Airport Use Regulations (AUR) of Flughafen Düsseldorf GmbH (FDG)

Guidelines and Information for Airlines, Tenants, Concessionaires, Suppliers and All Users of Düsseldorf Airport

Düsseldorf Airport

✈ Operator

Düsseldorf Airport GmbH (FDG)

✈ International Designation

ICAO CODE: EDDL
IATA CODE: DUS

✈ Classification

Airport Classification:
ICAO - Aerodrome Reference Code 4E

✈ Address

postal address
Flughafen Düsseldorf GmbH
PO Box 30 03 63
40403 Düsseldorf
Germany

home address
Flughafen Düsseldorf GmbH
Flughafenstraße 105
40474 Düsseldorf
Germany

✈ SITA connection

DUSYFXH Airport Control Center
DUSVLXH (Duty Traffic Manager)

✈ Phone

Airport Headquarters – collective number	(0211) 421-0
Customer Service Center	(0211) 421-2000
FDGHG De-icing Manager	(0211) 421-52222
Air Traffic Management	(0211) 421-2321
Lost and Found Office	(0211) 421-2515
Duty Traffic Manager (24 hours)	(0211) 421-2220/2420
Airport Control Center – shift supervisor	(0211) 421- 51000
Airport Control Center – stand & gate management	(0211) 421-51013
Corporate Communications	(0211) 421-50000

✈ Fax

Duty Traffic Manager (24 hours)	(0211) 421-2735
Administration	(0211) 421-6666
Airport Control Center – shift supervisor	(0211) 421- 51009
Air Traffic Operations	(0211) 421-2285

✈ E-mail

verkehrsleitung@dus.com,
duty-traffic-manager@dus.com (duty traffic manager)

Düsseldorf Airport DUS

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Part I Description of the airport

The binding and up-to-date descriptions of the airport can be found in the latest publications of the "Notice To Airman" (NOTAM) and the "Aeronautical Information Publication for the Federal Republic of Germany" (AIP).

1. Airport facilities and services

1.1 Location of the airport and Airport Reference Point

1.1.1 Geographical location of the Airport Reference Point (ARP,WGS 84)

Latitude 51° 16' 51.33" N
Longitude 06° 45' 26.32" E
Location: south-western part of the airport grounds,
287° true north and 949 m from the control tower

1.1.2 Distance and direction from the city

The airport is located 7.4 km north of the city center of Düsseldorf.

1.1.3 Airport altitude

✈	highest point of the runway system	44.83 m above sea level (147 ft)
✈	altitude of the Airport Reference Point (ARP)	36.00 m above sea level (118 ft)
✈	Runway reference point height (RRP)	
	of the slopes 05R/23L	36.70 m above sea level
	of the slopes 05L/23R	38.00 m above sea level

1.1.4 Meteorological data

- ✈ predominant wind direction: southwest (SW)
- ✈ average daily maximum temperature of the warmest month: 23.0°C (July)
- ✈ average daily minimum temperature of the coldest month: 0.3°C (January)
- ✈ further details can be found in the AIP (GEN 3.5-29)

1.1.5 Airport Reference Temperature

23.0°C

1.1.6 Magnetic declination: 1° 2' East (2013)

1.1.7 Operating categories of runways

✈	runway	05RCAT IIIb
		23LCAT IIIb
✈	runway	05LCAT I
		23RCAT IIIa

- ✈ detailed information can be found in the AIP (AD2 EDDL 4-2-1 to 4-2-3) and NOTAM I 1/99

1.1.8 Operating times

- ✈ 24 hours taking into account night flight restrictions, as can be gathered from the AIP (AD 2 EDDL 1 - 10).

1.2 Flight operating facilities

1.2.1 Runways, taxiways and aprons

For descriptions and explanations of the runway system, taxiways and aprons of the airport, please refer to the Aerodrome Manual for Düsseldorf Airport (can be requested at https://www.dus.com) and the Aeronautical Information Publication of the Federal Republic of Germany (AIP) in the currently valid versions Anwendung.

1.2.2 Handling facilities

The airport has a passenger terminal with piers A, B and C and an executive terminal. All necessary facilities are available.
The air cargo building (DUS Air Cargo Center) is equipped with all facilities for air cargo transportation.

1.2.3 Available hangar space for aircraft

Hall	Depth m	Width m	Area m²	Door height M	Light opening m	Extensions, workshops, Storage rooms m²	Total hall width and depth	Miscellaneous
1	30,80	65,20	2.020,36	8,28	8,16	551,77	74,43 x 35,73	
2	29,44	80,35	2.491,71	9,09	8,99	447,45	80,60 x 35,91	
3	23,87	99,69	2.368,66	9,32	9,98	677,18	109,67 x 29,58	
4	50	72	3.416	8,3		1.347		heatable
5	52,5	82,5	4.331	12	60	1.951		heatable; overhead travelling crane 5 t
6	52,5	82,5	4.331	13,5	60	1.930		heatable; overhead travelling crane 5 t
7	92,5	216,5	20.026,25	21	2 x 70,5 1 x 71	9.610		heatable; Floor heating; 2 x overhead travelling crane 5 t
8	65,8	150,4	9.896	20	75	4.500		heatable; 3 x overhead travelling crane 3 t
9	82,9	72	552	---	72	---		Noise protection hall
10	26,5	101,3	2.685	5,9	100	---		heatable; overhead travelling crane 2 t
total			52.117,98			21.014,4		

1.2.4 Available repair and noise protection facilities

Facilities for maintenance, overhaul, including major repairs and engine replacement, are available for the most common aircraft types. A noise protection hall (Hall 9) is available for engine stand runs (for aircraft up to size B747-400 / A340-600).

1.3 Flight operation services

1.3.1 Fire-fighting vehicles and rescue equipment

Fire-fighting vehicles and rescue equipment are available in accordance with the scope of flight operations and ICAO guidelines.

1.3.2 Designated airport according to IHR (i.e. International Health Regulations)

Düsseldorf Airport is a designated airport according to the International Health Regulations. He has a first aid station in the fire station building. Trained medical personnel are on permanent standby (24 hours).

emergency call 112
The airport fire department is responsible for patient transport. The airport fire brigade also has a permit for emergency rescue in accordance with §18 of the NRW Rescue Law (i.e. RettG NRW) and carries this out on the airport premises. Three ambulances and an ambulance vehicle are provided for this purpose. The emergency rescue team of the airport fire brigade is alerted via the security center (phone 112 or 0211 / 421-112).

Doctors for the rescue service and for infection operations are provided by the public health department. Details are regulated by the currently valid Emergency Response Plan (ERP) of FDG.

Reimbursement of costs incurred by the airport fire brigade may be claimed by the person who caused the damage or danger intentionally or by the person who deliberately alerted the fire brigade for no reason.

1.3.3 Support for persons in need

The airport fire department's medical service is available to care for injured, sick or lying passengers. The care of unaccompanied children is the responsibility and competence of the respective airline. A PRM service in accordance with EU Regulation 1107/2006 is available to assist persons with reduced mobility (phone 0211 / 421-25970).

PRMs must be reported by PAL/CAL to both DUSKLXH (SITA Message) and DUSAGXH (SITA Message) or alternatively (instead of DUSAGXH) by e-mail to flightreports-dus@dus.com up to 36 hours before departure.
If a reservation of the PRM Service by the Guest is made at a later date, the Guest shall make a subsequent reservation as soon as possible by PAL/CAL to the above addresses.
The required service must be confirmed immediately after departure by the respective airline via PSM to the above addresses.

1.3.4 Weather-related usability and snow removal equipment

FDG will keep the airport in permanent operation, weather conditions permitting. Winter maintenance equipment is available according to the seasonal snow plan AIP SUP IFR.

1.3.5 Tank service facilities

All the necessary carburetor and turbine fuels and oil types are carried by the aircraft operating companies based at the airport. For further details on existing grades, refuelling facilities and restrictions or refuelling possibilities, please refer to the AIP (AD 2 EDDL 1 - 1).

1.3.6 De-icing of aircraft

1.3.6.1 General

At Düsseldorf Airport, aircraft are de-iced at defined remote positions. The de-icing of jet-powered aircraft takes place on the areas mentioned below and is carried out with the engines running. Special rules apply to propeller-driven aircraft. In addition, all further details can be found in the "DUS DE-ICING-/ ANTI-ICING-Procedure" published annually by FDG (available from FDG flight operations).

Pre-deicing is also offered at Düsseldorf Airport under certain conditions. The requirements and regulations for pre-deicing can also be found in the "DUS DE-ICING / ANTI-ICING procedure".

1.3.6.2 De-icing areas

Special remote areas for de-icing of aircraft are designated:

- DA WEST positions V61-V69 for take-offs direction 05L/05R
- DA EAST positions V01-V08 for take-offs direction 23L/23R (V11B type A380)

The location of the remote areas can be taken from the AIP, cards AD 2 EDDL 2 - 5. FDG reserves the right to allocate or designate other areas for operational or operational reasons.

1.3.6.3 Registration for de-icing

De-icing must be reported as early as possible and before the start of the event via the A-CDM Toll Web-DUPLO, by telephone to the de-icer (phone 0211 / 421-52222) or, in exceptional cases, by radio to airport control or by telephone to the ACC (phone 0211 / 421-51011).

1.3.6.4 Sequence of de-icing

Based on the sequence planner, aerodrome control determines the final de-icing sequence and assigns a de-icing area.

1.3.6.5 Taxiing to the de-icing areas

The remote areas are the responsibility of FDG. Taxiing traffic is directed by DFS Rolling Traffic Control on behalf of FDG. Aircraft are guided by DFS to the immediate vicinity of the de-icing area after being released for engine starting/push-back. Subsequently, a vehicle of the apron supervision (Follow-Me) guides the aircraft to the assigned de-icing position. The arrival of aircraft at the de-icing position (holding bar) is indicated by hand signals or traffic lights of the follow me vehicle.

1.3.6.6 Ground radio station for remote aircraft de-icing

After parking the aircraft on the de-icing position, the pilot reports on the VHF frequency assigned by the taxiing traffic control (call sign "Düsseldorf De-icing") with his flight number and the aircraft type for the start of de-icing. The following VHF frequencies are available

130,080 MHz, PAD 1	130,455 MHz, PAD 2	130,605 MHz, PAD 3	130,855 MHz PAD 4

1.3.6.7 Taxiing away from remote de-icing areas

After completion of the de-icing procedure, the pilot reports his readiness to taxi to DFS DÜSSELDORF GROUND East 121,600 and West 121,900 MHz. Rolling operations may only be carried out at the absolutely necessary minimum speed of the engines.

1.4 General information

In addition to the flight operations facilities, numerous other service facilities are available throughout the airport grounds. These include the DUS Air Cargo Center, parking garages, restaurants, shops and two hotels. The airport is connected to the public transport network via two railway stations and bus stops, as well as to the motorway network via a separate exit and access road. The right of way in front of the terminal is restricted both on the departures level and on the arrivals level. The General Conditions of Setting and Use posted and available on the Internet site https://www.dus.com apply. The arrivals level can only be passed through. There is an absolute prohibition to stop here. On the departure level there is a taxi stand and a unloading area for 3 coaches. The direct right of way for arrivals is subject to special regulations. Private vehicles are not permitted to use the right of way for arrivals. All other vehicles including buses require a permit from FDG. Coaches (with a length of more than 6 m and/or more than 9 seats) have a separate bus loading area with 9 seats (Bus Terminal) in the arrival area. Further information is available from the Customer Service Center.

Part II Rules for use

1. Scope of application of the AUR / other regulations / liability

1.1 Anyone using the Airport with aircraft, entering it, driving vehicles or equipment of any kind or using it in any other way must comply with the AUR, the traffic and security regulations for the non-public area of the Airport premises in their currently valid version as well as the instructions issued by FDG for their implementation. The AUR and the aforementioned regulations also apply to all contractual partners who receive or provide services on the premises of the airport operator (e.g. tenants, customers). In addition to the AUR, the Aerodrome Manual for Düsseldorf Airport (can be requested from https://www.dus.com) and the Aeronautical Information Publication of the Federal Republic of Germany (AIP) in their respective valid versions are applicable. The regulations of the AUR do not replace the approvals and/or permits required under other legislation.

The provisions in the Aerodrome Manual EDDL as laid down in Regulation (EC) No 216/2008 and Regulation (EC) No 139/2014 shall also be complied with.

1.2 In so far as the rules and instructions concern aircraft operators, they shall apply mutatis mutandis to the owners of the aircraft and to persons who have aircraft in use without being the operator or owner of these aircraft.

1.3 The liability for damages of FDG, its representatives and vicarious agents shall be limited to intent and gross negligence. This shall not apply to liability for culpable injury to life, body or health. Furthermore, the limitation of liability does not apply to the violation of essential contractual obligations, whereby the liability is limited to foreseeable and typically occurring damages. Material contractual obligations are those whose fulfilment characterises the contract and on which the other party may rely.

1.4 In the security area, persons authorised to carry out checks must present the airport identification card and, if applicable, the operating licence to FDG on request.

2. Use with aircraft

2.1 Authorisation to take off and land, including reporting procedures

2.1.1 The use of the airport is permitted with aircraft up to the PCN values published in the AIP (GEN 4.1 Düsseldorf 1-4) against payment of the charges set out in the currently valid Fee Schedule of Düsseldorf Airport and generally due prior to departure. Restrictions of use and other flight operational requirements are also published in the AIP.

2.1.2 Aircraft owners, pilots or their agents shall notify FDG in good time in advance of their flight intentions to and from Düsseldorf and shall provide FDG with the information necessary to ensure proper disposition of flight operation facilities and personnel, e.g. on flight times, aircraft types used and the current flight course and cargo carried.

2.1.3 Airport CDM is the harmonised operational approach for handling an optimal turnaround process at Düsseldorf Airport and applies to all flights according to instrument flight rules (IFR) with the exception of helicopters.
The procedure covers the period Estimated Off-Block Time (EOBT) minus 3 hours to take-off and is a continuous process from flight planning (ATC flight plan) through landing and turning around on the ground to take-off.

Airport CDM at Düsseldorf Airport is based on the European standard for airport CDM and the initiative "German harmonisation of airport CDM".

The process chain from landing to take-off is optimised as a result of the improved quality of the information on inbound and outbound flights. This optimization culminates in the Target Start-Up Approval Time (TSAT), the time at which an aircraft receives its start-up clearance according to the A-CDM procedure. The TSAT is the essential factor for creating a pre-depature sequence taking into account the concerns of all partners involved. The TSAT and the resulting Pre-Depature Sequence takes into account the Target Off-Block Time (TOBT) as well as the local capacities and the capacities of the European network.

The TOBT (Target Off-Block Time) is the orientation time for all handling processes, except push back and remote aircraft de-icing, and is used as the best available time for coordination. The airline, its handling agent or the pilot in command (for general aviation flights without a handling agent) is responsible for the timely provision of the necessary information. It is mandatory to make necessary adjustments as early as possible.

In order to optimally integrate the local airport CDM procedure into the European air traffic flow management (ATFCM), a permanent and fully automated data exchange with the Network Manager Operations Center (NMOC) was introduced. This results in both early reliable predictions of the landing or in-block time as well as a better allocation of the Calculated Take-Off Time (CTOT) for the regulated flights.

The Airport CDM procedure is published and applied in the Aeronautical Information Publication Germany (AIP AD2 EDDL). A detailed description of the procedure is available as a "Brief Description/Procedure Description".

2.1.4 Upon request, aircraft owners, pilots or their representatives shall submit to FDG at any time the complete documentation (including noise certificates) necessary for the verification of the right of use and for the calculation of charges.

2.1.5 Aircraft owners, pilots or their agents are obliged to fill in a flight report provided by FDG after landing or before take-off for the statistics of the Federal Statistical Office and for the flight operation report at Düsseldorf Airport. The reporting procedure is regulated in Annex 3.

2.1.6 In commercial large air traffic, the aircraft owner, pilot or their agents are obliged to provide the MVT messages with the delay codes and subcodes (standard according to IATA Airport Handling Manual 730 and 731) as well as the codes for the reasons for cancellation directly or via handling agent to Flughafen Düsseldorf GmbH immediately after landing or before/after the originally planned take-off. The data will be sent to Eurocontrol in accordance with EU Regulation 390/2013. Furthermore, FDG only collects data for internal purposes and does not make it available to third parties.

The aircraft operator, pilot or their agents are also obliged to participate in the procedure for determining the cause of delay (so-called delay clearing procedure). All delays (Delay Codes) assigned to the airport operator are questioned by FDG in order to obtain additional information on the delay and, if necessary, to agree on a more appropriate Delay Code.

2.2 Take-off and landing facilities

For take-off and landing, the runways and taxiways or other areas specially marked for this purpose must be used. Aircraft pilots are bound by the instructions of the DFS aerodrome control unit (airport control) and the apron supervision (follow-me, traffic lights or hand signals). In particular, if for operational reasons it is necessary to deviate from the rolling guideline. FDG shall not be liable for defects existing at the time of conclusion of the agreement for which it is not responsible.

2.3 Apron

2.3.1 Aircraft using nose-in positions may only leave the stand position with towing or pusher assistance. The use of thrust reversers or variable pitch propellers is prohibited.

2.3.2 The apron is used for the ground handling of aircraft. Any other use [e.g. aircraft parking, repairs, major maintenance work (any maintenance work requiring more than one hour and/or involving a risk of leakage, e.g. engine changes) or tyre/engine failure] is only permitted with the prior agreement of the transport manager. Engine stands above idle power on the apron are not permitted (see 2.7 Engine stands).

Jacking up of aircraft on asphalt surfaces is generally prohibited. Unless a pressure distribution plate is laid out to ensure that the asphalt floor is not damaged.

2.3.3 Handling positions (stands) are allocated by the airport operator. General aviation is basically to be handled on the GAT areas. Exceptions may be granted by the traffic control centre in the ACC at its discretion in individual cases.

FDG does not guarantee any self rolling stand positions for aircraft.

Aircraft are parked on the stands either with the technical roll-in aid Safegate or by Marshaller hand signals from the apron supervisor (Follow Me).

2.4 Rolling, towing, push-back and aircraft towing operations

2.4.1 Aircraft may only be moved under their own power by persons authorised to do so. They may not roll into or out of halls and workshops under their own power.

During the taxiing process until reaching the final parking position, the aircraft's ID transponder must remain switched on to identify the location.

2.4.2 On the apron, aircraft may only taxi at the minimum engine speed strictly necessary. This also applies to taxiing into the stand positions and to all engines of the aircraft.

2.4.3 If necessary, aircraft shall be towed by FDG, by the company commissioned by FDG or by the aircraft operator on the basis of a special agreement. They may only be moved by trained and authorised persons.

Towing and pushing must be carried out in accordance with the requirements of the German Air Traffic Control (DFS). Flawless and permanent communication between the towing vehicle and the cockpit, apron supervision and DFS tower must be ensured.

2.4.4 When using push-back vehicles with tow bar, the cockpit of an aircraft must be manned by a pilot or a competent technician. The driver of the push-back vehicle must be in radio-readiness during the push-back process.

In order to be able to guarantee the required safety distance between engine/propeller and push back vehicle as a whole in the case of a push back assistance (WOA – walk out assistance), the WOA must take a seat in or on (stand) the push back vehicle during the push back process in the case of a push back vehicle without poles. In the case of a push back vehicle with a tow bar, the WOA must run alongside the push back vehicle and may not sit on or in the push back vehicle. The WOA ensures that the roll-out process is carried out without endangering the aircraft, buildings, equipment, vehicles and persons.

The headset cable connection between WOA and aircraft must be at least 5 m long. The speed during the push-back process must not exceed 6 km/h. The tow bar must not be exceeded during the push back procedure and the aircraft fuselage must not fall below it.

Aircraft operators are responsible for maintaining suitable and sufficient tow bars. Reversing without an attached aircraft is generally prohibited for push-back vehicles with an attached tow bar. Tow bars may only be towed during empty runs.

The WOA should drive back to the starting position or to its next place of operation after the push back process is completed. The shortest way from the roll area to the position area must be selected. Otherwise the WOA has to leave the roll area on foot by the shortest route. Other vehicles (e.g. technician vehicles) to accommodate the WOA are not permitted in the taxiing area.

Only adequately trained personnel may be used as WOA. FDG shall be entitled at any time to check the required training certificates.

The driver of the towing vehicle is responsible for the safe execution of the towing or pushing operation, in particular he must satisfy himself that there are no obstacles in relation to vehicles, passenger bridges, buildings, aircraft or other objects. The assurance of a clear view also applies during the pushback process. If the process is accompanied by a WOA, the WOA will take responsibility.

The single-man pushback procedure is prohibited for all aircraft where there is no unobstructed view in the direction of pushback under the fuselage during the entire procedure.
For all other aircraft the use of a WOA is strongly recommended.

Aircraft tugs on the aprons must be equipped with radio, yellow flashing lights and transponders.

When an aircraft is towed from one parking position to another parking position or to the shipyard, the pusher operator shall ensure that the removed chocks (brake blocks) do not create a danger to other road users. Proper interim storage is mandatory.

For towing operations to a target position with the roll-up aid Safegate, this roll-up aid is binding for locating the retaining bar. The electronic roll-in aid is activated by the ACC.

2.4.5 Planned towing movements of aircraft must be reported to the Traffic Control Center (Airport Control Center, Stand & Gate Management, phone -51013), stating a specific planned time. If the planned towing time changes, this information must be communicated immediately to the traffic centre.

In addition, the ACC shift leader must be informed immediately before the towing starts to ensure that both the target position to which the tow is to be towed and the tow data record are available at DFS. This also applies throughout for drag movements that are pre-planned by FDG.

If, for operational reasons, the towing of an aircraft is ordered, the aircraft operator must comply with this instruction without delay and provide the necessary personnel.

Aircraft may only be towed with the prior consent of DFS aerodrome control. They are on a par with aircraft taxiing under their own power and have priority over other vehicle traffic.

2.5 Executive Terminal – Operations and Terminal

Passengers and aircraft crews shall only be permitted to stay or move in the area of the Executive Terminal apron under the direct supervision of FDG or through third parties commissioned by FDG in order to prevent the mixing of security-controlled (clean) and unclean passengers. The transport of the persons to be supervised between the Executive Terminal and the aircraft is carried out with a motor vehicle of FDG or a company commissioned by FDG.

2.6 Storage and shelter

2.6.1 Parking and sheltering spaces shall be allocated by FDG. If an aircraft stays at the airport for more than one hour, the aircraft operator shall, at the request of FDG, park it in a parking area to be allocated to it or in a hangar. For safety or operational reasons, FDG may at any time demand that the aircraft be moved to another parking or shelter, or - if the aircraft owner cannot be reached or does not comply with the request in time - that the aircraft be rolled or towed there by trained personnel without its own power at the expense of the aircraft owner. The assignment of a self-unrolling position is not guaranteed by FDG.

2.6.2 Securing a parked aircraft is the responsibility of the aircraft operator/owner. At least four guide cones (Lübeck hats/rubber hats according to BAST approval with a minimum height of 750 mm, type 2, class III, foil type B) or alternatively four lamps (minimum light intensity 10 candela [cd/m²]) must be used for protection. If the aircraft is insufficiently secured, FDG reserves the right to take out the security itself at the owner's expense. In addition, the aircraft operator is responsible for ensuring that his aircraft is adequately secured at all times against rolling away, displacement due to wind loads and against high winds/storms.

2.6.3 The legal regulations on rent (§§535 ff BGB) apply to the parking and storage of an aircraft. The airport operator is not liable for defects existing at the time of conclusion of the contract for which he is not responsible. FDG shall only have a duty of safekeeping if a special written agreement has been made for this purpose.

2.6.4 Users shall treat the parking and shelter areas, in particular the aircraft hangars and their facilities, with care and shall comply with the following provisions.

2.6.4.1 Technical installations, facilities and equipment of FDG, in particular power supply systems, cranes and erection scaffolds, may only be used after agreement with FDG.

2.6.4.2 For all types of work on aircraft in hangars or within a radius of 50 m around the hangars, the aircraft operator/owner must have a sufficient number of easily accessible hand-held fire extinguishers available.

2.6.4.3 The areas and spaces in front of the hall gates and the noise protection hall must be kept clear.

2.6.4.4 Hall gates may only be operated by persons who have received prior instruction from FDG. The hall doors must always be kept closed.

2.6.4.5 Aircraft may only be washed and rinsed in the designated halls. In winter conditions, it is not permitted to discharge fresh water from aircraft without using collection tanks.

2.6.4.6 The parking, storage and repair of vehicles, other ground vehicles and other objects shall require the consent of FDG.

2.6.5 The use of the 400 Hz systems at the passenger boarding bridges is subject to a charge for the user outside of handling operations in accordance with BADV (delimitation in accordance with "Specification of airport charges", Item 2.), in particular during the night from 00:00 to 04:30. The fee can be found in the "List of Service Charges" (see section 1.1 "Aviation") in the currently valid version and will be invoiced separately to the user.

2.7 Engine stand runs

Aircraft operators must follow the instructions on the execution of engine stand runs (see also Annex 1, point 2 of the AUR). For engine stand runs which are above the "Idle-Power" operating stage or which last longer than five minutes with the "Idle-Power" operating stage, the noise protection hall (Hall 9) is always to be used against payment. The use of this noise protection equipment is subject to the conditions set out in the Standard Operating Procedure (SOP, Annex 7) drawn up by FDG and the fee regulation in its currently valid version. If the noise protection hall is not available due to special circumstances, the traffic management decides whether and how an exemption from the basic use can be granted. An exceptional approval does not release from the obligation to pay fees.

If the noise protection hall is used without prior consent, the user must in addition to the regular user fee a penalty surcharge of 20% to pay.

2.8 APU Operation and PCA Usage

In order to avoid additional ground noise and to reduce further immissions for the protection of all employees and residents in the adjacent residential areas, the emission of pollution by the aircraft pilots through the on-board power supply units (APU) must be reduced to a minimum under the responsibility of the pilots. For arriving aircraft, the APU shall be switched off immediately after reaching the parking position. If the operation of the APU is necessary for the air conditioning of the cabin, the APU must be switched on at least 30 minutes before TOBT. Exceptions require the approval of the traffic management (phone -2220).

On aircraft positions equipped with a PCA system, its use is mandatory according to Annex 2, AUR.

2.9 Fuel supply

Companies that supply aircraft with operating materials must be approved by FDG. These companies and the aircraft operators shall comply with the quality and safety regulations on their own responsibility and shall regularly prove this to FDG by submitting a report.

2.10 Maintenance and washing procedures

Major maintenance work (all maintenance work that takes more than two hours and/or where there is a risk of leakage of substances, e.g. engine replacement) on aircraft may only be carried out in the hangars assigned by FDG and washing processes may only be carried out in the aircraft hangars in the washing halls and areas designated for this purpose in agreement with FDG.

2.11 Disable aircraft / fire-fighting operations

Aircraft operators shall have arrangements to ensure that, in the event of incapacitation, the aircraft can be removed from the movement areas as quickly as possible.

2.11.1 If an aircraft and/or handling equipment remains immobile, the airport operator may remove it from the flight operation areas at the owner's expense, to the extent necessary, even without a special order from the owner. If, in the opinion of FDG, a fire-fighting operation is necessary for the recovery, movement or escort of the immobilized aircraft, these costs shall also be borne by the aircraft operator. The limitation of liability of section II.1.3 applies.

2.11.2 The liability provision of Clause II.1.3 shall also apply if a contract is concluded between the aircraft owner and FDG, according to which FDG must remove the immobilized aircraft from the flight operation areas or assist in the removal.

2.11.3 If an aircraft remains immobile and FDG suffers financial loss as a result, this loss shall also be borne by the aircraft operator.

2.11.4 The aircraft operator shall bear the costs of a fire-fighting operation by FDG, which have been incurred as a result of the performance of the fire-fighting measures which FDG considers necessary. The limitation of liability in section 2.1.3 shall also apply accordingly in this case. If FDG suffers a financial loss as a result of the event triggering the fire brigade deployment, this loss shall also be borne by the aircraft operator.

2.12 Safety regulations

2.12.1 All users must comply with the safety regulations at their own responsibility.

2.12.2 (Potential) damage to wildlife (including bird strike) occurring in Area 1 must be reported immediately by the PIC to Deutsche Flugsicherung at Düsseldorf Airport.

3. Groundhandling Services

3.1 General

FDG or the company it appoints, approved ground handling service providers and self-handling users are entitled to provide ground handling services in accordance with the Verordnung über Bodenabfertigungsdienste auf Flugplätzen (BADV) (Ordinance on Ground Handling Services at Airports). Authorised handlers and self-handling users must park their handling equipment exclusively at the places allocated by FDG for a fee. The statutory provisions on rental (§§535 ff. BGB) apply to the safe parking and storage of handling equipment.

The airport operator is not liable for defects existing at the time of conclusion of the contract for which he is not responsible. FDG shall only have a duty of safekeeping if a special written agreement has been made in this respect.

3.2 Special regulations

3.2.1 Only high-contrast chocks are permitted for aircraft ground handling and for securing against unintentional rolling of aircraft.

3.2.2 The term Marshaller (Flight Line Manager (FLM)) may only be used by FDG for operational purposes.

3.2.3 Pilots shall follow the Marshaller hand signals and the traffic lights.

3.2.4 Aircraft stands (Equipment Restraint Area) may not be driven over or entered when the electronic roll-in aid is switched on. Exceptions are, for example, aircraft towing operations to the target position and vehicles of the apron supervision as well as inspections of the area for a stand check.

3.2.5 The use of racks for safety cones and chocks at piers A/B/C for correct and safe intermediate storage is mandatory for all ground handling service providers.

3.2.6 The areas of the Equipment Restraint Area (ERA) on the handling positions must always be kept free of obstacles. The areas in front of the ERA are not parking or parking areas, unless explicitly stated.

3.2.7 Diversions of Code F aircraft require the prior consent of FDG.

3.2.8 All ground markings and signs on the aprons and roads require the prior approval of the Air Operations Directorate.

3.3 Liability insurance

Proof of liability insurance within the meaning of the BADV also includes proof of motor vehicle liability insurance if a road-registered vehicle is used to perform the services. The airport operator is entitled to take the necessary measures in cases where the operations at the airport are endangered or disturbed by behaviour attributable to a service provider or self-handler or where the requirements of §8 BADV are not met. The respective service provider must be given the opportunity to make a statement beforehand.

3.4 Aircraft ground handling coordinator

For the duration of the handling process on the aircraft, the aircraft operator must appoint a responsible coordinator who is available as a contact person for all parties involved in the handling process and who is authorised to give instructions. He is responsible for the proper and safe handling of aircraft. The coordinator may not handle more than one aircraft at a time. FDG can prescribe uniform identification of the coordinator by means of warning clothing. The coordinator shall be responsible for ensuring that the parking position is completely cleaned and cleared for subsequent handling operations after completion of the handling operation.

3.5 Centralised infrastructure

The following facilities are central infrastructure facilities (ZI) within the meaning of §6 BADV:

Areas of the building facilities	✈ Passenger boarding bridges ✈ 400 Hz power supply systems ✈ PCA plants ✈ Baggage handling system
apron areas	✈ Aircraft positions ✈ Equipment storage areas ✈ Provision areas ✈ Container storage ✈ Central aircraft deicing positions
Areas of central airport control	✈ Flight Operations ✈ Apron supervision ✈ Traffic management ✈ Disposition in the ACC
Areas of communication systems	✈ Airport Information System ✈ Communication networks (wired, wireless) ✈ Trunked radio
Areas of airport service facilities	✈ Common Use Terminal Equipment (CUTE) ✈ Common Use Self Service Check-In machines (CUSS kiosks) ✈ Faeces disposal station ✈ Fresh water supply station ✈ Recycling centre ✈ Disposal yard for aircraft interior cleaning

A detailed description of the content and scope of each area of the ZI is provided in Annex 2. In particular, the use of baggage handling facilities must comply with the provisions of Annex 5. The rental and use of check-in counters must be carried out in accordance with the SLS specifications in Appendix 6. Gate counters must be rented and used in accordance with the SLS specifications in Annex 7.

The ZIs are maintained, administered or operated exclusively by FDG or by a person appointed by it. Insofar as services which can be provided with these facilities are within the scope of application of the AUR, the central infrastructure facilities are to be used. FDG or a representative of FDG may charge a fee for the use of the service.

4. Entering, driving and other use of the airport premises

4.1 Streets, areas, buildings and entrances

4.1.1 The roads and areas of the airport are not dedicated to public transport. FDG may restrict or block traffic on the roads and areas for operational reasons. Users must comply with the Road Traffic Regulations (StVO), the AUR and the ID and registration regulations issued by FDG. The Traffic and Safety Regulations issued by FDG, including the catalogue of measures drawn up by FDG in the event of violations of the AUR and the traffic and safety regulations for the non-public area of the airport premises (see Appendix 4 of the AUR) must be observed. Drivers who drive vehicles on the apron must, at the request of FDG, be in possession of an operating licence issued by FDG.

The access authorisations for motor vehicles to enter the apron are regulated in the Regulations for the Registration of Motor Vehicles on the Apron. When applying for vehicle passes by third-party companies, proof of a suitable parking space must be checked for reasons of traffic and operational safety. The responsible department of Aviation and Central Infrastructure Management must be involved in this process.

An access permit can only be granted in connection with the proof of a suitable parking space. Violations of the AUR are punishable by the immediate withdrawal of the apron licence.

4.1.2 The airport premises may only be entered and driven through the roads, entrances and gates approved by FDG for this purpose.

4.1.3 Movement on foot on the footpaths and within the buildings of the airport premises is generally only permitted on foot. Excluded is in particular the necessary use of wheelchairs or other locomotion aids.

4.1.4 For entering the spectator facilities, an entrance fee must be paid. The height is made known by means of notices.

4.1.5 Anyone who removes freight arriving at Düsseldorf Airport by land from the airport is obliged to inform the airport operator of flight data and/or load values of this freight as instructed by the airport operator.

4.1.6 Parts of the airport grounds are under video surveillance.

4.1.7 The use of quadrocopters and other drones and other remote-controlled aircraft on the airport premises is only permitted with the prior consent of FDG.

4.2 Vehicles and equipment

4.2.1 If vehicles and equipment are used on the airport premises, the owner and/or operator is responsible for their traffic and operational safety. Vehicles and towing vehicles shall be fitted with all-season tyres, where technically possible and available. Alternatively, vehicles and towing vehicles must be fitted with winter equipment during the winter period (e.g. winter tyres, snow chains etc.). The vehicles and equipment used must be operated all year round with daytime running or dipped headlights when it is bright, and dipped headlights must be switched on in darkness and poor visibility.

If vehicles and equipment do not meet the requirements, FDG reserves the right to shut down such vehicles or equipment and/or remove them from the safety area at the expense of the customer. Vehicles and equipment shall be equipped with a system to prevent unauthorised use.

The motorised vehicles and equipment used by ground handlers may only be operated if a written or electronic journey record is kept. For each use, this must contain the minimum information "date", "name of driver", "start of journey" and "end of journey". At the unilateral request of FDG, the proof of travel shall be presented immediately.

4.2.2 Aircraft ground support equipment or comparable equipment may only be operated in the safety area with the consent of FDG. They must be reported in writing to the Aviation and Central Infrastructure Management Department within a reasonable period of time before the first deployment. The registration must contain the minimum documents listed below. Immediately prior to deployment, the required technical test certificates must be submitted to the Vehicle Management Department.

Required documents for vehicle registration:

- general vehicle description
- technical data sheet (height, width, length, total weight, trailer loads, turning radius, etc.)
- photos and technical drawing for each vehicle type
- operating instructions in German language
- company description
- declaration of conformity
- risk assessment

Equipment of vehicles and devices:

- tachograph or speedometer for vehicles with a maximum speed exceeding 20 km/h
- additional lighting strip on the roof of the vehicle directed towards the rear for vehicles with trailer device
- test certificate for valid BGV/UVV and legally required tests
- vehicle labelling according to AUR 4.2.2
- system against unauthorised use, e.g. via service card or comparable electronic recognition
- record book for vehicles and equipment without automated system
- all-season tyres, if technically possible and available; alternatively, vehicles and towing vehicles must be fitted with winter equipment during the winter period (e.g. winter tyres, snow chains etc.)

The name and seat of the owner and a unique vehicle/order number must be clearly visible and indelibly written on the commercially used vehicles and equipment used in the security area.

Vehicles used for commercial purposes are only those vehicles that are used in the handling areas listed in Appendix 1 of the Ordinance on Ground Handling Services (BADV).

For other vehicles operated in the security area, a clearly legible marking, which can be read even from a greater distance, is required for the identification and allocation of the vehicle on the basis of the company or department identification with an additional and uniquely assigned code number.
For a situational and short-term use of the security area by third parties, a company sign with telephone number can be deposited alternatively. This regulation does not apply to the divisions of FDG.

The following guidelines must be observed when marking commercially used motor vehicles and equipment with regard to numbers and lettering:

Application on 4 surfaces (for roof application on at least 3 surfaces):

- ✈ left and right in the rear half of the vehicles / equipment
- ✈ front in driving direction left
- ✈ rear in direction of travel left
- ✈ alternative to front and rear mounting, mounting on the roof
- ✈ colour of figures: black (light vehicles/appliances), white (dark vehicles/appliances)
- ✈ typeface: Helvetica Bold
- ✈ digit height: 20 cm (length under 5 m), 40 cm (length over 5 m)

In the case of series-produced motor vehicles with official registration which are used commercially in the safety area, the same font/figure sizes apply, taking into account colour matching.

All vehicles and equipment shall be provided with special safety devices at the request of FDG.

The use of amber flashing and warning lights is only permitted for the purpose of warning against work places or on or near vehicles which, by their nature, represent a source of danger to their surroundings.

The use of blue signal and rotating beacons is reserved exclusively for the authorities, the works fire brigade and the rescue and medical services in the event of an emergency. The use of red signal lights is generally reserved for traffic management, flight operations control, apron supervision and FDG units with special traffic control powers. Lights of different colours are not permitted on the apron areas, unless otherwise expressly regulated in the AUR or permitted by FDG.

In addition, certain FDG vehicles/vehicle groups are specially marked in colour for operational reasons. This applies in particular to the vehicles of the traffic management of the service, the air traffic management and the apron supervision. The above vehicle groups are identified as follows:

- Traffic control from the service, flight operations management: blue-black-yellow stripes
- Apron supervision: black and yellow checkered

FDG reserves the right to exclude all third-party vehicles which, due to their identification, are likely to be confused with the vehicle groups described above from traffic in the non-public part of the premises for safety reasons.

4.2.3 If vehicles and equipment (with apron approval) are only used temporarily or for a limited period (e.g. as a replacement), the responsible driver must leave a DIN A4 plate with company details and a contact telephone number visibly behind the windscreen. This also applies to sounded vehicles and equipment in the course of construction or maintenance work (without apron approval).

4.2.4 Diesel-powered vehicles and equipment used for aircraft ground handling must comply at least with emission standard 3b according to Regulation (EU) No 715/2007.

4.2.5 Vehicles and equipment may only pick up or set down passengers, baggage and cargo or load or unload them at the places determined by FDG. Vehicles and equipment may not be driven onto the loading ramps of the freight building. Direct loading of bulk and heavy goods on the apron must be specially agreed in advance with the transport manager of the service.

4.2.6 Vehicles and equipment may only be parked in clearly marked parking areas and with the required parking tickets or passes. Parking tickets and parking passes must be placed in or on the vehicle or device so that they are clearly legible from the outside. Vehicles and equipment parked outside the designated areas, parked in a manner that is contrary to traffic regulations, obstructs traffic or without a valid parking ticket or pass, or left in the parking spaces after the permitted parking time has expired, will be towed away at the expense and risk of their owners, drivers or operators.

4.2.7 Maintenance work, refuelling, and the washing and cleaning of vehicles and other technical equipment are not permitted outside the allocated areas or ZI facilities, especially on the apron areas.

4.2.8 Small vehicles (e.g. motorcycles, mopeds, bicycles) may only be parked in the clearly designated places and, in particular, may not be secured with locks on the security fence or on the parapets of the access and departure levels. Small vehicles parked in violation of the prohibition will be removed at the expense and risk of the owner, driver or owner. The police will be informed of the transfer.

4.2.9 Vehicles and equipment without valid BGV/UVV tests or other legally required tests may not be operated. Proof of the validity of the tests shall be affixed in a clearly visible manner to the appliance in question by means of a test mark on a base support and shall indicate the next test date. Legally performed tests and their validity must be marked accordingly.

4.2.10 Motor vehicles and equipment in baggage sorting halls may not be powered by internal combustion engines.

4.2.11 Vehicles for the transport of waste from aircraft interior cleaning must comply with the provisions of Regulation (EU) No 142/2011, Art. 17; Annex VIII, Chapter 1, Section 1 and must have sufficiently dimensioned collecting trays or a certified leakproof body with leak protection. The suitability of the vehicles shall be demonstrated to FDG before they are used and driven onto the apron.

The transport vehicles and containers must be marked with a clearly visible and durable label with the designation "KAT 1" on the surface of the containers and vehicles during the transport of the on-board waste. The vehicles and containers must be cleaned, washed and disinfected after each use in accordance with §8 para. 1 TierNebV. They must be clean and dry before each use. The vehicle and containers must be checked for cleaning and disinfection before the start of the journey.

4.2.12 On the basis of Regulation (EU) 716/2014, all vehicles that independently travel on taxiways and/or runway systems must be equipped with transponders for ground position display as specified by FDG.

4.3 Sites not accessible to the general public

4.3.1 General

4.3.1.1 Installations within the fenced airport area that are not open to general traffic may only be entered or driven on with the consent of FDG - and other authorised persons, if applicable. The installations include in particular

- Runways (runways)
- taxiways and their safety strips
- Aprons and taxiways
- Taxiway ring road (west of the barriers at TWY M level and east of the long-distance train station barrier)
- Waiting rooms
- Transit areas
- Baggage and check-in areas
- depots and building yards
- Fire station building
- Aircraft, maintenance and cargo hangars
- Service roads
- Operation Centres
- Data centres
- Heating plants
- Power supply systems
- Workshops
- Construction sites
- Supply Route
- Garages and workshops
- Gates
- Airport Control Center (ACC)

Sentence 1 shall apply mutatis mutandis to the following properties and installations outside the fenced airport area:
the lighting and fixed air traffic control installations.

4.3.1.2 FDG may grant consent pursuant to clause 4.3.1.1 in general or for individual cases and may revoke such consent at any time for good cause.

4.3.1.3 Installations that are not generally accessible may only be inspected under the responsible guidance of a representative of FDG. Aircraft must not be touched and the tarmac must not be entered without authorisation.

4.3.1.4 The representatives of the aviation, customs, passport and health authorities, the German Air Traffic Control and the German Meteorological Service are entitled, after consultation with FDG, to enter the facilities that are not generally accessible in the course of their duties or to drive on them with official vehicles.

4.3.1.5 [remains free]

4.3.1.6 Aircraft may only be entered with the consent of the aircraft operator.

4.3.1.7 For landings according to CAT II/III, the taxiway ring road between Hall 1 and the IC railway station (closed by red lights and barriers) may only be used with the special permission of the traffic manager.

4.3.2 Maneuvering Area

4.3.2.1 The consent required for entering or using the taxiway is given by Flughafen Düsseldorf GmbH (traffic control or flight operations management) in agreement with the DFS aerodrome control centre (air traffic control centre). Anyone entering or driving on the tarmac must move in accordance with the instructions of the DFS aerodrome control centre (air traffic control centre) and must pay particular attention to its radio messages, light signals and signs. He must inform himself of their significance beforehand. In order to be able to drive on the tarmac, successful participation in a qualification programme to be carried out at FDG and subject to payment is required.

4.3.2.2 If a representative of the authorities referred to in paragraph 4.3.1.4 wishes to enter or travel on the tarmac, he/she must - apart from notifying the airport operator - obtain permission from the DFS aerodrome control unit (ATC unit) and observe the requirement of paragraph 4.3.2.1 sentence 2.

4.3.2.3 Vehicles entering the taxiway at night shall be illuminated in such a way that their movements can be tracked by the DFS aerodrome control unit (ATC unit).

4.3.2.4 The taxiway may only be used by vehicles that are in constant radio communication with the DFS aerodrome control centre (air traffic control unit) and are equipped with flashing lights or are guided by a control vehicle. FDG may allow exceptions in agreement with the DFS aerodrome control unit (air traffic control unit).

4.3.3 Apron

4.3.3.1 The maximum speed on airport premises shall not exceed 30 km/h, unless otherwise indicated. On the aprons the speed must be adjusted. The traffic and safety regulations of FDG apply.

4.3.3.2 Vehicle traffic on the aprons is subject to the traffic and safety rules issued by the airport operator.

4.3.3.3 The apron may only be used by vehicles approved by FDG for the handling of aircraft, fire-fighting and ambulance vehicles and vehicles belonging to the competent authorities. For other vehicles a special permission of FDG is required. The use of e-scooters is prohibited.

4.3.3.4 In the apron area, the minimum illuminance levels specified in the relevant applicable regulations shall be complied with. Where supplementary lighting is required for certain activities on the apron, the user in question must equip the workplace at his own expense with supplementary lighting appropriate to the visual task. The user is responsible for removing the auxiliary lighting after completion of his activities.

4.4 Order, cleanliness and safety

4.4.1 Foreign Object Debris (FOD)

The provisions of FDG's FOD Regulations (available at https://www.dus.com) are binding in their currently valid version for all users of the flight operation areas.

Anyone entering or driving on the movement areas must immediately pick up objects (FOD - Foreign Object Debris/Damage) that could cause damage to aircraft, e.g. screws, eyelets, suitcase handles, paper or foil, and dispose of them in the designated FOD boxes. In addition, every person who expects an aircraft to roll in or out at a handling position must make sure in good time that the positioning and parking area is free of FOD and obstacles. In case of violations, reference is made to the catalogue of measures in Annex 4 of the AUR.

4.4.2 Traffic obstructions and pollution

The transport manager shall be informed immediately and in principle of any traffic obstruction, major pollution or foreign matter which cannot be dealt with immediately by the driver. In general, all traffic obstructions must be secured. If the obstructions are also in the taxiing area of the aircraft or in the entry and exit areas of the handling positions, the Airport Control Center shift manager (telephone 421-51000) must also be informed. In winter conditions, it is not permitted to discharge fresh water from aircraft without using collection tanks.

4.4.3 Wearing warning clothing

When entering the traffic routes and movement areas in the entire apron area, warning clothing must be worn in accordance with the applicable standard. In the event of violations of the obligation to wear warning clothing, FDG reserves the right to remove the persons from the aviation security area and to demand participation in a new ramp safety training.

4.5 Carriage of animals

Animals may only be carried securely on leashes or in transport boxes. Animals may not be brought into the security area. Exceptions are only made for animals used for official purposes and for animals carried by a passenger.
Should unforeseen events make it necessary to bring an animal into the security area, the traffic management may grant an exemption, taking into account the regulations.

5. Other operations

5.1 Commercial activities outside groundhandling services

Any commercial activity on the entire airport premises other than the groundhandling services referred to in point 3 is only permitted on the basis of an agreement with FDG against payment. If the operation is started without regulation of the fee, FDG shall determine the fee at its reasonable discretion. The same applies to recordings and transmissions on image and sound carriers.

5.2 Stay and behaviour

5.2.1 Staying in the airport buildings is only permitted for purposes for which the individual functional areas of the buildings are intended. In particular, overnight stays, begging, prowling and the like are not permitted. Demonstrations and similar actions must be registered with the airport operator and the state police before they begin. Demonstrations on the airport premises may be subject to certain conditions.
Collections, advertisements and the distribution of leaflets and other printed matter require the consent of FDG. This also applies to the distribution of promotional items and product samples.

5.2.2 The searching, removal or spreading of objects from waste containers of all kinds, collection containers for the recovery of raw materials and containers for gritting material is prohibited.

5.3 Photography and filming on the airport premises

5.3.1 As a matter of principle, all photographs and films taken at Düsseldorf Airport must be approved in advance by Corporate Communications. An exception is made for journalistic reporting in public areas of the airport. The general rules for photography and filming are available from Corporate Communications. These are binding when taking photographs and films.

5.3.2 Prohibition of taking photographs in the security area

A general ban on filming and photographing exists for all persons working in the security area, except for official purposes. Consent will only be granted in justified exceptions to corporate communications, i.e. if a legitimate interest can be demonstrated and aspects of security and the smooth operation of the airport are certainly not impaired.
In the absence of the corporate communications department, the traffic management can give its consent on behalf of the corporate communications department, subject to compliance with the aforementioned requirements.

5.4 Storage

5.4.1 Dangerous goods within the meaning of §27 (1) LuftVG and the legal provisions issued for its implementation, in particular radioactive materials, may only be stored and transhipped in FDCG's approved storage rooms with the consent of FDG's radiation protection officers or radiation protection or dangerous goods officers, while complying with the legal provisions. The radiation protection instructions of FDG/FDCG in the respective valid version must be observed.

5.4.2 During the storage, filling and transhipment of substances hazardous to water, FDG's or the City of Düsseldorf's representatives shall be granted unhindered access to the storage rooms for inspection purposes. The operation and installation of facilities for handling substances hazardous to water shall be coordinated with FDG. The operation of the plants is carried out independently. All legal regulations must be observed by the operator.

5.4.3 Freight, building materials, equipment, etc. may only be deposited and stored outside the areas or rooms rented for this purpose with the consent of FDG.

5.4.4 The provision and storage of waste outside designated waste stations, the recycling yard and the disposal yard for aircraft cleaning is not permitted. The depositing of waste from aircraft cleaning in the area of the apron positions, the check-in bridges or on other areas of the apron is prohibited. All waste must be removed immediately.

5.5 Liability insurance

Every businessman and every company that operates on the airport premises and is not covered by the BADV's liability insurance regulations must take out comprehensive and appropriate liability insurance (including motor vehicle liability insurance) before commencing operations. If the activities are also carried out on the flight operation areas, damage to aircraft must not be excluded in the insurance policies. FDG reserves the right at any time to review policies and, in the event of missing or inadequate insurance cover, to immediately withdraw

access to the airport premises for good cause or not to grant new companies permission to access.

6. Safety Regulations

6.1 General

The safety regulations based on the law, other legal regulations, the state of the art, the knowledge of occupational medicine and hygiene as well as other assured ergonomic and safety-related knowledge and the safety regulations apparent from Appendix 1 must be observed. The companies operating on the airport premises must provide FDG with evidence of a suitable occupational health and safety organisation.

6.2 Emergency Response Plan (ERP)

The FDG Emergency Response Plan, as amended from time to time, regulates the behaviour and procedures in damage and incident situations. German legal principles as well as international provisions, which are laid down in the ICAO Annexes, among others, are applied in the preparation or updating. The hazard prevention plan is to be complied with by the users in its currently valid version and is binding.

6.3 Safety Management System (SMS)

FDG operates a Safety Management System in accordance with the requirements of ICAO Annex 14 and Regulation (EU) No. 139/2014. An essential element of this is the responsible and mandatory inclusion of the companies operating at the airport. Details as well as the extent of the integration of the companies will be specified by FDG in individual cases. The SMS regulations are binding for all users of Düsseldorf Airport.

6.4 Transfer and baggage handling

Authorised ground handling service providers and self-handling users must, under their own responsibility, comply with the official regulations on X-ray screening of transfer baggage from countries considered "unclean". Unclean is transfer baggage from countries that do not guarantee the European security requirements for air travel. Individual companies must ensure that the personnel deployed are sufficiently familiar with these regulations and that they apply them. If the central infrastructure incurs additional expenses due to non-compliance with the provisions, FDG shall be entitled to charge the causer for such additional expenses. A notification is also sent to the competent authority.

6.4.1 Transfer baggage handling unclean

Unclean transfer baggage items may only be checked in at the designated delivery points. Baggage with a very short transfer time can be manually transferred to a separate X-ray control after prior approval by OZBE (phone -21254).

6.4.2 Transfer baggage handling unclean special baggage

Unclean transfer baggage items that cannot be introduced into the sorting system due to their weight or dimensions must be fed into the special baggage X-ray machine in the Nako B area. If this device fails, the special baggage counters 250 (phone -85250), 211 (phone -85211) or 100 (phone -85100) must be used for checking. The smuggling of special baggage into the baggage conveyor system is strictly prohibited. Violations can be punished in accordance with Appendix 5.

6.4.3 Transfer baggage handling unclean (here: AVI)

Unclean Transfer AVIs must be brought manually to the appropriate follow-up inspection in gate B or C. The procedure for the clearance of animals was published in the "Verkehrsleitung Aktuell 15/17".

6.4.4 Baggage handling Rush

All Rush baggage arriving for check-in from outside the security area must first be brought to the baggage check. For this purpose there is a corresponding infiltration in the arrival area next to arrival band 12. Rush baggage can also be checked into the baggage sorting system at the check-in counters of the respective airline or its handling partners. It should be ensured that the baggage has the BSM necessary for sorting.
Rush special baggage must undergo X-ray screening at one of the special baggage counters on the departure level.

If an official exemption is granted, rush baggage can also be smuggled in at the delivery point 4 for unclean baggage on the apron level. To this end, baggage must be collected from the transfer zones defined by the authorities, which are located in the security area of the arrivals level. It must be ensured that the yellow line is not crossed, as this will result in a new security check of the respective employee.

Transfer rush baggage must be submitted to an X-ray check if it comes from an airport considered "unclean" or has left the security-sensitive area (e.g. unloading at the arrival conveyor belt).

If there is any doubt about the control status, rush baggage must be checked again before further transport in accordance with the applicable EU regulations.

7. Lost property and lost luggage

Items found in the airport facilities must be immediately handed over to the lost property office of FDG or the company commissioned by FDG. Sections 978 to 981 of the German Civil Code shall apply.

FDG accepts no liability for baggage, the contents of baggage items and other items stolen, lost or otherwise misplaced on the airport premises.

8. Environmental protection

8.1 Impurities

Contamination and soiling of airport facilities must be avoided. Any contamination or soiling that has occurred must be removed by the person responsible. Otherwise, FDG may carry out or arrange for the removal at the expense of the party causing the damage. In the event of an accident, the airport fire brigade and the traffic manager of the service must be notified immediately. Environmentally hazardous substances must be contained and absorbed as a first measure until the fire brigade arrives on the scene.

8.2 Waste water

FDG operates a sewer system for the disposal of the waste water produced using separation and mixing processes.

In order to comply with the relevant legal and official requirements, conditions and limit values at the transfer point, any modification, repair and removal of drainage systems as well as short-term or provisional discharges shall be notified to FDG before the start of the measure.

Installations through which washing waste water, petrol, oils, fats or other light materials can enter the waste water may only be operated if this has been agreed in writing with FDG in advance and if appropriate facilities for separating these materials are available. The use of chemicals and special detergents and cleaning agents must also be agreed in writing with FDG in advance.

FDG employees entrusted with the operation of the waste water facilities shall be granted access to the operating premises at all times for control purposes or for the elimination of improper discharges.

FDG does not assume any liability for costs and damage caused by the operator of the system due to improper operation of the system.
In the event of incidents that could have an impact on the FDG drainage systems, the airport fire department must be alerted immediately.

8.3 Waste

The amount of waste produced shall be kept to a minimum. All waste shall be collected and transported separately by type of waste. The collection, provision and disposal of waste at the airport must be carried out in accordance with the requirements of the Closed Substance Cycle Waste Management Act, the Commercial Waste Ordinance and all other relevant laws and ordinances under waste management law (also see II. 5.4.4).

8.4 Air contamination

The running of engines, power units and other equipment must be limited to the absolutely necessary extent.

9. Accident reporting and accident analysis

All industrial accidents and injuries to persons must be reported to the fire brigade and are recorded in the dressing book.In addition to personal injury, damage to property, in particular to vehicles, aircraft, installations and buildings, must be reported immediately to traffic management.

In the event of accidents involving machines, equipment or vehicles, FDG shall be entitled to take them to FDG's workshop for investigation as part of the accident analysis after the accident event. The investigation shall take place immediately after the accident within the working hours of the workshop. The return of the objects will take place immediately after the end of the investigation, provided that there are no official instructions to the contrary.

10. Permissions, consents and permissions

The approvals, consents, permissions and permissions required under these usage regulations must be obtained in advance in each case. Conditions and requirements of FDG must be observed.

11. Violations of the AUR

Anyone violating the provisions of these regulations or instructions issued by FDG on the basis of these AUR may be expelled from the airport by FDG at any time.

12. Place of performance and jurisdiction

The place of performance and jurisdiction for the obligations and legal disputes arising from the AUR is Düsseldorf.

13. Authorized recipient

Aircraft owners without a place of residence or business in Germany must name an authorized domestic delivery agent to FDG upon request.

III. Miscellaneous

1. List of abbreviations

ACC	Airport Control Center
A-CDM	Airport Collaborative Decision Making
AD	aerodrome (airfield)
AIP	Aeronautical Information Publication
APU	auxiliary power unit (on-board supply unit)
ARP	Airport Reference Point
AUR	Airport Use Regulations
AVI	live animals
BADV	Bodenabfertigungsdienst-Verordnung (i.e. Ground Handling Services Ordinance)
BAST	Bundesanstalt für Straßenwesen (i.e. Federal Highway Research Institute)
BGB	German Civil Code
BSM	Baggage Source Message
BStatG	Federal Statistics Act
CAT	category
CCI	check-in counter
cd	Candela (light intensity)
cf.	compare
CPM	Container/Pallet Message
CUSS	Common Use Self Service Kiosks
CUTE	Common Use Terminal Equipment
DA	Deicing Area
DCS	Departure Control System
DFS	German Air Traffic Control GmbH
DGS	Dangerous Goods Regulations
DHC	Dead Head Crew
DSD	Dual System Deutschland (i.e. Dual System Germany)
DV	Data processing
E	east or eastern longitude
EASA	European Aviation Safety Agency
EDDL	Airport Düsseldorf Lohausen
e.g.	for instance
EN	European Norm
ERP	Emergency Response Plan
ET	Executive Terminal
EU VO	EU Regulation
F/C/W/T	flexible/low load capacity/high tyre pressure (unlimited)/ technology
FDG	Düsseldorf Airport GmbH
FDGHG	Airport Düsseldorf Ground Handling GmbH
ff.	and following pages
FOD	Foreign Object Debris/Damage
ft.	foot, feet
GEN	general
i.a.	inter alia (amongst others)
Hz	Hertz (unit of measurement for the frequency, here of current)
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICL	Inbound Connection List
IDLE	engine idling
IFR	Instrument Flight Rules
l	liter

kg	kilogram
km	kilometer
km/h	kilometres per hour
L	left
LDM	Load Distribution Message
LMC	Last Minute Check-in
LuftVG	Luftverkehrsgesetz (i.e. German Air Traffic Act)
LuftVZOL	Luftverkehrszulassungsordnung (i.e. German Air Traffic Licensing Act)
l/min	liters per minute
m	meters
m²	square meters
m3	cubic metres
MHz	Megahertz (radio wave)
min	minute
mm	millimetre
MSL	mean sea level
MVT	Movement Message
N	north or nothern latitude
NOTAM	Notice(s) To Airman
No.	Number
PAD	passenger out of duty
PAL/CAL	Passenger Assistance List/Change Assistance List
PCA	preconditioned air
PCN	Pavement Classification Number
PIC	Pilot in Command
ppa	per procura
PRM	Person with Reduced Mobility
PSM	Passenger Service List
PTM	Passenger Transfer Message
RRP	Runway Reference Point
SLA	Service Level Agreement
SLS	Statistical Load Summary
SMS	Safety Management System
StVO	Straßenverkehrsordnung (i.e. German Road Traffic Regulations)
StVZO	Straßenverkehrszulassungsordnung (i.e. German Road Traffic Licensing Regulations Regulations)
SOP	Standard Operating Procedure
SUP	supplement (supplementary procedure)
SW	southwest (wind direction)
R	right
R/B/W/T	rigid pads/medium load capacity/high tyre pressure (unlimited)/technology
RWY	runway
t	ton
TOBT	target off-block time
TWY	taxiway
ULD	Unit Load Device(s)
VAwS	Verordnung über Anlagen zum Umgang mit wassergefährdenden Stoffen (i.e. Ordinance on Systems for Handling Substances Hazardous to Water)
VHF	very high frequency
VLAN	virtual local area network
WGS	World Geodetic System
WLAN	wireless local area network
WOA	walk-out assistance

2. Contact person

The Aviation Department within FDG will be happy to answer any questions you may have about the AUR. Your contact persons are:

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  Manager Airport Control Center
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  opv@dus.com

We reserve the right to make changes to the Airport Usage Regulations, in particular insofar as they become necessary due to the public law basis of airport operations, including airport permits, changes in the law or changes in economic circumstances.

Düsseldorf, ……
Düsseldorf Airport GmbH

…… ……
Thomas Bristlefront Michael Hanné

Ministry of Construction, Housing, Urban Development
and transport of the State of North Rhine-Westphalia

On behalf of

……
Torsten Geske

Annex 1 – Safety Regulations of the AUR (supplement to AUR, Part II – Points 1, 3, 5 and 6)

1. Handling of fuels

1.1 Aircraft must not be refuelled or defueled while engines are running.

1.2 Aircraft shall not be refuelled or defueled in a hangar or other enclosed space, but only at the positions assigned by FDG. If, for compelling reasons, an aircraft must exceptionally be defueled in an enclosed space, this is only permitted with special fire protection by the airport fire department. The aircraft owner, pilot or the person responsible for defuelling shall prepare a risk assessment and submit it to FDG and the persons involved in the defuelling. Aircraft >20 t MTOW may only be brought into aircraft hangars with residual amounts of kerosene. Deviation from this is only possible for urgent reasons. FDG decides after notification whether there is an urgent reason. In any case, the airport fire department must be informed in advance.

The refuelling of aircraft with passengers on board is only permitted without tank protection by the airport fire brigade if the airline concerned guarantees compliance with and implementation of the applicable international regulations for refuelling with passengers on board and also signs a declaration of commitment once. In the Declaration of Commitment deposited in the appendix to Annex 1, the transport company concerned and/or the appointed handling agent assures that the applicable international regulations as well as the security measures specified by Flughafen Düsseldorf GmbH will be implemented. At its own request, the airline is free to request tank protection from the airport fire brigade at any time, despite having signed a declaration of commitment.

Prior to each refuelling operation with passengers on board, the airline concerned or its appointed handling agent must notify the airport fire department in good time, stating the date, flight number and scheduled start and end of refuelling.

Unless an airline makes a declaration of commitment, the refuelling of aircraft with passengers on board is only permitted in the presence of a suitable fire engine of the airport fire brigade with operating personnel (2 men). In addition, either passenger stairs or gangways shall be provided in sufficient number to enable passengers to be evacuated in the event of an emergency, or, if passenger stairs or gangways are removed, no vehicles and equipment shall be present in the area of the aircraft's emergency exits to ensure that the emergency escape slides can be extended unhindered in an emergency. If there is only one staircase or passenger boarding bridge on the aircraft, an aircraft door must be manned by a flight attendant who can activate the emergency slide in an emergency. When selecting the door, make sure that the emergency slide can unfold unhindered. In addition, the regulations of EU OPS 1.305 and the FDG Traffic and Safety Regulations must be observed. The respective airline is responsible for compliance.

The reimbursement of costs incurred by the airport fire brigade for tank protection can be demanded by the person who culpably ordered the airport fire brigade for tank protection without reason. In particular, any person who appoints the airport fire brigade for tank protection and calls them out even though - in this respect, subsequent consideration is decisive - no passengers were present on board during refuelling, no refuelling process took place at all, the refuelling process had already been completed when the fire brigade arrived and/or the airport fire brigade was called off without giving reasons is guilty of negligence without cause.

The defuelling of aircraft with passengers on board is not permitted.

During the refuelling or defuelling of an aircraft, no power sources may be connected or disconnected and no switching devices for electrical current may be operated within a safety distance of 6 m around tank openings from which gas-air mixtures escape. This does not apply to the circuits required for filling and defuelling and not to switching elements of explosion-proof design. Likewise, all other activities that may cause sparks are prohibited. When refuelling fuel with a flash point below 0 degrees Celsius, the safety distance increases to 10 m for filling rates of more than 100 l/min and to 20 m for filling rates of more than 600 l/min. The escape route of the fuel supply vehicle away from the aircraft must be kept clear.

Overflowing and spilling of fuel must be avoided. If fuel has overflowed or spilled, paragraph 1.5. shall be applied accordingly, keeping a safety distance of 15 m, until the spillage has evaporated or been removed. The airport fire department must be notified immediately.

Fuel supply vehicles must be equipped with fire extinguishers and at least one bag of binding agent (20 kg) as required by law.

2. Operation of aircraft engines/propellers

2.1 Aircraft engines/propellers shall not be allowed to run in hangars and workshops. Hangar 9 is an exception to this rule.

2.2 Occupancy and use of the noise protection hall (hangar 9) is coordinated by the Airport Control Center (ACC).

2.3 Trial runs with the "Idle Power" operating level may last a maximum of five minutes. For test runs in the positioning area, the operator shall ensure that the area in front of and behind the engines is free of persons, FOD or other obstacles/objects.

2.4 Before starting engines the landing gear of the aircraft must be adequately secured by brake blocks or landing gear brakes.

2.5 To warn of hazards from running engines, the aircraft anti-collision lights (collision warning lights) shall be switched on before the engines/propellers are started and switched off only after they have stopped. The procedure shall be carried out day and night.

2.6 Engines/propellers may only be started and run when the cockpit is manned by a pilot or a competent technician. Before starting engines/propellers, the pilot or a competent technician shall check the safety clearance area around the aircraft for obstacles or FOD and remove them if necessary. This applies both inside and outside halls.

2.7 Anyone starting engines/propellers or operating them while they are running must ensure that no persons or objects can be injured or damaged by the propellers or by the jet-blast/prop-blast (airflow). The safety distances to be maintained before and behind running engines must be observed.

2.8 Engines/propellers on all aprons, including the Executive Terminal, must not be brought to higher speeds than are unavoidable under the circumstances. In principle, only idle power is permitted for stationary runs. Permission for stand runs must be obtained in advance by telephone from the apron control or the traffic manager of the service.

2.9 In order to avoid false alarms from the automatic fire alarm systems, the operation of auxiliary power units (APU) and ground power units (GPU) with an aircraft completely stationary in a hangar is prohibited. The APU or GPU may only be operated with the hall door open and the tail of the aircraft standing outside or with the aircraft standing completely outside.

3. Smoking ban, use of open fire, ban on alcohol, working under the influence of alcohol, medication and psychoactive substances

3.1 There is a general ban on alcohol, smoking and other narcotics on the entire airport premises as well as a ban on sparking work and handling open fires. Smoking is only permitted in the designated areas. The smoking ban also applies to electric cigarettes.

3.2 It is prohibited to take up and perform work or service activities under the influence of alcohol or psychoactive substances. This also applies to drugs that affect the performance of the consumer or are dangerous to safety. The zero-alcohol-per-alcohol limit and the point sobriety limit for all intoxicating substances expressly apply. This must also be observed during the breaks.

It is not permitted to take alcohol, psychoactive substances and other addictive substances for use in the workplace.

3.3 In the event of infringements, reference is made to the catalogue of measures in Annex 4 of the AUR.

4. Vehicles and equipment with combustion engines

Vehicles and equipment used on the aprons and in aircraft hangars and workshops must comply with the relevant regulations and be in a roadworthy and safe condition at all times.

5. Working in halls and workshops

5.1 In accordance with the safety regulations for vehicle maintenance, cleaning work may not be carried out with highly or highly flammable liquids in accordance with the German Ordinance on Hazardous Substances. Exceptions are permitted in cases where the work is carried out in special, separate rooms that meet the conditions for explosion-protected rooms. The use of petrol for cleaning is generally prohibited.

5.2 In hangars and workshops, flammable, highly volatile substances may only be processed if the rooms are equipped for this purpose in accordance with the applicable fire and occupational safety regulations.

Lubricant and fuel residues must be stored in accordance with the Ordinance on Systems for Handling Substances Hazardous to Water (VAwS). The residues must be disposed of properly and emptied into approved collection containers provided for this purpose. Suitable binding agents must be kept available in the immediate vicinity of these collection containers.

6. Storage of material, equipment, operating materials and waste

6.1 Materials, equipment, operating materials and waste must be stored in such a way that they do not pose any danger to persons, property or the environment. Fire and explosion hazards due to improper provision of the waste until disposal must be avoided at all costs.

6.2 Lubricating oils within or near aircraft hangars or workshops shall be stored in containers with a proper dispensing system. The tapping systems are to be operated in accordance with the valid regulations of the water law as well as the respective valid technical guidelines.

6.3 Remained empty fuel and lubricant drums and completely emptied high-pressure storage tanks for hazardous substances may not be stored in halls and workshops, but only in the areas defined for this purpose until disposal.

6.4 Flammable waste (lubricant residues, used cleaning material, etc.) shall be collected in metal containers with tightly closing lids. The containers must be emptied sufficiently often to prevent spontaneous combustion of the waste. Oil collecting pans and similar containers must be emptied and cleaned after use.

7. Fire fighting and rescue services

7.1 If a fire breaks out immediately:

activate the fire alarms, or
notify the airport fire department (phone 112 or 0211 / 421-112).

7.2 In the event of accidents involving personal injury (injury or death), the airport fire brigade (phone 112 or 0211 / 421-112) and the transport manager of the service (phone 0211 / 421-2220/2420) must be notified immediately. All personal injuries are documented in the dressing manual.

7.3 For rescue and recovery measures in the event of an aircraft accident, the Danger Prevention Plan for Düsseldorf Airport in the currently valid version shall apply.

7.4 The provisions of FDG's fire protection regulations shall be binding for everyone in their currently valid version.

8. Identification regulations

For entering and using the non-public facilities and the security area, the identification regulations in the currently valid version apply. Special attention is drawn to the obligation to carry identification cards in the prescribed form. In addition, the same insurance conditions and rules apply when day/visitor passes are issued as described in Part II under points 3.2 and 5.2.

Appendix to Annex 1 – Declaration of Commitment on refuelling with passengers on board without a fire brigade presence at Düsseldorf Airport

Please send the completed and signed form in full to the postal address below:

Flughafen Düsseldorf GmbH
Bereich Operations und Sicherheit
Vertragsmanagement
Flughafenstraße 105
40474 Düsseldorf

Aircraft Operator (Obligated Carrier):

company name: _____
person in charge: _____
address: _____
phone number: _____
e-mail: _____

In accordance with the relevant EU regulations - in particular Regulation (EU) 965/2012 of 5 October 2012 laying down technical requirements and administrative procedures in respect of air operations pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council – the air carrier must establish operating procedures for fuelling while passengers are embarking, on board or disembarking that meet the following conditions/criteria resulting from the designated regulations (cf. in particular CAT.OP.MPA.195, IR + AMC1)

1. A trained person must remain at a designated place during the refuelling process when passengers are on board. This person must be able to carry out emergency procedures relating to fire protection and fire fighting, to provide voice communication and to initiate and direct evacuation,
2. a two-way communication link shall be established and maintained between the ground crew supervising refuelling and the trained personnel on board the aeroplane through the aeroplane's internal intercom system or by other appropriate means
3. the crew, other personnel and passengers must be informed that the aircraft is being refuelled,
4. the signs for putting on the safety belts must be switched off,
5. the no smoking signs must be switched on, as must the interior lighting, so that emergency exits can be identified
6. passengers must be instructed to unfasten their seat belts and stop smoking,
7. it must have the required minimum number of crew members on board and be ready for immediate emergency evacuation
8. if the presence of fuel vapours in the aircraft is detected or any other hazard is detected during refuelling, the refuelling process must be stopped immediately,
9. the area under the exits intended for emergency evacuation and the areas for the deployment of emergency escape slides shall be kept clear, and
10. arrangements must be made for the safe and rapid evacuation of the aircraft.

Hereby the aircraft operator guarantees

- **that the above-mentioned regulations (CAT.OP.MPA.195, IR + AMC1) on refuelling with passengers on board are fully known;**
- **that an appropriate procedure for this purpose is available in the flight crew manuals, that the flight crews are sufficiently instructed in the implementation of this procedure, that the effective delegation of duties is carried out and**

documented in an appropriate manner, and that compliance is regularly monitored by the air carrier itself (e.g. through its own controls/audits);

- **that the flight crew is basically guaranteed two escape routes and is trained in the evacuation of passengers in the event of fire, kerosene fumes in the aircraft or similar**
- **Regularly check the functionality of the emergency slides;**
- **that the aircraft crew is trained in the use of fire extinguishers (including regular practical exercises)**
- **that the provision of an airport fire-fighting vehicle during the refuelling process with passengers on board is expressly waived;**
- **that it and/or the appointed handling agent will inform the airport fire brigade in good time before such a refuelling operation is carried out with passengers on board; the exact beginning and end of the refuelling operation, as well as the flight number and position, must be reported to the airport fire brigade**
- **that the airport fire department will be alerted immediately in case of an emergency;**
- **that it is aware that, for capacity reasons, a maximum of ten refuelling operations with passengers on board can take place in parallel in the entire apron area; it agrees that refuelling operations with passengers on board cannot take place or must be interrupted immediately if the ICAO fire brigade's ICAO fire brigade is bound by an operation; it will not assert any claims of any kind against Flughafen Düsseldorf GmbH from an interruption or failure of such refuelling operations or releases Flughafen Düsseldorf GmbH from any claims of third parties; the carrier is informed that the refuelling process cannot take place or must be interrupted directly by the traffic control centre or via the alarm call system of Flughafen Düsseldorf GmbH;**
- **that there is knowledge that defuelling is not permitted with passengers on board;**
- **that the aviation supervisory authority and Flughafen Düsseldorf GmbH reserve the right to verify compliance with the above-mentioned regulations (CAT.OP.MPA.195, IR + AMC1) in individual cases at their own discretion and, for this purpose, to obtain access to all necessary documents;**
- **that any changes to the regulations (CAT.OP.MPA.195, IR + AMC1) or corresponding successor regulations are independently monitored, checked and implemented and documented in their own organisation (including adaptation of processes)**
- **that it also observes and complies with all regulations of the Airport Use Regulations (AUR).**

Airline (Aircraft Operator)

_____
responsible person

_____
date

_____
signature / stamp

Annex 2 – Central infrastructure facilities (supplement to AUR, Part II – Point 3.4)

1. Areas of the building facilities

Passenger boarding bridges and 400 Hz systems	The operation of passenger bridges and 400 Hz equipment for handling purposes is the responsibility of the respective ground handler. FDG decides on the type of aircraft positioning and the use of the passenger boarding bridges in connection with the 400 Hz systems. When aircraft are positioned at a terminal position, the use of the passenger boarding bridge and 400 Hz equipment is mandatory. The passenger boarding bridges will be operated by a company certified by FDG to operate passenger boarding bridges and contracted by the airline concerned. In the event of a technical failure of passenger boarding bridges or 400 Hz systems, a passenger staircase and a mobile ground power supply unit shall be provided by the company contracted by the airline if required. FDG (Central Infrastructure Management Department) shall bear the proven additional costs incurred by the company contracted by the airline for the provision of replacement equipment, provided that the airline is not responsible for the technical failure. This is assumed in particular if the *plug connections* of the aircraft are worn and/or defective and/or if the aircraft does not have the prescribed 28 volt safety control voltage. The service doors at passenger boarding bridges shall be closed immediately after each use.
PCA plants	Operation and connection of the PCA equipment at the passenger boarding bridges is the responsibility of the respective ground handler. If the aircraft is positioned at a terminal position, the use of the PCA system is mandatory. A technical failure of the PCA system, even at appropriate temperatures, does not generally allow the APU to operate beyond a reasonable time before passengers board. The regulation under point 2.8 applies; operation and connection are carried out by a company certified by FDG for the operation of PCA systems and commissioned by the respective airline.
Baggage handling system	FDG uses fully automatic and computer-aided sorting systems for baggage sorting. The control of the baggage in these systems is based on BSMs (Baggage Source Messages), which are produced by the check-in systems (DCS) of the airlines. The use of the baggage sorting systems requires a computer-aided check-in. Each participating airline is responsible for the timely delivery and handover of the BSM's to ensure the smooth operation of the baggage sorting systems. This applies not only to local BSMs (.V/1LDUS) and transfer BSMs (.V/1TDUS) but also to terminating BSMs

	(V.1XDUS). The transfer point for this data is the computer rooms of the baggage management computers on the FDG premises. If the BSM's of the airlines are not available, FDG is entitled to charge the airlines for the additional expenses incurred by FDG in the form of an additional fee. The ground handler is responsible for removing baggage from the belts of the baggage handling systems in the baggage sorting halls. FDG operates a system (Bag Manager) for the Baggage Reconciliation System (BRS), which is to be used for a fee to the extent specified by FDG. The operation of your own BRS system requires your consent. Users are free to choose the network and operate their own BRS handhelds, provided that this does not incur any additional costs for FDG and the devices are certified by the SAIT. The baggage handling system consists of the following components: - Feed system for check-in - Baggage control computers - Transport systems - Multi-stage baggage screening - Baggage Reconciliation System (BRS) - Special baggage handling facilities - Baggage sorting hall system - Baggage reclaim belts

2. Apron areas

Aircraft positions	Areas defined in size and location by FDG which are to be used exclusively for the parking of aircraft.
Equipment storage areas	Areas defined in size and location by FDG which are to be used for the long-term parking of groundhandling equipment.
Provision areas	Areas defined in size and location by FDG at the aircraft position, which are to be used exclusively for the provision of groundhandling equipment for the forthcoming aircraft handling operations at that position.
Container storage	Areas defined in size and location by FDG, which are used exclusively for stockpiling and managing aircraft containers. In principle, the container storage facility is to be used for a fee. If a container is properly secured on a container dolly, it may stand on the provision areas. If containers are left unsecured on the apron, FDG shall be entitled to move them to the container storage area at the owner's and/or holder's expense and to demand the fees according to the specifications for storage.

Central Aircraft-De-icing positions	Areas defined by FDG in terms of size and location, which are to be used exclusively for de-icing aircraft if necessary.

3. Operations and Security Division

Flight Operations	Flight operations management is responsible for the safe and proper operation of the airport in accordance with §45 LuftVZO. Flight Operations defines the operational specifications for all construction projects on the movement areas and accompanies the projects until acceptance. This is done in close coordination with all parties involved, taking into account international and national regulations. Flight Operations shall arrange for updates to the AIP, AUR, traffic and safety regulations and operational arrangements. The Flight Operations Management also arranges for all types of ground markings. Flight Operations Management is responsible for the implementation of ICAO and EASA regulations of an operational nature. The area and traffic management for all apron users, in particular layout, is determined by the Flight Operations Directorate.
Apron supervision	Apron supervision is responsible for guiding the aircraft on the movement areas, assisting with parking on the handling positions, monitoring compliance with traffic and safety regulations and the requirements for securing construction sites, and carrying out traffic and speed controls.
Traffic Management	Traffic management is responsible for the safe and proper operation of the airport in accordance with §45 LuftVZO. The Traffic Management represents the interests of FDG in the absence of the management or business unit management and is responsible for house and order law.
Disposition in the ACC	The Airport Control Center is responsible for the disposition of the check-in counters, gates and waiting rooms, aircraft parking and handling positions, baggage reclaim belts and the noise protection hall.

4. Areas of communication systems

Airport Information System	The airport information system, consisting of a central database, software, input devices and output devices, is managed and operated by the airport operator or by companies authorised by the airport operator. Output devices for displaying the available information can be rented if required.
Communication networks	Extensive structured cabling is the prerequisite for the smooth, interference-free operation of wireless data and voice communication equipment that complies with all relevant standards and regulations. This shall be set up exclusively by FDG or companies

	authorized by FDG. For a monthly fee, both wired (VLAN) and wireless (WLAN) data communication networks as well as a high-performance telecommunications system for internal and external voice communication are provided.
Trunked radio system	For wireless voice communication on the airport premises, FDG or companies authorized by it provide the necessary equipment (radio supply for all buildings, switching computers, software) and terminals for a monthly fee.

5. Areas of airport service facilities

CUTE	FDG has uniformly equipped all check-in and gate counters with CUTE equipment for flexible use of the handling facilities. The airlines are subject to a usage obligation. The use of the airlines' own hardware is not permitted. A price per departure passenger is charged.
CUSS kiosks	Due to the small number of installation areas and fire protection requirements for check-in machines in the terminal, FDG CUSS provides check-in machines for flexible passenger handling for all airlines. It is not permitted to install new automated systems or expand the airlines' own systems. The costs will be invoiced proportionally to the CUSS users.
Faeces reception station	Waste water from the aircraft is to be disposed of exclusively via the faeces collection station at gate 4a.
Fresh water station	The fresh water for the aircraft is to be taken exclusively from the tapping point at the long-distance station. The costs for fresh water can be found in the bill of quantities of the charges.
Waste Management general Waste collection stations	The use of the waste collection stations, the recycling yard and the disposal yard for aircraft interior cleaning is mandatory. Tenants and service providers are not authorised to set up and operate their own waste collection points on the airport premises without consulting FDG. FDG operates 24 decentralised waste collection stations where paper, cardboard, residual waste and, in some cases, DSD and waste glass can be collected. For the use of the waste collection stations, the regulations in the environmental area of the FDG apply. All waste collection stations are to be left clean, any spillage of waste (solid or liquid) is to be collected and transferred to the waste compactors/containers.

Recycling centre	For the collection of other waste that cannot be collected at the waste collection stations (such as building rubble, metal, oils, batteries, etc.), FDG operates a recycling yard behind hangar 1. All waste is to be transported separately by the deliverer into the containers provided for this purpose (containers, waste presses, large refuse containers). The transport of waste in bulk is not permitted. Any leakage of residual materials, in particular the leakage of liquids during collection or transport, must be prevented. The vehicles, containers and trailers intended for transport must be equipped in such a way that any leakage of solid or liquid components is not possible.
Disposal yard for aircraft interior cleaning	Waste from aircraft interior cleaning and catering is subject to the provisions of the Animal By-products Disposal Act. Catering waste must be collected and transported separately. These are returned to the catering companies and are to be disposed of properly by them on their own responsibility. Waste from aircraft interior cleaning must not be mixed with other waste or transported mixed with other waste. Mixed waste shall be disposed of as Category I material in accordance with the provisions of the Animal By-products Disposal Act. Waste from aircraft interior cleaning must be collected in suitable containers (tear-resistant PE bags). Paper and cardboard as well as newspapers from aircraft interior cleaning must be collected separately in the aircraft and recycled by the service provider on his own responsibility. Throwing or rolling waste bags out of the aircraft and using the baggage chutes at the check-in bridges to transport the waste is not permitted. Any contamination of the transport vehicles, waste containers and trailers must be avoided or removed immediately. The transport vehicles and containers must be cleaned and disinfected regularly by the service provider. A disinfection book must be kept on cleaning and disinfection. The use of cleaning agents and disinfectants as well as the execution of cleaning and disinfection must be carried out in accordance with the provisions of hygiene law.

	FDG reserves the right to carry out unannounced inspections of compliance with the aforementioned requirements at irregular intervals. Complaints by FDG must be rectified immediately.

Annex 3 – Reporting procedures for passengers, cargo and mail (supplement to AUR, Part II – Point 2.1.5)

The official flight report is part of the flight operation notification at Düsseldorf Airport.

1. Reporting of passengers, cargo and mail

The number of passengers on board at landing or take-off must be reported. This does not include the flight crew on duty or children up to two years of age who do not occupy a seat of their own. The reported number must include last-minute passengers (LMC), DHCs and PADs (Passenger Available For Disembarkation).

In addition, the weights of freight and mail shall be indicated. Freight and mail includes all consignments carried, whether part of the cargo is carried on behalf of another airline (joint venture operation) or for the purposes of the airline itself (service cargo/mail). This includes freight transported by land as a substitute for a flight to and from the airport (cargo trucking). The weights of loading aids (ULD) such as containers, pallets, igloos, nets etc. are not included in the freight or mail weight. The quantities shall be reported in kilograms (kg).

2. Reporting procedure

The official flight report is part of the flight operation notification at Düsseldorf Airport. In addition to the information required by law, which is transmitted exclusively to the Federal Statistical Office, the flight operation report must contain further information. This includes the flight number, departure and destination airports, registration, transfer passengers (including flight number and origin), number of seats by class, passenger structure (age and gender), passengers by class and number, weight of baggage and billing address.

The flight operation messages shall be transmitted as a file to FDG via data line. This file is specified in the data record structure by FDG and the Federal Statistical Office. It must contain all the facts of the flight operation notification and the official flight report. Only in exceptional cases will the paper form be accepted.

The airline or handling agent must ensure that the inbound and outbound messages required for the preparation of the flight operation notification and the official flight report are provided and forwarded to FDG. In general, these are messages such as Load Data Message (LDM), Passenger Transfer Message (PTM), Movement (MVT), Inbound Connection List (ICL), Container Pallet Message (CPM), Statistical Load Summary (SLS), Full Passenger Reconcile List (PRL) and others. The messages for transfer passengers must contain the airports of origin and destination with the corresponding flight numbers.

Personal information is not passed on to FDG.

All relevant data is stored at FDG. The collection and transmission of data for official statistics to the Federal Statistical Office is governed by the Transport Statistics Act. The flight operation report shall be submitted to FDG at the latest on the day after landing or take-off. In the absence of such notification, the calculation of airport charges shall be based on the maximum possible loading quantities.

In the event of complaints about invoices, it is necessary to provide appropriate proof of loading data (LDM, loadsheet, etc.) to ensure rapid processing. FDG reserves the right to charge processing costs if complaints are related to missing or incorrect flight operation reports. The

period for the acceptance of complaints is three months after the invoice date. If you have any questions, please contact your handling agent or the traffic accounting department of FDG.

For the joint compilation of the flight report for official statistics of the Federal Statistical Office and the flight operation report for FDG and the flight report, the computer-based Flirt*FRA system used at the airport for electronic data acquisition and transmission shall be used. The program is made available to airlines operating at the DUS airport or to handling agents.

Annex 4 – Catalogue of measures to be taken in the event of violations of the AUR and the traffic and safety regulations for the non-public area of the airport premises (supplement to AUR, Part II – Point 4.1.1)

According to §45 of the Air Traffic Licensing Regulations (LuftVZO), the airport operator must maintain the airport in a safe operating condition and operate it properly. As the operator of Düsseldorf Airport, FDG is thus responsible for safety and order and must take all necessary steps to ensure that incidents that impair the proper and safe operation of the airport are prevented. Appropriate measures shall be taken to this end. The following catalogue of measures supports compliance with the AUR and the traffic and safety regulations for the non-public area of the airport premises.

1. Aim and purpose

Traffic management, apron supervision and authorised persons are responsible for flight operations supervision and safety on the operational areas in the non-public area of Düsseldorf Airport. In order to comply with traffic regulations, it is necessary to monitor passenger and vehicle traffic.

The catalogue of measures ensures a standardised procedure in the event of violations of the AUR and traffic safety in the non-public area of the airport premises.

The catalogue of measures defines binding sanctions, points and groups of persons involved as well as the documentation.

2. Legal bases of the catalogue of measures

- ✈ Air traffic licensing regulations (LuftVZO)
- ✈ Airport Use Regulations (AUR)
- ✈ German Road traffic regulations (StVO)
- ✈ German Road Traffic Licensing Regulations (StVZO)
- ✈ Vehicle Registration Ordinance (FZV)
- ✈ Traffic and safety rules in the non-public area of the airport premises
- ✈ Licensing rules for driving vehicles in non-public areas of the airport premises
- ✈ Fire protection regulations
- ✈ Safety Management System (SMS)
- ✈ Health and safety regulations

3. Scope of application

This catalogue of measures applies to all persons who stay and move in non-public areas and/or drive vehicles (except passengers).

4. Monitoring of the regulations

In the interest of safety, every person is required to report violations of the AUR as well as traffic and safety regulations to the traffic management.

The instructions of the traffic management and apron supervision must be followed without fail!

The traffic management, apron supervision and persons commissioned by FDG are authorised to carry out checks on persons and traffic controls and to take the necessary measures to ensure compliance with the rules and regulations.

5. Measures in case of infringements

The traffic management/apron supervision of FDG and persons commissioned by FDG are authorized to secure the operating licence if the road user has acted in breach of duty. This is particularly the case if a road user has disregarded statutory regulations and/or internal company regulations or orders in a particularly serious manner. In the case of particularly serious infringements, access to the apron area may also be prohibited. The further possible measures according to the AUR remain unaffected by this. All pursued violations promptly result in a verbal instruction by the traffic management. The road user is informed about his misconduct and further measures are initiated:

- the personal details are determined by the traffic management
- the supervisor is informed in writing
- a written warning to the road user follows
- the following sanctions/points will be imposed:

6. Points catalogue

✈	Driving without daytime running lights or dipped headlights	1	point
✈	Disregard of walking speed on an aircraft parked in the safety zone	2	points
✈	Parking of vehicles outside of designated markings or assigned areas	2	points
✈	Not wearing warning clothing / warning vests in the apron area	2	points
✈	General violations of the StVO, unless further specified in the catalogue of measures	2	points
✈	Exceeding the permissible number of trailers for towing vehicles	3	points
✈	Illegal transport of persons / improper transport of cargo / inadequate cargo securing	3	points
✈	Driving vehicles with safety deficiencies or in an unsafe condition (also: not keeping a driving record)	3	points
✈	disregard of priority rules, traffic lights and red light	3	points
✈	Crossing the rolling areas on foot or by two-wheeler	3	points
✈	Unauthorized draining of water during the defined winter time	3	points
✈	Parking and parking on taxiways, on shaded restricted areas, in front of bus gates, on fire brigade staging areas	4	points
✈	Exceeding the permissible maximum speed by up to 20 km/h	4	points
✈	Driving on the aprons outside the marked roads	4	points
✈	Improper or improper use of vehicles or handling equipment	4	points
✈	Non-clearance of the positioning area or the approach or departure path for rolling or taxiing aircraft, or push-back obstructions	4	points
✈	endangering of persons or property by disregarding the necessary duty of care	5	points
✈	Performing (driving) activities within the scope of ground handling services without a corresponding, valid certificate	5	points
✈	Crossing the taxiways outside the marked roads	5	points
✈	disregarding safety distances in the danger zone of aircraft	5	points
✈	Contamination of movement areas, airport facilities, causing FOD or failure to remove them	5	points
✈	Obstruction of the escape routes for tank trucks during the refuelling process	5	points
✈	Disregard of the sign "Stop on rolling stock".	5	points
✈	Leaving the scene of an accident without recording the circumstances of the accident despite possible involvement in the accident	5	points
✈	Failure to comply with the smoking ban	5	points
✈	Driving vehicles/equipment without a valid operating licence	6	points
✈	Passing through or disregarding a pilot unit	6	points
✈	disregard of existing special rights for vehicles in use	6	points
✈	Exceeding the permissible maximum speed by more than 20 km/h	6	points
✈	disregard of the switched on CAT II/III traffic lights outer ring road without special permission of the traffic management	8	points

Vehicles that do not comply with AUR regulations will be immobilised with immediate effect. The defects found on the vehicles must be remedied within a period of 5 working days and presented to FDG.

If a score of 10 points is reached, proof of renewed participation in a classroom training course "Ramp Safety Training" within 14 days is to be provided against payment. If this deadline is missed, the operating licence is withdrawn and must be applied for again. In this case, a new driving test must be taken for the apron area.

If a score of 15 points is reached, the operating licence is immediately withdrawn and can only be regained after completion of the "Ramp Safety Training" / driving test.

In the event of repeated violations or renewed scoring of points, which result in an order for retraining or the withdrawal or revocation of the operating licence, FDG may permanently revoke its licence to drive on the apron or impose a ban until a new operating licence is issued. Points balances and sanctions are personally linked to the holder of the driving licence and remain valid even if the driver changes to another company.

In the event of subsequent infringements, the operating licence shall be withdrawn with immediate effect or entry to the apron area shall be prohibited:

- ✈ Driving on the aprons outside the marked roads or the driving corridors in connection with the obstruction or endangerment of an aircraft.
- ✈ Driving on the taxiway (taxiways and/or runways) without permission
- ✈ driving under the influence of alcohol, drugs or other intoxicating substances
- ✈ Driving in the non-public area of the airport premises without a driving licence (not an operating licence)
- ✈ The aforementioned as well as other violations in a particularly serious manner or with concrete endangerment of life or limb of another person or of property of significant value
- ✈ Leaving an accident site without reporting it to the traffic management (hit and run)
- ✈ Smoking in the safety area on the movement surfaces

7. Data collection

The data is intended for a specific purpose and is used to monitor operational and traffic safety. A statistical analysis of the data/operations is carried out. Data protection is taken into account. Three years after the last entry removed by reduction, all data will be deleted. Every person concerned has the right to access his or her data sheet. Such a request shall be addressed in writing to the traffic management or the entity issuing the licence. There the recorded data can be viewed.

8. Balance reduction

If a recorded person does not commit any further offences within the period of 18 months and after the last entry, 4 points are deleted. However, the value cannot fall below the 0-point mark. If no further infringements are recorded during 3 years, the points balance is reduced to zero and all references are deleted. In the case of a Ramp Safety Training arranged by reaching the 10-point limit and successfully completed, the points balance is always reduced to 5 points. Likewise, a new application after the 15-point limit has been reached will generally lead to a reduction of the balance to 8 points. However, a measure justified solely by a single infringement and also ordered independently of the points balance does not lead to a reduction of the balance.

Annex 5 – Service standards and baggage handling (supplement to AUR, Part II – Point 3.4)

General rules

The central infrastructure facilities (ZI) are operated in accordance with §6 BADV. The aforementioned operational obligations and the instructions of the Operations - Central Infrastructure Management (OZ) division of Flughafen Düsseldorf GmbH (FDG) must be complied with immediately. This Annex regulates all services and services of the central infrastructure facilities as well as the standards and other rules to be observed.

The ground handling company shall ensure that all employees have been and will be trained in accordance with the certification regulations of FDG valid at the time.

In order to ensure smooth operation of the baggage handling systems, ground handling companies must ensure that baggage can be transported to the scheduled destinations at all times during opening hours. The destination points must therefore be prepared in good time and staffed with sufficient personnel when the first pieces of luggage arrive. The baggage must therefore be continuously removed and loaded as soon as opening begins. If this is not possible with only one employee due to high quantities, additional loading personnel must be called in for support. This procedure is to be applied in principle, especially with regard to baggage storage facilities, which make it possible to transport large quantities of early baggage in parallel to the original check-in baggage to the destinations.

Failure to do so may affect the handling of the entire baggage handling system and affect other airlines or ground handling companies. In the worst case, the baggage can be jammed all the way up to the counter sections and bring the check in process to a standstill.

Ground handling companies are obliged to deploy superordinate/superior supervisory personnel (e.g. supervisors / team leaders / top loaders or similar) in each sorting hall in which departures are handled at the current time, who have the appropriate authority to issue instructions to the loading personnel deployed and extensive knowledge of the overall handling process.

Maximum walking speed is permitted in all sorting halls. It is prohibited to drive through the sorting halls for the purpose of taking a short cut.
The hall doors must always be kept closed after use.

Flughafen Düsseldorf GmbH			
	abbreviation	phone (0211) 421-	fax (0211) 421-
Central Infrastructure Management			
Manager	OZ	3868	2171
Secretariat	OZS	20261	2171
Management	OZB OZB	2382 2803	2171 2171
Quality Management ✈ Definition of quality standards ✈ Quality Control ✈ Monitoring of baggage transit times ✈ Creation of Standard Operating Procedures ✈ Creating Service Level Agreements	OZBQ	21160	2171
✈ Statistics ✈ Processing	OZBG	2061	2171
Head of operational disposition ✈ Resource Planning ✈ Capacity planning ✈ Administrator and operative person for the systems RMS, recording and BRS	OZBE	21648	2171
Target disposition and supervisor	OZBE	21254 88870	2732

List of abbreviations

Abbreviation	Designation
ABCS	arrival baggage control system
BESS	Beumer sorting system (emergency concept)
BPol	Federal Police
BRS	Baggage Reconcilliation System
BSM	Baggage Source Message (data package)
COSY	Container registration system
ECAC	European Civil Aviation Conference
FIDS	Flight Information Display System
FIFO	First In First Out
GPS	Baggage
GVR	Baggage management computer
HHT	Handheld terminal
IATA	International Air Transport Association
IT	Information Technology
LBA	Federal Aviation Authority
LMC	Last Minute Check (last minute change)
LPC	Licence Plate Code (baggage item coding)
LVG	Airline
MA	Employees
MES	Manuel Encoding Station
ONB	On Block
OPS	Operations
RMS	resource management system
RWA	Technical workshop automation/conveyor technology
SAC	sort allocation computer
ZI	Central infrastructure

Content

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- ✈ **List of target belt 12**

5. Baggage handling outbound – preparation areas for the sorting halls

- ✈ **Preparation areas for loading units for loading in sorting halls B and C**

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- ✈ **Baggage Reconciliation (BRS)**
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- ✈ **Container storage**

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- ✈ **Inbound**
- ✈ **Quality standards Baggage transit times**
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1. Baggage handling outbound – use of the sorting halls

✈ Target disposition

Capacity planning is carried out by Work Scheduling - OZBE both for the timetable season and for special events (such as trade fairs, major events, etc.) The handling of late night baggage is also planned by OZBE. 14 days before each flight schedule change (summer/winter), a seasonal schedule is made available to groundhandling companies.

The hall scheduler OZBE plans all destinations depending on the expected check-in time per flight and the scheduled departure times. Every calendar day, the hall plans prepared by OZBE are discussed with the ground handling companies and made available. Groundhandling companies undertake to ensure that sufficient staff are available at the destination points during the opening hours of the flights. FDG does not have to take account of staff shortages on the part of groundhandling companies. In exceptional cases and if resources are available, special requests can be fulfilled at the discretion of FDG. If personnel bottlenecks at the ground handling company lead to (operational) disruptions in the baggage system, the costs of rectifying the fault shall be borne by the party responsible.

A hall and destination allocation plan is made available to ground handling companies by OZBE as a text file. In addition, a text document is produced daily by OZBE to help groundhandling companies prepare for late-night handling. The planned disposition can change at short notice due to the current traffic situation. These changes shall be communicated immediately to the groundhandling companies. All FDG instructions regarding the disposition of target points must be followed.

If the early baggage store has reached a critical filling level, baggage may be removed prematurely. OZBE will inform the groundhandling companies of this in a timely manner. If it is not possible to retrieve this early baggage at the pre-planned destination point, retrieval will begin at destination point 12, sorting hall B. If baggage has to be retrieved for various reasons, OZBE and the ground handling company's dispatchers will agree on a retrieval procedure.

The personnel deployment planning of the ground handling companies must ensure that the target positions are filled with qualified personnel in a timely and adequate manner. In order to ensure smooth operations, the destination points must be loaded with loading units at the scheduled opening time and staffed with enough personnel to ensure that baggage is cleared immediately and continuously throughout the handling process. The preparation areas in and in front of the sorting halls are prepared accordingly in chronological order after departures by ground handling companies' means of transport. When the use of the destination has ended, the ground handling company must leave it clean-swept.
All OZBE instructions regarding hall disposition must be followed without fail.

✈ Use of hardware and software facilities

All system programs required for handling must be closed by the respective user after termination by the ground handling company (terminate system programs). Access authorisations to the hall PCs are provided with their own registration code. Malfunctions or damage must be reported immediately to the FDG disposition OZBE, phone -21254 or -88870. OZBE will then inform the SAIT-Hotline 55055 or the responsible on-call service (to be determined via OZV). OZBE must also be informed in the event of problems relating to the BRS system.

Furthermore, FDG provides information monitors for the different work areas. These include, among other things, the belt occupancy displays, FIDS monitors, and the baggage information monitors at the emergency drop-off points.

Consumables (toner, container cards, etc.) are provided by the groundhandling companies.

✈ Immediate obligation to report damage

All damage and irregularities in the sorting halls must be reported to OZBE without delay. OZBE will take over further processing. In the event of damage, FDG may charge the costs incurred to the party causing the damage. Camera surveillance is installed at points known to the ground handling company. The groundhandling company gives its consent to the installation of these cameras and undertakes to obtain the corresponding consent from its employees.

✈ Hall cleaning

Hall cleaning must be carried out every calendar day after the end of handling in proportion to the market share of the groundhandling companies concerned. (On the basis of the number of flights handled per day/week/month, the market share is calculated as a percentage by FDG at appropriate intervals. The result determines the percentage of the area to be cleaned by the groundhandling company concerned. FDG defines the cleaning zones accordingly). The work areas must be cleaned thoroughly and the areas under the target points must be cleaned up to a broom length.
Destination points that are used alternately by different ground handling companies must also be swept clean during the transfer (see also Destination Disposition).

In the event of infringements, FDG reserves the right to commission cleaning services from a cleaning company and to allocate the costs to the respective ground handlers in accordance with their market share (calculated as above).

FDG carries out a basic cleaning of the sorting halls several times a year.

✈ Waste Management

The working areas, in particular sorting halls, arrival areas, the next outdoor area of the sorting halls (up to the beginning of the driveway) must be kept in a broom-clean condition. Waste or packaging material (pallets, plastic film, etc.) must be disposed of by the ground handling company. Lashing materials must be stored in a suitable form.

In the event of infringements, FDG reserves the right to commission waste disposal from a specialist company and to allocate the costs to the respective ground handling companies in accordance with their market share (determined as above).

✈ Smoking areas

FDG provides smoking cabins in the nearby outdoor area of the sorting halls. These are cleaned by a company commissioned by FDG.

Smoking outside the designated rooms is strictly prohibited. Failure to do so may result in the staff concerned being denied access to the sorting halls. In addition, the employees concerned can be awarded corresponding points in accordance with Appendix 4, point 6 "List of Points".

2. Baggage handling outbound – special baggage

✈ Special baggage counter

The special baggage counters must be permanently manned with baggage handlers at counters 100, 211 and 250 during operating hours with the following number of staff:

Special baggage counter 100: 04:00 hrs - 22:00 hrs 2 qualified employees

Special baggage counter 211: 04:00 hrs - 22:00 hrs 2 qualified employees
(during the summer timetable 03:30 hrs - 22:00 hrs)

Special baggage counter 250: 04:00 hrs - 22:00 hrs 2 qualified employees

FDGHG is responsible for the acceptance at the counter, the weight comparison and the transport of special luggage to the apron with the lifts on behalf of FDG. Baggage is handed over on the apron level on the ground handling company's wire mesh trolleys at the apron-side lift on a marked parking area of the respective special baggage counter. The ground handling companies are responsible for the regular and timely collection of special baggage. In this context, the regulations and contractual penalties of the contract of use according to §9 BADV and the specifications for the provision of ground handling services must also be observed.

Large quantities (i.e. quantities exceeding the storage capacity available on site at the counter) of special baggage must be collected in advance by the relevant ground handling companies. The groundhandling companies themselves are responsible for moving special baggage to the designated areas of the sorting halls.
At the transfer points on the apron in the vicinity of the lifts, ground handling companies must provide suitable trolleys - also for weather protection.
The smuggling of special baggage into the baggage conveyor system is strictly prohibited. Violations can be sanctioned.

✈ Special luggage

The automatic baggage handling system can only handle baggage that is within certain size and weight limits.

	min.	Max
Length	250 mm	850 mm
Width	250 mm	450mm
Height	50mm	650 mm
Weight	1 kg	40 kg

Baggage items that deviate from this must be treated as special baggage. The acceptance and weighing of special baggage must take place within the scheduled check-in time. In accordance with the BPol guidelines, weights of 200 kg and maximum object sizes of 1,200 x 800 mm may not be exceeded when accepting special baggage. If this limit is exceeded, special baggage items are usually checked manually.
Large quantities of special baggage, e.g. for special flights for sports teams, orchestras, etc., as well as unusually large special baggage such as high jump poles, kites or surfboards must be reported in advance by the airline to the OZ area.
For extremely long special baggage such as high jump bars, only the lift at special baggage counter 100 is available.

Unclean transfer baggage items that cannot be introduced into the sorting system due to their weight or dimensions must be fed into the special baggage X-ray machine in the Nako B area. If this device fails, the special baggage counters 250 (phone -85250), 211 (phone -85211) or 100 (phone -85100) must be used for checking.

3. Baggage handling outbound – no-read – other coding stations (MES)

✈ No-Read spaces

No-Read functions
Items of baggage that cannot be read by the scanners for various reasons (e.g. due to broken, torn or dirty tags, multi-reads, No BSM) accumulate at the No-Read workstations. There, the baggage items are reworked manually. This is done via a handheld scanner or touch screen. This is used to enter the LPC and flight number into the baggage management computer system. Afterwards, the luggage can be directed to its destination.

These workplaces are staffed by qualified employees throughout the FDG's operating hours.

Sorting hall B = 2 employees
Sorting hall C = 2 employees

FDGHG carries out this work on behalf of FDG. All no-read workstations are always manned continuously from 04:00 to 22:00. During the summer flight schedule, the no-read workstations in the sorting halls are already manned as required at 03:30 hrs.

✈ Fallback Procedures MES Places

The incidents are divided into external disturbances - supply with BSMs / airlines - and internal disturbances - SAC. If such faults occur, up to 7 emergency workstations must be occupied. In a first step, these workplaces will be filled with FDG personnel, depending on availability. The remaining emergency jobs will be filled by the groundhandling company concerned according to its market share (calculated as above). The personnel expenses may be invoiced to FDG. The traffic shares are regularly reviewed in order to adjust the number of employees to be deployed when necessary. In addition, two NoRead workplaces are permanently occupied by qualified FDGHG staff on behalf of FDG.

If necessary, instructed or briefly instructed ground handling staff must be used to fill the fallback positions in proportion to the current market share (calculated as above) of competitors. This refers mainly to the failures of GVR-C, SAC, network and BSM supply.
In case of failures of the conveyor system, it may be necessary to compensate for the bridging of the failed sections with corresponding personnel deployment (e.g. manning of the outward transfer points 7-8). The activation of the procedures is primarily triggered via the technical operator (TO) and, indispensably, in accordance with the personnel dispatchers of the FDGHG

and OZBE dispatchers. Brief instructions are given by employees of the RWA fault service or OZBE.

4. Baggage handling outbound - emergency discharge / discharge belt 12

✈ Emergency discharge belt 12, Gate B

When the maximum capacity of the early baggage store is reached, all other baggage for flights whose destinations are still closed will be diverted to the emergency drop. Baggage items that have lost their bag tag in front of the scanner gate are also dropped at target point 12. Possibilities for dropping at target point 12 may include

- Target point full
- No BSM
- No Bag-Tag
- Rush luggage
- Target point not opened

This baggage will be processed by qualified FDGHG staff at destination point 12. These tasks are carried out by FDGHG on behalf of FDG during the operating hours from 04:00 to 22:00 hours continuously with 2 loaders and 1 driver. In the summer timetable, the workplace can be occupied from 03:30 hrs if required.

Up to 5 pieces of luggage per flight are processed simultaneously by FDG personnel. Baggage quantities in excess of this must be processed by the respective ground handler himself. In these cases, the respective operations managers are immediately notified by OZBE in order to have the GPS processed at target point 12. The groundhandling companies will be allocated an appropriate space for wire mesh trolleys at destination point 12.

✈ Emergency discharge gate C

The emergency jettison in pier C must be operated in the same way as the emergency jettison in pier B. However, due to the expected volume of baggage, only one FDGHG employee is deployed as standard. Possibilities for jettisoning at emergency jettisoning C may include

- Target point full
- no BSM
- no Bag-Tag
- Rush luggage
- Target point not opened

✈ List of target belt 12

On behalf of FDGHG, FDGHG notes all baggage items that for various reasons have not been loaded (left behind) in the "List Volume 12". The list is to be sent to OZ without delay every calendar day (it is essential that the list is sent promptly so that searches can be carried out immediately using log files that are still available). In this way, weak points in the area of the EDP/technology of the sorting plant or dispatch are recognised and the fastest possible elimination of errors is ensured.
If the groundhandling companies keep their own "left behind lists", these lists must also be sent to OZ without delay every calendar day.

<u>There is a separate SOP for the work procedures at the emergency airdrops, in which the work procedures are described in detail.</u>

5. Baggage handling outbound – preparation areas for the sorting halls

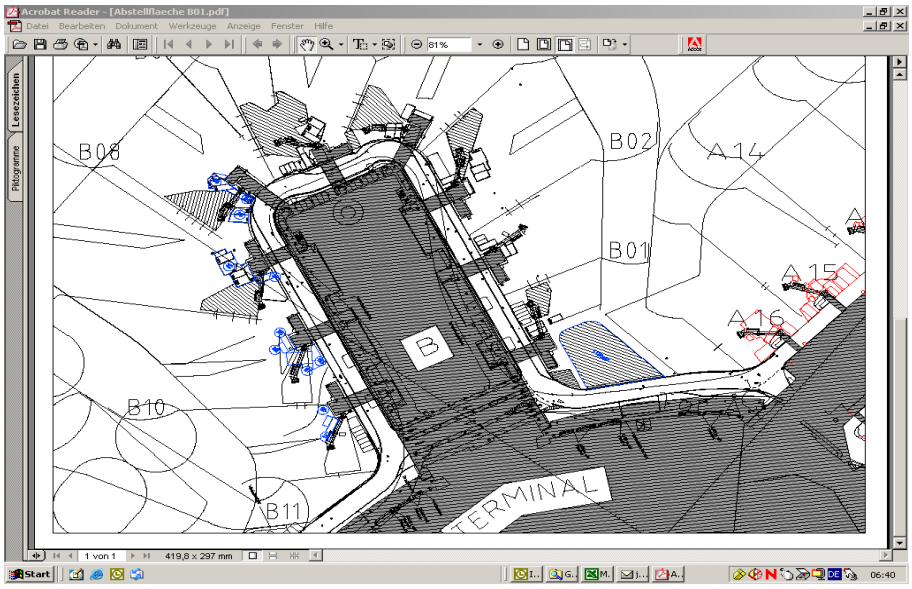
✈ Preparation areas for loading units for loading in sorting halls B and C

Each sorting hall is assigned a storage area for empty units that meets the requirements. This area is used exclusively for the preparation of the respective sorting hall. In detail, it is the areas on:

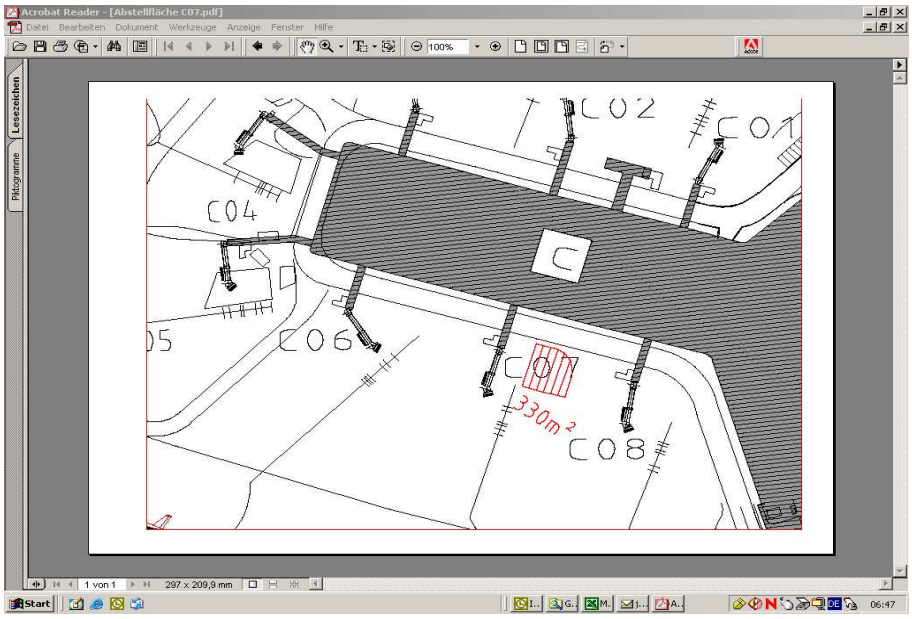
*B 01= 1,133 sq.m. with 16 parking lanes
*C 07= 330 sq.m. with 6 parking lanes

The above-mentioned areas are divided according to the shares owned by the ground handling companies (calculated as above) and adjusted as necessary.

*Standing position B01 is the work preparation area for sort area A/B



* Parking position C07 is the work preparation area for sorting area C



6. Baggage handling outbound – Baggage Reconciliation (BRS) + container registration

✈ Baggage reconciliation

Baggage reconciliation is intended to ensure that baggage is always on board together with the corresponding passenger. With BRS, a quick comparison between the loaded baggage and the passengers on board is possible (BRS provides immediately printable baggage lists). Airlines can be provided with up-to-date information on the loading status on request (the unloading of baggage is accelerated). Delays and missed slots are minimized by quickly reloading the baggage.

Implementation in the baggage sorting halls:
Baggage is sorted at the destination points (stitch or round belts) in compliance with the airline's own sorting criteria using BRS. The electronic recording of checked and transfer baggage is possible through the BRS.

The BRS system is provided by FDG as central infrastructure. The prices for the use are listed in the list of fees.

The handhelds are to be hired from the SAIT or procured by the ground handlers themselves. In this case, the devices must be certified in advance by the SAIT.

✈ Container Recording System (CRS)

The Container Registration System (CRS) is used to record data during the storage and retrieval of empty containers, which are temporarily stored by airlines at Düsseldorf Airport in FDG's container warehouse. In addition to pure warehouse management, the software also includes functions for generating extensive statistics to track container movements. This includes, among other things, the preparation of stock reports that can be sent to the respective airlines to provide information about the respective stocks. This data is required for the exact calculation of the container storage time as well as for invoicing the airlines according to the FDG service specifications. The storage of containers is mandatory for all airlines.

Each container must be marked in such a way that it can be clearly assigned to the airline using it (printed airline code and/or database - UCM). No clearance may take place without marking.

All container movements in FDG's container warehouse are recorded and manually processed by qualified FDGHG employees.

These services fall under the central infrastructure and are carried out by FDGHG on behalf of FDG.

The airline which has brought the respective container to DUS in the inbound process is liable to pay storage fees according to the list of service fees.

✈ Container storage

The ZI employees commissioned by FDG are responsible for smooth container circulation and inventory maintenance for all stored containers from airlines as well as the associated data maintenance for a binding basis for invoicing.

The container warehouse is currently open from 05:00 to 22:30. During the entire period of operation, the container warehouse is manned by 2 employees as well as a supervisor on day duty (Mon-Fri). All containers are visually inspected for damage and cleanliness and, if

damaged, are stored in the container program as a defect. If damage to the containers is found, the procedure will be carried out in accordance with the present rules and regulations of the airline concerned.

At the present time the total container warehouse has a capacity of 507 AKE / AKH / AVA containers.

The parking position Freight only includes container provision for this area.

The container warehouse staff working on behalf of FDG can also deliver or collect containers on behalf of the airlines or an authorized representative. This is a special service which is subject to payment.

Containers which are placed on the ground outside the container warehouse will be stored for a fee. In this connection, the regulations and contractual penalties of the contract of use pursuant to §9 BADV and the specifications for the provision of ground handling services must also be observed.

7. Baggage handling – transfer baggage

The ground handling companies undertake to provide the personnel and equipment required for the transfer of baggage in sufficient numbers. In addition to transfer drivers for transporting transfer baggage to the sorting halls, drivers for the transfer of clean baggage on the pistes and a scheduler for pre-planning must be employed.

Baggage must be screened according to official regulations. Close consultation with OZBE is absolutely necessary in order to have screening units occupied by BPol, if necessary.

Transfer baggage must be sorted according to time slots to ensure fast baggage handling and avoid left behind baggage.

8. Baggage handling inbound – baggage reclaim

✈ Inbound

The baggage handling time (from the on-block of the aircraft to the delivery of the baggage to the passengers at the arrival belt) has a considerable influence on customer satisfaction at Düsseldorf Airport. This service provided by the ground handling companies must therefore meet the quality standard of FDG. A separate Service Level Agreement (SLA) of the ground handling companies with the respective airlines may deviate from FDG specifications. Ground handling companies are obliged to notify FDG of the requirements of the airlines. Should the specifications change, FDG must be informed immediately.

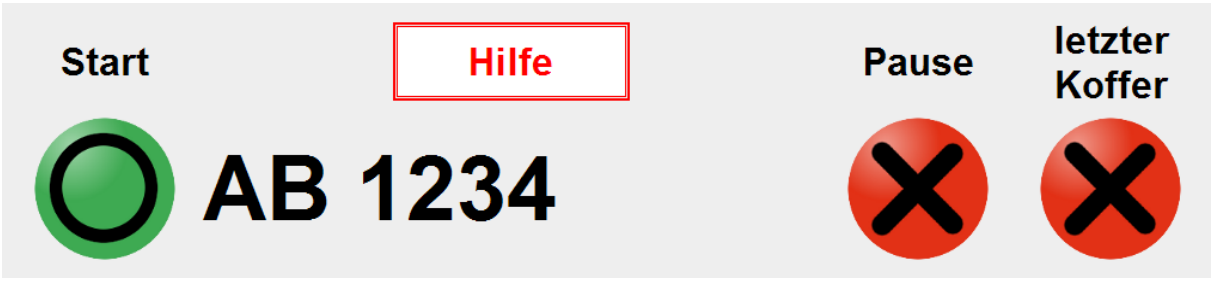
The services provided by groundhandling suppliers in this connection relate in particular to the provision and making available, before on-block, of the necessary groundhandling equipment and sufficient staff, the unloading of baggage from the aircraft and its transport to and placement on the baggage arrival belt allocated for the flight concerned.

The traffic control centre will dispose of the arrival belts depending on the expected baggage reclaim time per flight as well as organisational, technical and official requirements. The tape assignments can change at short notice due to current situations. All information can be taken from the Flight Information Monitors (FIDS).

Once the aircraft is on block, baggage unloading must begin as soon as possible. The loaded loading units shall be moved immediately from the aircraft position, the number of trips depending on the airline's specifications and the permitted train lengths according to paragraph 9 of Appendix 5. If the airlines do not have any instructions, the first loaded container dolly or the first two loaded baggage trolleys should always be transported immediately to the baggage arrival conveyor belt for reasons of passenger convenience. Here, the unloading / delivery of baggage to passengers must begin immediately with the involvement of the ABCS.

The ground handling companies themselves are responsible for moving special baggage to the designated areas of the arrivals hall in compliance with the applicable EU regulations. In particular, wheelchairs, walking aids, prams and AVIs must be made available to the passenger as soon as possible.

To record baggage transit times and to control flight information displays at the arrival conveyors and in the public pick-up area, the ABCS monitors available at the arrival conveyor belt must be operated in the following order



- Immediately before baggage claim begins, the "Start" button must be pressed.
- If baggage reclaim is interrupted, press the "Pause" button. If the unloading is continued, press the "Start" button again.
- When baggage claim is completed, the button "last suitcase" must be pressed.

By pressing the buttons time stamps are generated and recorded. Among other things, this information is used to evaluate baggage transit times. Therefore, any manipulation of the time stamps (e.g. starting the tape too early) is prohibited and can be sanctioned.

If it is not possible to start the arrival band via the ABCS monitor, the telephone number indicated on the ABCS monitors must be dialled immediately and the fault must be reported. The start of the arrival conveyor is initiated and a corresponding fault message is sent to the SAIT.

Damage to the arrival tapes including the ABCS monitors must also be reported immediately via the telephone number given on the ABCS monitors after the damage has been determined.

Delays affecting the first baggage must be registered immediately by the respective ground handling company in the ABCS inspector so that the waiting passenger at the arrival belt is informed of a possible delay. After the specified baggage transit time has expired, a delay is automatically displayed even without this entry.
In the event of a delay during unloading that affects the last baggage, this must be entered in the ABCS inspector and an announcement must be made at the arrival belt.
In addition, in case of a delay of the first as well as the last baggage, a remark can be entered in the ABCS inspector. When delay code 90 "Other" is entered, a comment must also be entered.

The reasons for delays entered by the ground handling companies are evaluated on a quarterly basis and sent exclusively to the ground handling companies.

The baggage transit times recorded by the ABCS system are evaluated by FDG and made available to the airlines and ground handling companies.

The publication of baggage transit times is carried out exclusively by FDG.

✈ Quality standard baggage transit times

For reasons of passenger convenience, FDG specifies baggage handling times that are coordinated with the ground handling companies. If necessary, FDG shall modify the time limits at its reasonable discretion.

The transit time for the 1st baggage consists of two parts:

1. the time from ONB to the removal of the 1st loading unit
2. the travel time from the position to the arrival tape.

The transit time for the last baggage depends on the number of passengers on the corresponding flight and is calculated according to the departure readiness time of the 1st loading time and the travel time plus the duration per Bag-Pax interval according to the number of Bag-Pax units.

The specified transit times for the 1st baggage and the last baggage can be taken from the following tables. The times indicated are binding. FDG reserves the right to make unilateral changes to the information at any time at its reasonable discretion, e.g. due to construction work.

Malus regulation

Ground handling companies are obliged to pay FDG a penalty per delayed transaction for the first baggage and/or the last baggage if the corresponding transit times are exceeded. This shall not apply if the ground handling company in question is not responsible for the delay.

The amount of the penalty payment is calculated according to the following scale:

delayed unloading from the first to the third minute:	no penalty
delayed unloading from the 4th to the 10th minute:	**10,- Euro** per transaction
delayed unloading from the 11th to the 20th minute:	**20,- Euro** per transaction
delayed unloading from the 21st minute:	**40,- Euro** per transaction

If, in the course of an unloading operation, there is a delay in both the first baggage and the last baggage, the penalty payment is to be made only once. The amount is determined by the greater delay considered separately.

Maximum contractual penalty: The total amount of the contractual penalty for a calendar year is limited to 2.5% of the handling charges of the ground handling company concerned for standard aircraft handling services. The groundhandling company reserves the right to provide appropriate evidence to limit the contractual penalty.

Subject to contractual penalties: The contractual penalties need only be claimed monthly.

Leniency Programme

In order to create a further incentive for groundhandling companies to improve quality in order to comply with the specified baggage handling times, the following bonus arrangements apply:

- Total performance of punctual unloading over a calendar year (average of first and last baggage) in relation to all unloading of the respective BVD service provider

  FDG shall grant a discount or refund on the volume of penalties paid by the respective service provider in a calendar year. The amount of the rebate/rebate is based on the total performance of the in-time baggage unloading (average of the first and last baggage item) of the respective service provider and in the respective calendar year, compared to all baggage unloading of the respective service provider. The discounts/refunds are as follows

  Total performance, percentage of in-time discharges:
  ≥70%, distribution of 10% of the fines paid by the respective BVD
  ≥75%, distribution of 20% of the fines paid by the respective BVD
  ≥80%, distribution of 30% of the fines paid by the respective BVD
  ≥85%, distribution of 40% of the fines paid by the respective BVD
  ≥90%, distribution of 50% of the fines paid by the respective BVD

- Unloadings of the last baggage from the 21st minute delay onwards, regardless of fault for the delay (total number for the year) in relation to all unloadings of the respective BVD service provider

  FDG shall grant a discount or refund on the volume of penalties paid by the respective service provider in a calendar year. The amount of the discount / refund is based on the unloading of the last baggage from the 21st minute of delay in the respective calendar year, regardless of the reasons for delay and fault in comparison to all unloading of the respective service provider. The discounts/refunds are as follows

  Unloads from the 21st minute delay on, percentage share:
  ≤1,5%, distribution of 10% of the fines paid by the respective BVD
  ≤1,3%, distribution of 20% of the fines paid by the respective BVD
  ≤1,1%, distribution of 30% of the fines paid by the respective BVD
  ≤0,9%, distribution of 40% of the fines paid by the respective BVD
  ≤0,7%, distribution of 50% of the fines paid by the respective BVD

✈ Unloading times

Unloading times by aircraft type

Vehicle type	Description	Ready for departure 1st loading unit [min]	Bag/Pax interval	Duration per Bag-Pax-Interval [min]	Minimum discharge time [min]
A2201	Airbus, A-220-100	12	50	4	10
A2203	Airbus, A-220-300	12	50	4	10
A 3103	AIRBUS A 310-300	13	50	4	10
A3004	Airbus, A-300-B4-2	13	50	4	10
A3006	Airbus, A-300B4-600	13	50	4	10
A3103	Airbus, A-310-300	13	50	4	10
A3181	Airbus, A-318	12	50	4	10
A318S	Airbus, A-318 Sharkl	12	50	4	10
A3191	Airbus, A-319	13	50	4	10
A319N	Airbus, A-319neo	13	50	4	10
A319S	Airbus, A-319 Sharkl	13	50	4	10
A3201	Airbus, A-320-100	12	50	4	10

A3202	Airbus, A-320-200	12	50	4	10
A320N	Airbus, A-320neo	12	50	4	10
A320S	Airbus, A-320-200 Sh	12	50	4	10
A3211	Airbus, A-321-100	11	50	4	10
A3212	Airbus, A-321-200	12	50	4	10
A321N	Airbus, A-321neo / A	12	50	4	10
A321S	Airbus, A-321-100 /	12	50	4	10
A3302	Airbus, A-330-200	14	50	4	10
A3303	Airbus, A-330-300	14	50	4	10
A340	AIRBUS A 340-600	12	50	4	10
A3402	Airbus, A-340-200	12	50	4	10
A3403	Airbus, A-340-300	12	50	4	10
A3405	Airbus, A-340-500	12	50	4	10
A3406	Airbus, A-340-600	12	50	4	10
A3501	Airbus, A-350-1000 X	13	50	4	10
A3508	Airbus, A-350-800 XW	13	50	4	10
A3509	Airbus, A-350-900 XW	13	50	4	10
A3808	Airbus, A-380-800	16	50	4	10
ACJ	AIRBUS, A-319 ACJ	9	50	4	10
AN148	Antonov, An-148	10	50	4	10
AN81	ANTONOV 148	10	50	4	10
AT42	ATR, ATR 42-300	9	50	4	10
AT425	ATR, ATR 42-500	9	50	4	10
AT72	ATR, ATR 72-200	10	50	4	10
AT722	ATR, ATR 72-210, 211	10	50	4	10
AT725	ATR, ATR 72-500, 210	10	50	4	10
AT726	ATR, ATR 72-600, 210	10	50	4	10
B7172	Boeing, 717-200	12	50	4	10
B733W	Boeing, 737-300 Wing	10	50	4	10
B735W	Boeing, 737-500 Wing	11	50	4	10
B7372	Boeing, 737-200	10	50	4	10
B7373	Boeing, 737-300	10	50	4	10
B7374	Boeing, 737-400	12	50	4	10
B7375	Boeing, 737-500	11	50	4	10
B7376	Boeing, 737-600	12	50	4	10
B7377	Boeing, 737-700	13	50	4	10
B7378	Boeing, 737-800	14	50	4	10
B7379	Boeing, 737-900	14	50	4	10
B737A	BOEING 737-200 ADV.	12	50	4	10
B737M	Boeing, 737 MAX 7	13	50	4	10
B737W	Boeing, 737-700 Wing	13	50	4	10
B738M	Boeing, 737 MAX 8	14	50	4	10
B738W	Boeing, 737-800 Wing	14	50	4	10
B739M	Boeing, 737 MAX 9	14	50	4	10
B739W	Boeing, 737-900 Wing	14	50	4	10
B7474	Boeing, 747-400	13	50	4	10

B752W	Boeing, 757-200 Wing	14	50	4	10
B753W	Boeing, 757-300 Wing	14	50	4	10
B7572	Boeing, 757-200	14	50	4	10
B7573	Boeing, 757-300	14	50	4	10
B763W	Boeing, 767-300ER Wi	12	50	4	10
B7672	Boeing, 767-200	12	50	4	10
B7673	Boeing, 767-300	12	50	4	10
B7674	Boeing, 767-400ER	12	50	4	10
B772E	Boeing, 777-200ER	13	50	4	10
B772L	Boeing, 777-200LR	13	50	4	10
B773E	Boeing, 777-300ER	13	50	4	10
B7773	Boeing, 777-300	13	50	4	10
B777L	BOEING 777-200 / LR	13	50	4	10
B7878	Boeing, 787-8	13	50	4	10
B7879	Boeing, 787-9	13	50	4	10
BA31	British Aerospace, J	9	50	4	10
BA32	British Aerospace, J	9	50	4	10
BA460	BAE RJ AVROL 100/115	11	50	4	10
BA461	British Aerospace, B	11	50	4	10
BA462	British Aerospace, B	10	50	4	10
BA463	British Aerospace, B	10	50	4	10
BA467	British Aerospace, R	11	50	4	10
BA468	British Aerospace, R	11	50	4	10
CL65	Canadair, Challenger	10	50	4	10
CL70	Canadair, Regional J	11	50	4	10
CL90	Canadair, Regional J	12	50	4	10
CRJ1	Canadair, Regional J	10	50	4	10
CRJ2	Canadair, Regional J	10	50	4	10
CRJX	Canadair, Regional J	12	50	4	10
CS100	Bombardier, BD-500C	12	50	4	10
CS300	Bombardier, BD-500C	12	50	4	10
D328	Fairchild Dornier, 3	11	50	4	10
D3283	Fairchild Dornier, 3	11	50	4	10
DH8 3		9	50	4	10
DH8 4	De Havilland CANADA,	9	50	4	10
DH81	DHC-8 DASH 8-100	9	50	4	10
DH82		9	50	4	10
DH83	De Havilland Canada,	9	50	4	10
DH84	De Havilland Canada,	9	50	4	10
E120	Embraer, EMB-120 Bra	9	50	4	10
E135	Embraer, ERJ-135	9	50	4	10
E145	Embraer, ERJ-145	9	50	4	10
E170	Embraer, ERJ 170-100	10	50	4	10
E170L	Embraer, ERJ 170-200	10	50	4	10
E175	Embraer, ERJ-170-200	10	50	4	10
E190	Embraer, ERJ 190-100	13	50	4	10

E195	Embraer, ERJ 190-200	13	50	4	10
ER135	Embraer, ERJ-135	9	50	4	10
FK10	Fokker, 100	12	50	4	10
FK50	Fokker, 50	10	50	4	10
FK70	Fokker, 70	10	50	4	10
MD801	McDonnell Douglas, M	12	50	4	10
MD802	McDonnell Douglas, M	13	50	4	10
MD803	McDonnell Douglas, M	13	50	4	10
MD807	McDonnell Douglas, M	12	50	4	10
RJ100	Avro, RJ-100 Avrolin	11	50	4	10
SB20	Saab, 2000	8	50	4	10
SF34	Saab, 340	8	50	4	10
SSY95	Sukhoi, Superjet 100	12	50	4	10
TU54M	Tupolev, Tu-154	12	50	4	10

Travel time matrix

Positions-areas	Band areas																	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	16	17	18	19
V01	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V02	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V02A	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V03	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V03A	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V04	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V04A	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V05	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V05A	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V06	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V07	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V07A	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V08A	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V08B	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V08C	7	7	7	7	7	7	8	8	8	8	8	8	8	8	9	9	9	9
V11A	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V11B	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V11C	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V12	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V13	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V14	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V15	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V16	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V17	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V18	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V19	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V20	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8

V21	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V22	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V23	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V24	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V25	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V26	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V27	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V28	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V29	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V29A	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
Hall 8	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
Hall 7	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V38	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V38A	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V39	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V39A	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V39B	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V40	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V41	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V41A	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V42	6	6	6	6	6	6	7	7	7	7	7	7	7	7	8	8	8	8
V43	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V44	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V45	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V46	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V47	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V48	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V49	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V50	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V51	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V52	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
V53	5	5	5	5	5	5	6	6	6	6	6	6	6	6	7	7	7	7
A01	4	4	4	4	4	4	5	5	5	5	5	5	5	5	6	6	6	6
A02	4	4	4	4	4	4	5	5	5	5	5	5	5	5	6	6	6	6
A03	4	4	4	4	4	4	5	5	5	5	5	5	5	5	6	6	6	6
A04	4	4	4	4	4	4	5	5	5	5	5	5	5	5	6	6	6	6
A05	4	4	4	4	4	4	5	5	5	5	5	5	5	5	6	6	6	6
A06	4	4	4	4	4	4	5	5	5	5	5	5	5	5	6	6	6	6
A07	4	4	4	4	4	4	5	5	5	5	5	5	5	5	6	6	6	6
A08	4	4	4	4	4	4	5	5	5	5	5	5	5	5	6	6	6	6
A09	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5
A10	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5
A11	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5
A12	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5

A12A	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5
A13	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5
A14	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5
A15	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5
A16	3	3	3	3	3	3	4	4	4	4	4	4	4	4	5	5	5	5
B01	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B02	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B03	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B04	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B05	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B06	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B07	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B08	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B09	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B10	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
B11	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4
C01	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
C02	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
C03	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
C04	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
C05	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
C06	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
C07	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
C08	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
V61	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4
V61A	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4
V62	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4
V63	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4
V63A	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4
V64	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4
V65	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4
V69	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
V70	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
V71	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
V72	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
V73	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
V74	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3
V81	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V82	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V83	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V84	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V85	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V86	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4

V91	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V92	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V93	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V94	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V95	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V96	6	6	6	6	6	6	5	5	5	5	5	5	5	5	4	4	4	4
V101	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V102	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V103	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V104	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V105	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V106	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V111	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V112	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V113	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V114	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V115	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5
V116	7	7	7	7	7	7	6	6	6	6	6	6	6	6	5	5	5	5

Zulässige Zahl der Anhänger

	Fahrbetrieb	Rangierbetrieb
	Lastkarren  (Beispielmodell)	**Elektroschlepper** (Minimobil)  (Beispielmodell)
Gepäckwagen  (Beispielmodell)	**max. 4** in Abhängigkeit von der maximalen Anhängelast des Zugfahrzeugs	**max. 4** in Abhängigkeit von der maximalen Anhängelast des Zugfahrzeugs
Dollys, LD 3 + LD 7  (Beispielmodell)	**max. 3** in Abhängigkeit von der maximalen Anhängelast des Zugfahrzeugs	**max. 2** in Abhängigkeit von der maximalen Anhängelast des Zugfahrzeugs

Diese Tabelle gilt in Verbindung mit der FBO, der StVO sowie der StVZO

1. Der Fahrer ist für den sicheren Betrieb der Fahrzeuge und Gerätezüge bezüglich Ladungssicherung und Anhängelasten verantwortlich.
2. Hinter selbstfahrenden Arbeitsgeräten (z. B. Förderbänder) darf max. ein Gepäckwagen gezogen werden.
3. Gemischte Züge sind unzulässig.
4. Gerätezüge sind so zusammenzustellen, dass die Spurhaltung sichergestellt ist. Schwere Anhänger sind direkt hinter das Zugfahrzeug zu hängen, leichtere dahinter.
5. Bauartbedingte Geschwindigkeitsbegrenzungen einzelner Anhänger (z. B. GPU max. 25 km/h) sind zu beachten.

Fahrbetrieb: Fahrten von den Sortierhallen zu den Positionen oder zwischen verschiedenen Abfertigungspositionen.

Rangierbetrieb: Bewegungen in max. Schrittgeschwindigkeit auf einer Position oder in den Sortierhallen zum Vorziehen oder Ausrichten der Anhänger.

10. Rights and duties of FDG supervisors in the sorting halls

✈ The supervisor (OZBE) is responsible for ensuring smooth operations in the sorting halls and for monitoring all existing operational obligations and specifications.

✈ He is the direct operational contact person for all airlines and ground handlers in the event of disruptions on site (including check-in counters).

✈ OZBE inspects the existing premises and facilities and those within its area of responsibility and arranges for the elimination of any irregularities and hazards in consultation with FDG's ZI management.

✈ The tasks also include the monitoring of a correct work process in consideration of the UVV.

✈ OZBE will be present at an inspection with the occupational safety department so that in the event of any complaints, immediate remedial action can be taken in consultation with FDG's ZI management.

✈ Other activities of the OCBE include the monitoring and control
- the no-read workstations
- of container storage activities
- of the jettisoning operations
- of special baggage handling

✈ An on-site quality control of quality standards defined by OZQ is carried out by OZBE.

✈ OZBE issues specifications and carries out monitoring of the loading unit parking areas (positioning loading units on the conveyor belts in the direction of travel so that unhindered exchange of loading units is possible) and the staging areas provided by FDG in front of the sorting halls.

✈ OZBE is responsible for monitoring and documenting order and cleanliness in the sorting halls and the careful treatment of the FI facilities (e.g. hardware BRS, etc.).

✈ Other tasks include the recording of damages with the corresponding witness interviews and photos, as well as the preparation of research and forwarding to OZ.

✈ If irregularities become known or are discovered, the OCBE shall carry out its own investigations involving all the bodies involved and, where possible, take immediate steps to remedy them.

✈ Damage to ZI handling facilities (determined by regular visual inspections) is monitored by OZBE and reported to the ZI management of FDG after an examination according to the causer.

✈ Maintenance measures and repairs are initiated by the ZI management of FDG and are invoiced according to the polluter-pays principle.

✈ OZBE carries out a daily inspection and documentation of the customs dog sniffing rounds at the arrival facilities as well as the dog hall.

✈ OZBE is responsible for preparing and sending a daily report.

✈ OZBE documents every operational incident and a record of daily baggage volumes, broken down by handling area and airline.

✈ OZBE supports the TO emergency concepts in the event of technical faults and BSM failure and gives instructions to ground handling companies.

11. Sanctions

Culpable violations of the obligations arising from the general rules and points 1, 6, 7 and 9 constitute an obligation to pay a penalty of up to € 1,000 to FDG. This shall not affect the separately determined penalties within the framework of the quality standard for baggage transit times under section 8.

The amount of the fine shall be determined according to the gravity of the infringement and its impact on the operation of the service. For the most frequent breaches of duty, the following contractual penalties are imposed per breach:

● Hall gate not closed. ● No preparation of the target site during planned opening hours. ● Sending special baggage into the baggage conveyor system.	100,- €
● Contrary to point 1, paragraph 2, the target site is not staffed with personnel or has insufficient personnel, with the result that - OCBE must request the service provider to assign staff; and/or - there is a lack of logistics during handling (loading units supply, flight has to be closed several times)	250,- €
● In addition, no preparation, no staff on site and this has the consequence that, - flight cannot be opened and/or - there is a large number of pieces of luggage (approx. 100 GPS) in the early luggage storage and/or - Flight must be closed and GPS must be removed manually several times and/or - frequent full messages occur, so that GPS are dropped at the emergency jettison.	500,- €
● Due to a lack of personnel and preparation, another user is considerably hindered in his check-in.	750,- €
● Counter section must be closed due to inadequate clearance.	1000,- €

Violations of the other obligations arising from items 1, 6, 7 and 9 of this Annex 5 may also be punished with a contractual penalty of between € 100 and € 1000. The respective amount of the fines shall be determined by FDG at its reasonable discretion. The amount of the penalty is determined according to the gravity of the infringement on the one hand and the impact on the proper operation of the airport on the other.

Insofar as the service provider proves that it is liable to pay damages or contractual penalties to the airline concerned for the same infringement, any contractual penalty payments or payments of damages to the airline shall be set off against the penalty payment to FDG.

The total amount of all contractual penalties forfeited in a calendar year in accordance with Annex 5 (including Section 8) shall be limited to 2.5% of the total handling charges of the ground handling company concerned for standard aircraft handling services in that calendar year.

Further claims, in particular claims for performance by FDG, shall remain unaffected by the above provisions.

✈ **All FDG instructions regarding the operating obligations must be followed without fail!**

Annex 6 – Service Level Specification (SLS) for the use of check-in counters (supplement to AUR, Part II – Point 3.4)

1. Preliminary remark

The central infrastructure facilities (ZI) are operated in accordance with §6 BADV. The agreed operational obligations and the resulting instructions issued by Flughafen Düsseldorf GmbH (FDG)/Central Infrastructure Management (ZI) must be complied with immediately. SLS regulates all services and services of the central infrastructure facilities of a check-in counter as well as the standards and other agreements defined between the respective airline and FDG.

These service regulations supplement existing agreements and contracts, which remain valid.

FDG and its vicarious agents (companies commissioned by FDG) shall be entitled to carry out their own checks on compliance with the service regulations.

The check-in counters (CCI) at Düsseldorf Airport:

CCI Annex 1:

- Consists of 20 individual counters
- Counter no. 101 to 120

CCI Annex 2:

- Consists of 19 individual counters
- Counter no. 132 to 150

CCI Annex 3:

- Consists of 20 individual counters, of which 2 counters are developed as self-bag drop-off (hybrid)
- Counter no. 151 to 170

CCI Annex 4:

- Consists of 19 individual counters
- Counter no. 172 to 190

CCI Annex 5:

- Consists of 20 individual counters
- Counter no. 191 to 210

CCI Annex 7:

- Consists of 14 individual counters
- Counter no. 234 to 247

CCI Annex 8:

- Consists of 22 individual counters
- Counter no. 251 to 272

Check-in counters can be rented directly from FDG via the Airport Control Center (ACC). Check-in counters may only be used for the check-in of passengers or for services that are directly related to the check-in process. Other areas (e.g. ticket counters, offices, etc.) must be rented for other functions/tasks.

In principle, the respective airline is responsible for compliance with SLS.

2. Rental of check-in counters

2.1 The airlines have to rent the necessary check-in counters directly from the ACC phone 0211 / 421-51012. From there, the check-in counters are assigned, taking into account the requirements and existing possibilities/capacities.

The minimum number of counters to be rented depends on the expected number of passengers. In principle, one check-in counter is to be hired per 50 passengers or part thereof (e.g. B737-800 with 160 passengers means 4 counters). If the airline requests more than the minimum required counters, the availability must be clarified with the ACC. If sufficient counters are available, the ACC will provide them. If not enough counters are available, a solution must be worked out in close cooperation with the ACC. Free capacities in the vicinity of the desired counters should also be checked and, if necessary, counters which are not directly adjacent to each other should be allocated.

In order to avoid conflicts in advance, the pre-seasonal planning with the corresponding demand should be sent to the ACC in good time. On the basis of this preliminary planning, the allocation of counters should be clarified at an early stage.

Due to the known number of passengers, an optimal reservation of the counter number is to be made, so that short-term renting should remain a special or exceptional case. A regular exchange of updated passenger forecasts is necessary. The current booking figures can be sent to the OZA department of FDG one week in advance. If the airport is not able to provide the requested requirements within the scope of planning, the ACC must coordinate with the airlines.

2.2 Display media for check-in counters and gate counters

The airlines must display their logos on the display media of the check-in counters and gate counters. In addition, other airline notices can be displayed on the display media of the check-in counters and gate counters. To this end, all necessary information must be provided at least 14 days before the intended publication date, to admin.logo@dus.com .

Required formats:

Image type	Graphic format	Scope of application
Full screen (VB): 1920 x 1080 pixels	GIF	Check-in and above the gate exits (2 monitors)
Split image / banner (TB): 1920 x 431 pixels	GIF	Check-in in connection with standard flight information, single-line, three-line free text, also alternating and at the gate.
Front (VB): 1080 x 1920 pixels	GIF	Check-In (not possible at all CICs)

The processing is subject to a fee. Prices can be found in the current service specifications.

3. FDG equipment at the check-in counters

FDG provides a neutral counter area with the necessary equipment:

- CUTE equipment consisting of:
  1 monitor
  1 tag printer
  1 keyboard with card reader
  1 optical laser mouse
  1 table scanner

The use of the CUTE service including equipment is subject to a fee. The fees can be found in the currently valid fee schedule and on the airport homepage at https://www.dus.com.

- Counter equipment consisting of:
  1 telephone
  1 chair
  1 lockable cabinet
  various storage compartments
  1 display monitor
  1 pre-counter light box (FDG logo) or pre-counter monitor with selectable displays

  Discretion lines are applied to the floor in front of each counter.

The use of the check-in counters is subject to a fee. The fees can be found in the currently valid list of "Other Handling Facilities" and on the airport homepage at https://www.dus.com.

4. Handling equipment of the airline

The use of all airline equipment must be coordinated with FDG before the counters are put into use. This includes both fire protection approval and the prior approval of the FDG Central Infrastructure Management.

Airline-specific material must be set up by the airline or its representatives before check-in start (resulting from the agreement to rent CCI, variable between 2 and 3 hours before STD) and

completely dismantled after check-in end (resulting from the agreement to rent CCI, variable between 0.5 and 1 hour before STD).

The material must be stored in a suitable room where it is safe to access. The fire protection regulations must be observed. If FDG does not have its own rooms available or if rooms already rented are not sufficient for accommodation, FDG's NM department can provide information on the availability of rooms (for rent) on request.

Approved equipment:

- Luggage contour frame
- Notice board
- floor coverings (e.g. carpet)
- Banners (roll-ups)
- Desks for document control

Due to space constraints, only one baggage contour frame with maximum dimensions of 1.6m x 0.8m x 0.4m (HxWxD) per airline and contiguous check-in area is permitted in the public terminal area.

The airport has set up belt stands in front of each check-in section, which are connected to metal plates glued to the granite floor by means of magnets and therefore their position cannot be changed. The airlines have the possibility to set up different variants of passenger guidance (queuing) without being allowed to change the position of the seat belt stands. Only a change of the belt positions is necessary and permissible.

If any damage is found, the fault location (0211 / 421-119) at the airport must be informed immediately and the damaged seatbelt rack must be kept in safe custody until the fault service arrives to prevent accidents. Any further use is not permitted.

Steles required for class identification must not exceed the following dimensions: 2.3m x 0.5m x 0.1m (HxWxD). Any flat stand that may be used is excluded from the dimensional specifications.

The use of further stelae (also in case of temporary use) requires the prior consent of the terminal management.

Only one stele may be set up per entrance. In consultation with FDG, concepts are to be selected which allow one stele to be used for two entrances.

Movable floor coverings (e.g. carpets) to distinguish the flight class are only permitted for the Premium Class. The floor coverings must not exceed a dimension of 2.0m x 1.2m (LxW).

The use of luggage trolleys is prohibited for the transport of the required materials.

Airline-specific banners, which will be placed in the counter area, may only be placed at the check-in start. Immediately after check-in, these must be removed and, like the rest of the equipment, safely stored in a locked room in accordance with the respective rental and usage conditions. The size of the banners must correspond to the respective situation in the counter area. The banners must not obstruct the technical equipment or cover/constrict escape routes. Here too, coordination with FDG terminal management is required.

Document control desks should be mounted on (lockable) castors. The dimensions 1.3m x 1.0m x 0.5m (HxWxD) must not be exceeded.

The respective airlines must ensure that the intended use of the counter and the associated technology is not impaired in any of the bodies. Escape and rescue routes must not be narrowed or covered. Important operating elements (e.g. emergency stop button, DGR instructions, etc.) must also be kept free.

Further material is **not** allowed in the pre-counter area.

Defective materials (contour frames, advertising banners or similar) must be replaced immediately and sent for repair or disposal. In the event of failure to do so, FDG shall be entitled to remove this equipment at the expense of the airline concerned in order to avoid accidents. At a suitable location, this equipment is kept ready for collection for up to 5 working days. If the equipment is not collected by the airline during this time, FDG will dispose of it at the airline's expense.

FDG provides lockable steel cabinets in the counter area for Airline-specific check-in material (label rolls, boarding passes, luggage tags, etc.). After check-in, these must be stored either there or at another location where they are safe from access.

Any malfunctions or defects in the equipment provided by FDG must be reported immediately to the malfunction unit of FDG (0211 / 421-119).

5. Variants of passenger guidance

5.1 Single-row queuing:

For each rented check-in counter, passengers form single lines in front of the occupied counters. This is only permitted for a small number of counters in use or for individual service offers. For this purpose, the straps of the belt stands provided must be used accordingly.

5.2 Multi-row queuing along the used counters:

In the case of multi-row queuing, an entrance must be provided which may be marked (e.g. by appropriate attachments on the belt stands). Here you can place the possibly necessary luggage contour frame and / or the classification tele. One or more outputs (at a distance of about 2 meters from the counters) must also be provided.

5.3 Mixed procedures

In the case of Premium and Economy subdivisions, a mixed procedure is aimed at.
The Premium Counter is optically separated by belt stands and notice boards. It does not require queuing (or a single-row queuing).
The queuing of the economy counters is structured as described above.

At least 5 counters are required for the mixed procedure.

6. Queue length

The length of the queues shall in any case be kept as short as possible. Queues of more than 20m in front of the counters towards the terminal are to be avoided. This can be achieved by renting and staffing the counters optimally. As described above, one counter per 50 passengers must always be rented.

Each rented counter is to be staffed with one employee. If 70% of the passengers have checked in, the personnel disposition can be adapted to the number of passengers. If,

however, there are still queues in front of the counters that extend into the terminal beyond the described extent, the maximum occupation must be maintained. Both must be coordinated with the counter disposition of FDG (ACC, phone 0211 / 421-51012). Suitable passenger routing (queuing) can be used to control the lengths of queues, which extend into the terminal in a disorderly manner. If the number of counters rented is not sufficient to shorten the queue length, adjacent free counters can be rented at short notice via the ACC. This is usually only required for covering peaks and does not apply over the entire service life.

If queuing is established, queues that extend more than 10m outside the queuing area must be avoided.

FDG's Central Infrastructure Management reserves the right to order any necessary passenger guidance if this is necessary for operational processes.

7. Contractual penalties or lump-sum damages for the use of check-in counters not in conformity with the service

Düsseldorf Airport has high expectations of customer satisfaction. To ensure that all partners can also meet this requirement, the regulations laid down in the SLS on the use of check-in counters are binding. These serve to ensure that the joint customer has a satisfactory stay at Düsseldorf Airport.

In the event of culpable violations, the following contractual penalties or lump sums for damages shall be due. In the case of a lump-sum compensation, the debtor is permitted to prove that no damage has been incurred or that the damage is significantly lower than the lump-sum compensation.

Infringement of the requirements for the use of CCI:

- **Use of the CCI for unintended use (non-applicable):**
  The use of CCI is reserved exclusively for the check-in process. Other types of transactions are to be carried out at other counters (e.g. ticket counter, Irreg counter).
  Contractual penalty for violation of the usage restriction: Half-day rate for using the CCI (8.5 h)

- **Number of rented CCI:**
  The number of leased CCIs is less than the basic rule (1 CCI per 50 passengers) of SLS and there is a passenger waiting time of more than 15 minutes or passenger queues beyond the area of the lining or the use exceeds the actual (leased) period of use.

  Contractual penalty for violations: Double per-minute charge in accordance with the list of "other handling facilities" for the period of incorrect use.

- **Extensive staffing of rented CCI:**
  The CCIs are not staffed with sufficient personnel according to the specifications and rental periods and the passenger queues extend over the area of the lining.
  Should passenger queues extend beyond the area of the lining despite compliance with all regulations, further CCIs must be requested from the ACC and staffed. If a cast does not take place despite the availability of the CCI and a passenger waiting time of more than 15 minutes can be determined, this is a violation.

  Contractual penalty for violations: Double per-minute charge in accordance with the list of 'other handling facilities' over the entire rental period of all CCIs (regardless of occupation). If additional available CCIs are not occupied during waiting times ≥ 15 min,

an invoice for this CCI will be issued for the entire handling period at twice the per-minute charge as per the list of "Other handling facilities".

- **Use of the CCI without the corresponding identification (logo of the respective airline or flight display in the monitor) of the counter (without logo display, CCI use cannot be recorded for billing purposes):**
  Contractual penalty for violations: Switch usage fee 1 hrs per CCI used in error

Violation of the specifications of the objects to be used:

- **Use/installation of non-approved items (this also includes violations of size specifications, unless there is explicit prior approval):**
  Placement of items by the airline in the CCI area without prior consent of the terminal management. It is irrelevant whether these measures are "permanent" or temporary. Each item is subject to prior approval.

  Lump sum for damages (for the transfer of the objects to storage rooms): 55,- Euro plus administration surcharge of 10%.

- **Timely dismantling (violation of time limits):**
  No dismantling of the airline-specific items at the end of the rental period and/or failure to move them to the designated storage room. It is irrelevant whether the CCI are used directly by other airlines or not.

  Lump sum for damages (for the transfer of the objects to storage rooms): 55,- Euro plus administration surcharge of 10%.

  This does not apply if a special permission has been granted by the terminal management. This may be granted in individual cases by the terminal management upon request, stating the reasons.

Annex 7 – Service Level Specification (SLS) for the use of gate counters (supplement to AUR, Part II – Point 3.4.)

1. Preliminary remark

The central infrastructure facilities (ZI) are operated in accordance with §6 BADV. The agreed operational obligations and the resulting instructions of FDG, Central Infrastructure Management shall be complied with immediately. SLS regulates all services and services of the central infrastructure facilities in the piers and gates and the assigned areas as well as the standards and other agreements defined between the respective airline and FDG.

These service regulations supplemented existing agreements and contracts, which remain valid.

FDG and its vicarious agents (companies commissioned by FDG) shall be entitled to carry out their own checks on compliance with the service regulations.

The Gate Counter (GC) at Düsseldorf Airport:

Gate A (FSA):

- Consists of 37 individual gates, of which
  - 18 gates (some of which are two change gates), some of which can also be used as bus gates
  - 19 pure bus gates

Gate B (FSB):

- Consists of 22 individual gates, of which
  - 16 bridge gates, can also be used as bus gates
  - 04 Bus gates only

Gate C (FSC):

- Consists of 15 individual gates:
  - 08 Bridge gates, alternatively to be used as bus gates
  - 06 Bus gates only
  - E Gate for special uses C47

The gate counters may only be used for boarding passengers or for services that are directly related to the boarding process. Other areas (e.g. check-in counters, ticket or service counters or offices, etc.) must be rented for additional functions/tasks.

The general rule is that the air transport company (airline) is responsible for compliance with SLS. This also applies when using commissioned handling agents.

2. Allocation of gates

The gates or gate counters are assigned by the ACC, depending on the requirements of the flight operation.

The airlines coordinate the allocation of the desired gates directly at the ACC phone 0211 / 421-51050 according to season. From there, the gates are assigned taking into account the requirements and available resources.

The allocation of the gates is subject to the following:

- the aircraft type
- the type of flight (Schengen/ non-Schengen)
- Membership of an airline alliance
- Revenue according to the airport slots allocated
- the expected number of passengers
-

In order to avoid conflicts in advance, the pre-seasonal planning with the corresponding demand should be sent to the ACC in good time. On the basis of this preliminary planning, a non-binding allocation of a group of gates is possible at an early stage.

If, in exceptional cases, the allocation cannot be made available within the non-binding allocation by the airport operator, the ACC must consult with the airline.

3. FDG equipment at the gate counters

FDG provides neutral gate counters with the necessary equipment:

- **CUTE equipment consisting of**:
  2-3 monitors
  1-2 board card printer
  1 bag tag printer (gate A only)
  2-3 keyboard with card reader
  1-2 laser optical mouse
  1 table scanner (LSR)
  1 gatereader in FSA // in FSB & FSC 2 gatereader each)
  2 Quick Boarding Gates (QBGs) (gate A only)
  optional use by special arrangement

- **Counter equipment consisting of:**
  1 gatecounter
  2 telephones
  2 chairs
  1 lockable cupboard (currently only FSA)
  various small storerooms (currently only FSB)
  2 display monitors
  1 call control unit
  1 pre-counter light box FDG logo or pre-counter monitor

Any malfunctions or defects in the equipment provided by FDG must be reported immediately to the malfunction department of FDG 0211 / 421-20022, 0211 / 421-119. The same applies to CUTE-Equipment; phone -4411.

4. Handling equipment

The use of all airline equipment must generally be coordinated with FDG before the gates are put into operation. This includes both fire protection approval and the general prior approval of the terminal management (OZT).

Airline-specific material is to be set up by the airline or its agents before manning and completely dismantled again at the end of boarding (aircraft off-block or after departure of the last bus).

The equipment must be stored in a suitable room where it is safe to access. The fire protection regulations must be observed.

Permitted equipment during the period of use:

- luggage contour frame
- desks (consoles) for document control
- attachments for belt stands
- mobile computers, tablets or similar

Only one hand luggage contour frame with the maximum dimensions of 1.6m x 0.8m x 0.4m (HxWxD) is permitted per gate.

Document control desks must be mounted on lockable castors. The dimensions 1.3m x 1.0m x 0.5m (HxWxD) must not be exceeded.

The airlines have the possibility to arrange passenger guidance at the gate with the prior consent of the terminal management.

Moving floor coverings (e.g. carpets) are not permitted.
Further material is **not** allowed in the gate area.

All airline equipment must be removed immediately after boarding. The respective airlines or their representatives must ensure that the intended use of the gate and the associated technology is not impaired in any superstructures. Escape and rescue routes must not be narrowed or covered. Important operating elements (e.g. emergency stop button, DGR instructions, etc.) must also be kept free.

The use of luggage trolleys is prohibited for the transport of the required materials.

Defective materials (contour frames, advertising banners, pillars or similar) must be replaced immediately and sent for repair or disposal. In the event of failure to do so, FDG shall be entitled to remove this equipment at the expense of the airline concerned in order to avoid accidents. This equipment will be kept ready for collection at a suitable location for up to five working days. If the equipment is not collected by the airline during this time, FDG will dispose of it at the airline's expense.

For airline-specific check-in material (label rolls, boarding cards, bag tags etc.) FDG provides lockable cabinets/rooms, currently only in the FSA and FSB, in the gate area. airline-specific check-in material shall be stored after the end of check-in either there or at another location where it can be accessed securely.

5. Order at the gate

5.1 After leaving the gate, **no** materials may be left lying around openly for safety reasons, including fire protection and safety regulations of airlines and authorities, without exception. If the material is not completely removed by the airline or its representatives or handling agents, FDG shall immediately dispose of it at the expense of the customer.

The drawers of the counters are only of secondary use, as they cannot be locked.

Only the CUTE materials (printer paper and printer ribbons) are stored in the gate lockers in Pier A. Here it is also possible to use one compartment of the gate cabinet to be locked per handler or airline. Materials stored there must be kept in a basket or box etc. marked with the name of the airline or the handler. The cupboards must be kept locked at all times. Handling agents receive an appropriate number of the respective keys against signature of the template for compliance with the regulations.

In FSB and FSC the reserve printer paper (1 carton) and the reserve printer ribbons are stored under the counter.

A short version of the order instructions is displayed in the gate cabinets.

5.2 Bus order

The central infrastructure management provides a bus provision system called BRAS. There is no contractual obligation for use or trouble-free provision. In the event of a fault, the bus order by telephone is available at any time.

The BRAS enables the airline to easily order buses and the service provider for bus provision to make a sufficient number of buses available on time.

An operating instruction can be made available to the airline or handling partner at any time.

6. Digitized gate calls – DGA

FDG provides a digital automatic gate announcement system (DGA).

The announcements are always in German and optionally in two other languages out of a total of 18.

The automatic announcement system should preferably be used for the standardised calls.

The announcement system is controlled by gate personnel via the CUTE monitor and can be used for any airline.

Furthermore, it is possible to make your own calls manually at each gate. Instructions are on display at every gate.

Calls via the airport announcement, especially personalised ones, are only made in exceptional cases.

7. Boarding

Boarding must be carried out without delay. If a delay of more than 15 minutes is foreseeable or has already occurred, the ACC must be informed on 0211 / 421-51013.

Where installed, passengers are guided through the FGLS **passenger guidance system.** The required doors open automatically. Only the gate key circuit is to be used for this purpose.

The gate doors shall not be left **unattended** when open towards the apron/finger.

Bus boarding only begins after a bus is ready to take passengers or after the bus driver has reported at the gate. The BRASS system should be used if it is installed at the gate.

If handling staff leave the building, they must wear a high-visibility vest.

Fingerboarding: The gate personnel must satisfy themselves of the proper condition of the entire boarding path before and after boarding. Particular attention must be paid to properly locked doors and to persons who are not entitled to stay. The regulations regarding Schengen/Non-Schengen and Safe/Unsafe (clean/unclean) must be strictly observed.

Alternating gates A66-A72. Here, special attention must be paid to the path control and closure requirements. Before check-in, the gate must be opened by the handling agent responsible. After boarding has been completed, care must be taken to ensure that no passengers remain at the gate and that both accesses to the change gates are then closed again by the handling agent.

Upon instruction of the ACC or the FDSG, priority shall be given to crossing passenger flows, even during boarding.

After completion of the boarding procedure, all equipment shall be put into the standby/readiness state and all doors, especially those leading to the safety-relevant exits, shall be checked for secure closure.

FDG (ACC) reserves the right to order a different passenger routing if this is necessary for operational procedures.

Annex 8 – Standard Operating Procedure (SOP) for the use of the noise protection hangar (supplement to AUR, Part II – Point 2.7)

1. Purpose

The present SOP defines procedures, tasks and responsibilities for the performance and recording of aircraft engine overhauls in Düsseldorf.

2. Scope

The SOP applies to all airlines and their employees or vicarious agents who perform engine test runs at Düsseldorf Airport.

3. Responsibility and users

The respective authorized person is responsible for the proper handling and execution of engine test runs of aircraft on the airport premises.

Compliance with the SOPs is the responsibility of the flight operation manager (OZF). He is the contact person for all parties involved.
In his absence, OZF is represented by the transport manager (OPV).

4. Definition of engine test runs

Engine test runs are all performance and system check runs on aircraft.

As a rule, stands which are above the "Idle-Power" operating stage or which last longer than five minutes with the "Idle-Power" operating stage should be carried out within the effective range of the noise protection hall. Every precaution must be taken to ensure that the duration of the test run is kept to an absolutely necessary minimum. Occupancy and use of the noise protection hall (hangar 9) is coordinated by the ACC (phone 0211 / 421-51000). Applications for use must be submitted to the ACC. There the test runs are recorded over time.

5. Procedures

5.1 Test runs in the time from 22:00 hrs to 06:00 hrs local time

A display is installed in the noise protection hall to show a noise traffic light, which indicates by its yellow signal when the limit value according to "TA Lärm" is reached in the adjacent residential buildings. When the traffic light turns red, the limit value has been exceeded.

Test runs after scheduled maintenance work (e.g. regular engine wash) must be stopped immediately when the yellow light comes on, taking into account the installed noise traffic lights, and must not be continued before the next full hour has begun and the green light has come on. The noise pollution generated during the test run is continuously recorded.

Due to local noise regulations, test runs of turboprop aircraft and aircraft of the Airbus A330 type are only permitted between 00:00 and 05:00 local time in the period between 00:00 and 05:00 local time if the noise traffic light display is observed.

Taking into account local noise regulations, all other types of aircraft may only carry out essential operational standstills during maintenance work during the night (22:00 to 06:00 hours) if such a measure is necessary to check the safety of aircraft in order to be able to adhere to an air carrier's existing flight schedule. Test runs must be requested from the traffic management (phone 0211 / 421-2220). For test runs above "Idle-Power" the noise protection hall is to be used during this period. Driving at high speeds must be restricted as far as possible. Maintenance work is not permitted in the noise protection hall.

5.2 Test runs in the time from 06:00 hrs to 22:00 hrs local time

During the day, test runs above "idle power" must also always be carried out in the noise protection hall.

5.3 Test runs outside the noise protection hangar

If it can be proven that the noise protection hall cannot be used for technical reasons (wind conditions), test runs are only permitted after prior approval and after detailed instructions from the traffic management (phone 0211 / 421-2220) in the taxiing area in front of the noise protection hall or on the northern runway (head 23R in the area TWY K2) only during the day (06:00 - 22:00 hrs).

5.4 Execution/documentation of test runs

When carrying out test runs, the safety regulations of the airline and the AUR (Airport Use Regulations) must be observed.

Due to local noise protection regulations, the form "Documentation of an engine test run in the noise protection hall" (Org. 00.18.759, see Section 7) must be completed and sent to runup@dus.com by the person authorized to run the stand by Tuesday of the following week at the latest.

If a maintenance company does not comply with the documentation obligations, further test runs inside and outside the noise protection hall are prohibited until the corresponding documents are available.

If FDG is imposed a fine, penalty or other fine by the authorities due to a violation of the documentation/safety regulations or the regulations for the execution of test runs, the maintenance company carrying out the test run shall reimburse FDG for the corresponding expenses, insofar as FDG is responsible for the violation.

In addition, FDG charges a processing fee of 50 euros for the processing of each individual form that is not sent or implausibly filled out.

5.5 Safety regulations for the execution of test runs, liability

The person authorized to carry out a test run is responsible for compliance with the prescribed measures for engine test runs as well as the regulations of the air carrier and the aircraft manufacturer.

Due to the traffic on the ring road, for safety reasons, the echoing or rolling out of the noise protection hall must be monitored on site by an employee of the airline using the hall and accompanied by traffic control.

The consideration of wind conditions is the sole responsibility of the person authorized to run the test. After completion of the engine shutdown the noise protection hall must be left clean and in proper condition.

The use of the noise protection hall for test runs of engines is at the risk of the aircraft owner or the contracted company. The user is liable for all damages resulting from non-compliance with the SOP or other generally accepted rules.

FDG does not assume any liability for material damage, personal injury or financial loss resulting from a violation of the safety regulations, in particular from test runs that are carried out in unfavourable or dangerous wind conditions/winds. The approval of FDG for the execution of test runs does not in principle include any statement as to whether the respective test run is possible from a safety point of view.

5.6 Test runs in the noise protection hall

Test runs of aircraft types up to B747-400 in all performance ranges can be carried out in the noise protection hall (max. span 65 m).

The use of the noise protection hall is subject to a charge. (The fees can be found in the List of Services in the currently valid version)

A/c's must be positioned backwards (tail in) into the hall until they match the markings on the hall floor and the engine inlets.

The representative of the aircraft owner is responsible for the aircraft's recovery.

The warning lights are to be switched on before stationary running.

5.7 Safety equipment of the noise protection hall

5.7.1 Observation areas

The noise protection hall is equipped with 2 observation rooms. One is located on the western side and one on the eastern side of the noise protection hall. In the western observation room there is a wind direction indicator.

5.7.2 Emergency exits

The noise protection hall is equipped with 6 emergency exits. There are 3 emergency exits on the western and 3 emergency exits on the eastern side. In addition, there is a sliding gate on each side of the hall for the evacuation of vehicles.

The emergency exits must be kept closed. It is forbidden to move or close the emergency exits.

5.7.3 Lighting

The lateral hall lighting can be activated from any entrance to the noise protection hall. The ceiling floods are to be controlled from the eastern observation room. The ceiling floodlights must be switched off again when leaving the hall.

5.7.4 Warning lights

The warning lights are to be switched on at every stationary run and switched off after completion! There is a switch in each observation room.

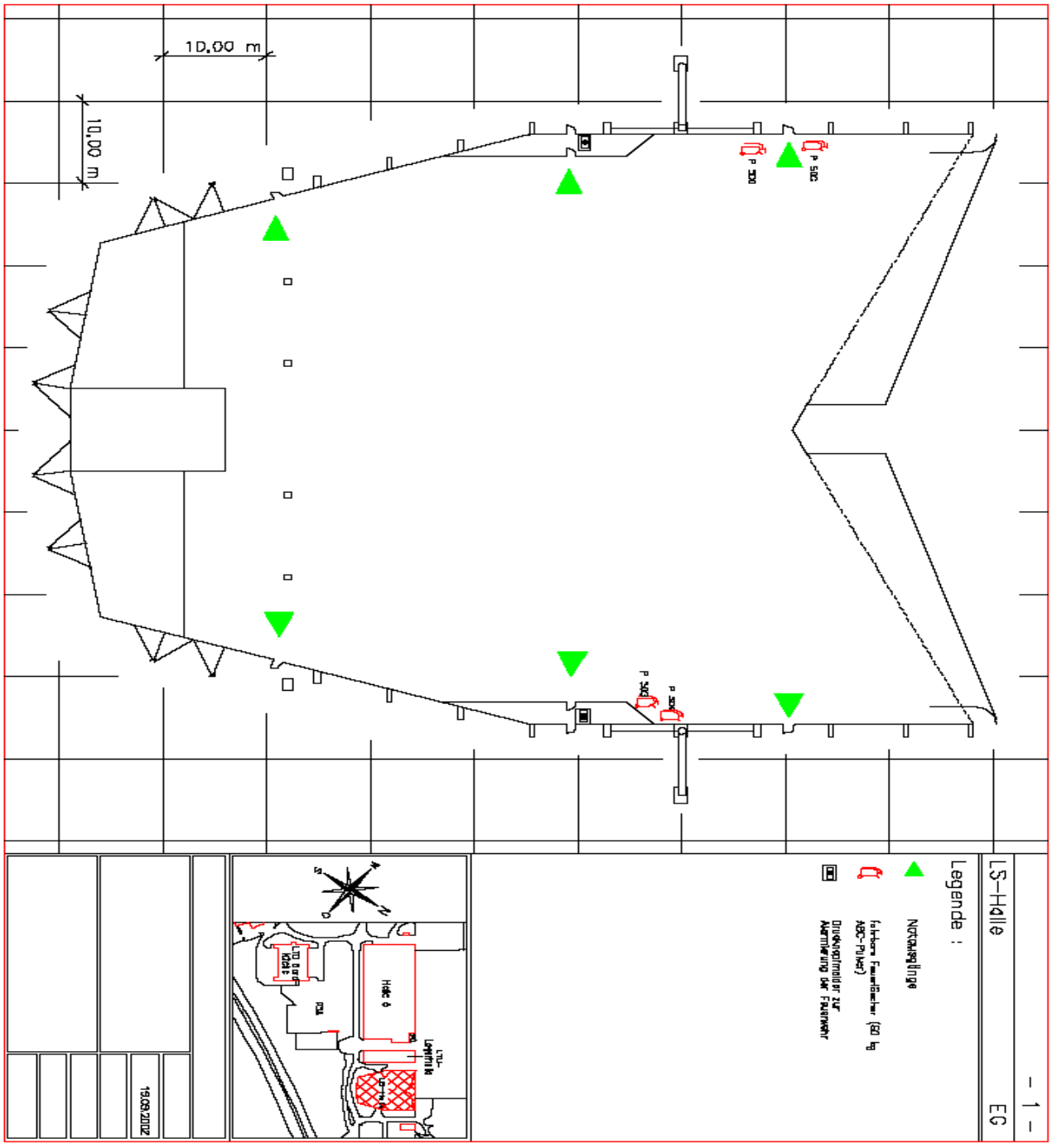
5.7.5 Fire alarm and fire extinguishing system

2 x 50 kg ABC powder extinguisher

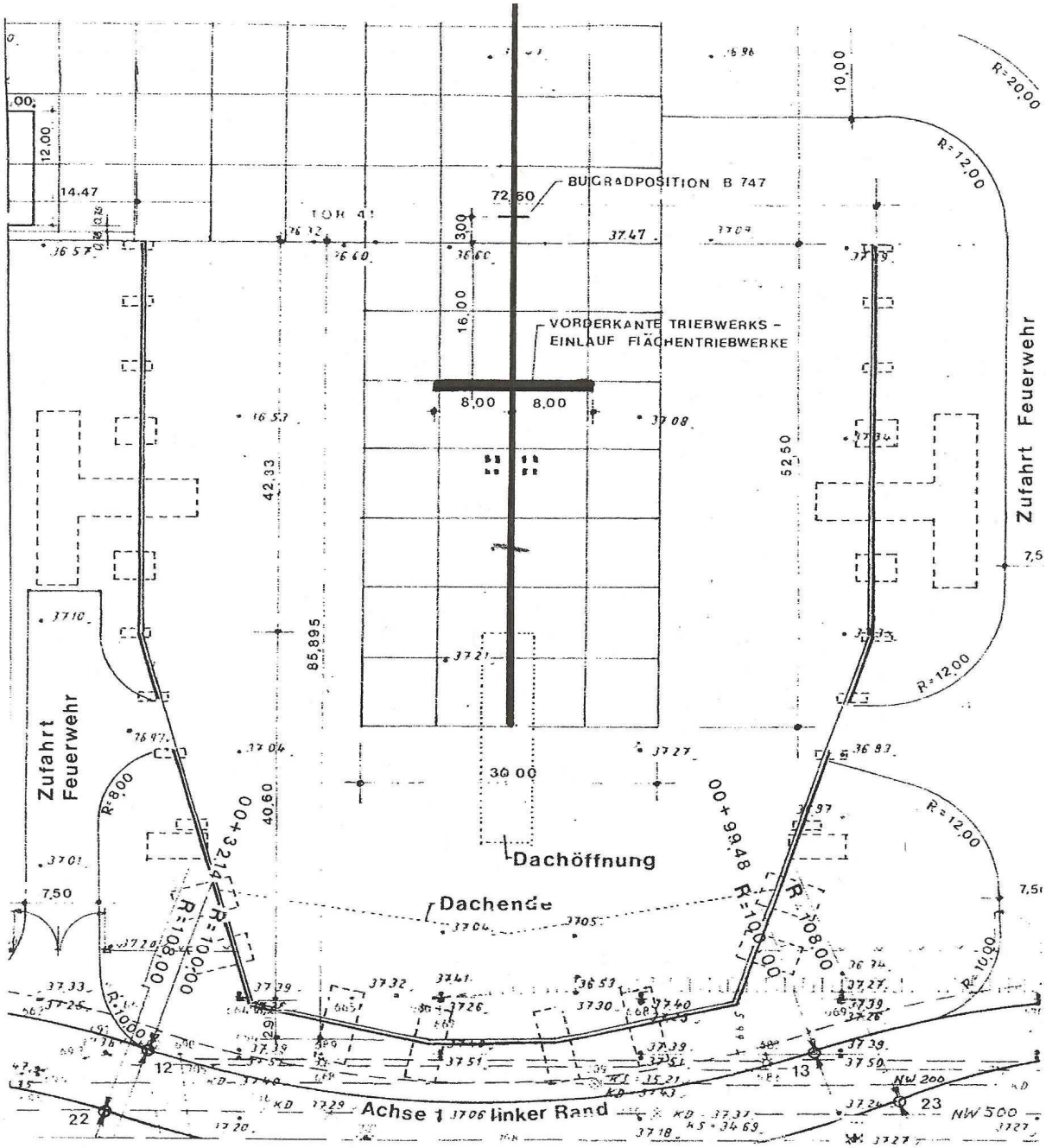
In the observation rooms on the sides of the hall there is a push-button detector (red) for alerting the fire brigade (direct connection to the airport fire brigade).

6. Relevant documents

Site plan of the safety facilities
General site plan (scale 1:500)
Form "Documentation of an engine test run in the noise protection hanagar", Org. 00.18.759
Site plan of the safety facilities



General layout plan with marking of the leading edge of the engine inlet



Documentation of an engine test run in the noise protection hangar

Date: ..... Registration: .....

Aircraft type: ..... Engine type: .....

Airline / operator: .....

Maintenance operation: .....

Reason for test run:

On a test run during the day: ☐ Planned

☐ Essential Occasion: .....

Measure: .....

On a test run at night: ☐ Essential Occasion: .....

Measure: .....

Next operation according to flight schedule Date: ..... Time (local): .....

Engines

Engine # ..... Start (local): ..... End (local): .....

Power states: ☐ idle ☐ part power high

☐ part power low ☐ max power N1 in %: .....

Engine # ..... Start (local): ..... End (local): .....

Power states: ☐ idle ☐ part power high

☐ part power low ☐ max power N1 in %: .....

Engine # ..... Start (local): ..... End (local): .....

Power states: ☐ idle ☐ part power high

☐ part power low ☐ max power N1 in %: .....

Engine # ..... Start (local): ..... End (local): .....

Power states: ☐ idle ☐ part power high

☐ part power low ☐ max power N1 in %: .....

Interruption or abort due to a display of the "noise traffic light":

☐ No ☐ Yes

Contact person

Name: .....

Phone: ..... e-mail address: .....

Explanations

In accordance with the decree of 15.05.2018, a differentiation of the engine test runs has been carried out since the third quarter of 2018, according to what can and must be planned:

- **Scheduled engine test runs:**
  - after regular maintenance work and inspections

  or

  - after a regular replacement of aggregates

  or

  - after planned repair and maintenance work

  e.g. A, B, C and D checks etc.

- **Indispensable engine test runs**
  - are test runs after repair work due to an unforeseeable event, for example Failure by the pilot, by the indication of any technical monitoring system of the aeroplane or by engine test runs performed due to other unforeseen events

  and

  - are mandatory before the next take-off of an aircraft

  and

  - can neither be planned nor shifted in time or space

  and

  - serve to prepare for an immediately following flight movement necessary for the maintenance of flight operations

  e.g. odour incidents, test runs for troubleshooting and after troubleshooting, bird strike etc.

Examples of occasion:

indispensable	planable
• troubleshooting	• maintenance
• bird strike	• scheduled replacement
• breakdown	
• error message	
• odours in the cabin	