) Quality Management System
- 5) Safety Management
- 6) Security Management
- 7) Resource Management
- 8) Equipment Guidelines
- 9) ULD Handling

2 Preparation of the audit

2.1 Notification to Fraport Ground Services

If an airline or an authority would like to carry out an audit, this audit must be announced **at least six weeks** in advance in order to undertake the appropriate planning and to have the respective experts present during the audit. A detailed audit plan with specific requirements and areas to be audited must be submitted **at least four weeks** prior to the audit.

The notification shall be made either via the assigned key-account manager (Customer Service Center) or via the respective Sales Manager by e-mail. In the event that these timelines are not adhered to, the Handling Company is entitled to reject or to postpone the execution of the audit. In addition, during the high season, the individual experts from the relevant departments, who are primarily involved in an audit, are fully intergraded into operations to ensure the high level of performance and smooth operations during the high season. For this reason, conducting an audit during these periods is generally unfeasible.

2.2 Application for airside pass

For the audit, you need to apply for an Airport ID card as the areas to be audited are located in restricted zones. For this occasion, the airport operator of Frankfurt Airport provides **short-term ID cards** for our visitors. Please note that a short-term ID card is a personal Airport ID Card valid for a limited period of time.

- For **landside areas**, the card (green) can be issued **five days a month**
- For **airside operational areas**, the card (yellow) can be issued for **five days per month but only twelve days per year**. On these days, **you must be permanently accompanied by an Airport ID Card holder** who is regularly allowed to enter these areas.

You need to apply in advance on [this website](#). Please make sure to apply for an "Short-Term ID Card" and to make an [appointment](#) at the Airport ID Card Service Center to pickup the ID card when you arrive in FRA or on the day of the audit. Please note that you must be accompanied by a permanent Airport ID Card Holder (e.g., your local station manager) in order to receive a card for the airside areas (yellow card).

2.3 Inspection of "Fraport Ground Services Management Systems Manual" & "C4.6 SMS Regulation"

Previous to the audit, every airline or authority is obliged to review the document "*D8.2MS Fraport Ground Services Management Systems Manual*" and "*C4.6 SMS Regulation*".

Based on experience, those documents, which have been approved by ISAGO, provide references and examples to answer all questions in advance. The intention is to merely check the effectiveness of the measures introduced on the day of the audit. No processing of a questionnaire should take place. If an airline or the authority does not review the documents in advance, which results in a higher scope on the audit day, this additional effort will be charged according to 2.4.

2.4 Charges for the audit

The "Basic Audit Package" includes the following services:

- 5 hours of assistance by a key account / sales manager / manager operations and procedures (this also includes the transport from the terminal to the aircraft position)
- 1 hour introduction of GSE department with the corresponding experts
- 1 hour introduction of training & qualification department with the corresponding experts

This "Basic Audit Package" (S-No. 32577) is charged in accordance with the "*List of Service Charges*" in its respective current version, plus V.A.T., if applicable, and is consequently charged as standard for each audit. In case it is known in advance that the audit requires more resources, a quote for an "Extended Audit Package" can be requested.

All ad-hoc additional expenses due to a wider scope of the audit, delays or disruptions not caused by Fraport AG, will be charged in accordance with the "*List of Service Charges*" as per manhour rate of an "Operations assistant" (S-No. 11670).