Terminal Manual

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Hamburg Airport

Version history

Version	Content amendments	Chapter
V1.0, 03 November 2021	Initial publication	-
V2.0, 05 September 2022	Details regarding locking away of materials at check-in and ticket counters	3.5
	Change to standard return belt for already checked-in baggage when passenger does not board flight or flight is cancelled	3.7.4
	Reference to procedure for time-critical transfer baggage	3.7.10
	Addition of responsible persons for provision of FHG boarding passes at gate	6.4
	Details of rules in Lost&Found area	7.3
	Details of registration process for outbound PRM passengers	8.1
	Amendment to contact partners for external CUTE/CUPPS service providers	10.3 Appendix 1
	Reference to Crew Guide	10.7
V3.0 01 June 2023	Separation of Lost&Found into a seperate chapter	9
	Insertion of rules for permissible storage period for L&F baggage	9.4
	Separation of Rush Baggage into a seperate chapter	10
	Insertion of new sub-chapter for Inbound Rush Process as part of the introduction of a special charge for excess Rush Baggage	10.1
	Details of provision for inbound mobility aids	11.4

Publication details

The original and legally binding edition of this document is in German. This translation is provided for information purposes only. Whilst every effort has been made to ensure an accurate translation, where there is any disagreement, dispute or uncertainty, the original German version shall apply exclusively.

Foreword

Hamburg Airport aims, in conjunction with the representatives of the airlines and/or their commissioned handling agents as well as other service providers in the terminals and terminal vicinity, to make the start of a holiday or business journey as pleasant as possible.

This includes ease of finding one's way, smooth processes and an atmosphere in which both passengers and employees feel at ease. In order to facilitate this in attractive, easy-to-navigate terminals, you will find in the following pages guidelines and rules for the use of the terminals and areas in the terminal vicinity.

Alongside requirements and information, Appendix 1 also lists contact data for the relevant specialist departments you may contact directly with any concerns or questions.

This Manual is intended to serve you and your colleagues as a rulebook, a quick overview of useful information and an aid in your work at Hamburg Airport.

It is a constituent part of the Terms & Conditions of Business for Flughafen Hamburg GmbH. Its provisions are supplementary to other regulations known to you.

Should, as a consequence of such matters as, for example, technical changes, statutory rules or your own experience in the terminals, procedural changes be necessary, the Terminal Manual will be amended appropriately.

The Terminal Management team of the Department of Passenger Processes (FP-P) at Hamburg Airport will be delighted to receive your feedback and comments.

Throughout this Manual, in the interest of readability, we have decided not to separately list masculine and other forms where there is no standard gender-neutral form. Masculine forms are therefore to be understood as applying without limitation to all genders.

Table of Contents

1 Applicability and Scope

This rulebook applies to all airlines, their agents and other service providers active in the following terminal areas within the area of authority of FHG; in the event of subcontracting, it must be ensured, that the requirements of this rulebook are also observed by the subcontractor:

landside departures level of of the terminals, entries and waiting areas for the central security checkpoint and contingency security checkpoint, all pier and gate areas (including WiWo gates and the fixed portion of jetbridges), landside arrivals level of the terminals and the baggage reclaim hall.

The baggage conveyor system incl. the baggage reclaim circuits is not covered by this rulebook. The same applies to the S-Bahn (metro rail network) railway station[1]. The station is within the area of authority of DB Station&Service AG.
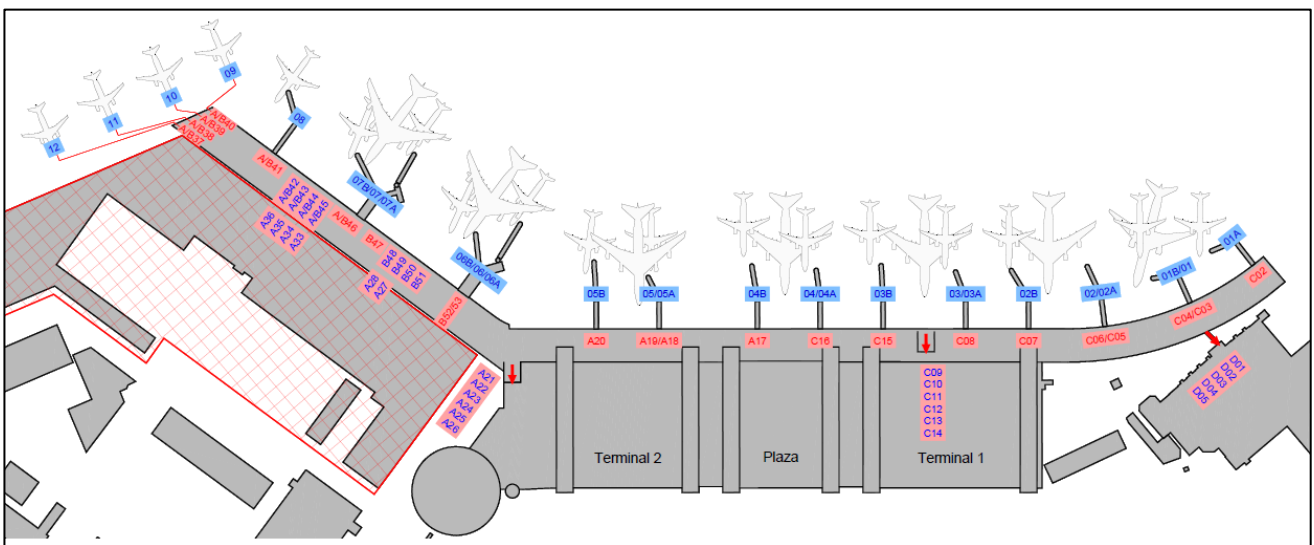

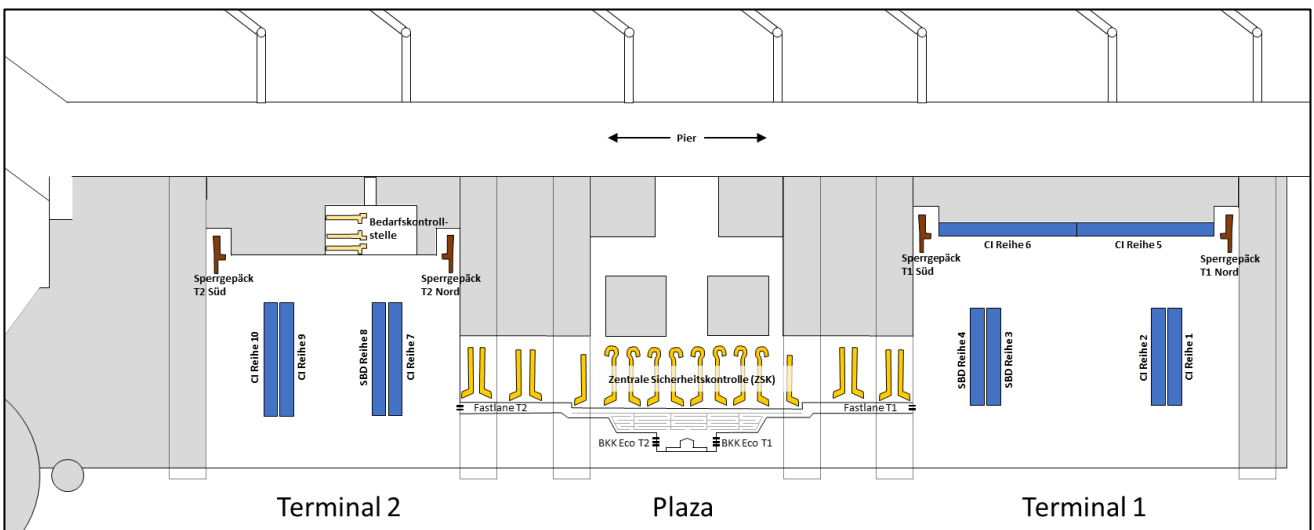*Figure 1: Map of gates and aircraft parking positions*

Figure 2: Overview of Departures Level, Terminals and Plaza

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[1] actual station area as well as exit/entry area connecting station to Arrivals Area, Level 0, incl. staircases, escalators and lifts (in each case up to the uppermost level reachable)

2   General Principles of Allocation

The assignment of check-in counters, jetbridge and apron positions for aircraft, departure gates and baggage reclaim circuits is determined by FHG. Allocation is based on operational needs and availability. Further details may be found in the Principles of Resource Allocation in Appendix 2.

FHG wishes to ensure high quality of passenger handling. The shortest possible walking distances, ease of orientation for passengers, minimal waiting times and a good use of capacity therefore guide the allocation of resources. In view of these considerations, FHG is therefore unable to guarantee the assignment of specific resources. Operational issues, e.g. emergency situations, equipment failure, flight delays, flight cancellations, etc. may make last-minute changes necessary. In the event of resource bottlenecks, allocations are chosen so as to have an optimal effect on passenger handling in its entirety.

The scheduling of infrastructure resources such as check-in counters and gates to match needs as best as possible demands information no only on planned aircraft movements but also on expected passenger numbers. All airlines are therefore requested to provide FHG Process Management with anticipated passenger figures, e.g. booking numbers, by 3 pm on the previous day (in exceptional circumstances, no later than 6 pm). Provision of these figures in an Excel file (.xlsx or .xls) or another format that can be imported into Excel (e.g. .csv or .txt) is preferred.

The Minimum Connecting Time at Hamburg Airport may be found in the document "Central Infrastructure Facilities of Flughafen Hamburg GmbH", issued together with the AUR. It is dependent on necessary lead time for transfer baggage so that such baggage may be loaded on the onward flight via the baggage handling system in good time.

During longer abnormal operative situations which limit the availability of terminal resources due to unforeseen factors or incidents (e.g. unforeseen lengthier technical disruptions, temporary official requirements such as in the case of an epidemic), FHG reserves the right to adjust the requirements and rules for resource allocation, where possible with 48 hours' notice. Such adjustments will be suitably communicated by FHG to the airlines and/or their agents along with all other parties involved in the processes.

3   Check-in process

3.1   Rental and Assignment of Check-in Counters

Counters are to be rented directly from FHG Process Management no later than 6 pm on the previous day. After this deadline, counter rentals can no longer be cancelled free of charge; this means that, even if the rented counter is not used, the counter will be made available and billed by FHG for the time period booked. Only in exceptional circumstances such as flight cancellation may reimbursement be possible. Insofar as infrastructure is not used before the notification time, or no longer used after notification time, only the time units used (1 TU=15min.) for check-in counters shall be billed.

Work Preparation shall assign check-in counters, taking into account requests and available capacities. Should FHG be unable to assign the counters requested within its resource planning, Process Management shall liaise with the airline and/or its agent. Available capacity close to

the requested counter will be investigated; check-in counters may be assigned that are not directly adjacent.

For rental and assignment at short-notice, on the current day of flight scheduling, please contact the Traffic Centre. As a rule, however, bookings are to be made no later than the previous day, based on available passenger numbers, so that short-notice rental on the day of a flight remains special case.

The following figures are to serve as a benchmark for renting and using check-in counters:

- Maximum of 60 passengers per counter and flight.
- Maximum waiting time of 15 minutes for at least 80% of passengers. No passenger waits longer than 30 minutes.
- Maximum of 20 passengers wait at a single counter or maximum of 10 passengers outside of queuing system (with guide posts).
- Length of queues is always to be kept as short as possible. Wherever a queue forms it must be ensured that neighbouring areas and passenger handling are not impacted. Escape and rescue routes are to be kept clear at all times. The airline and/or its agent is responsible to ensure compliance.
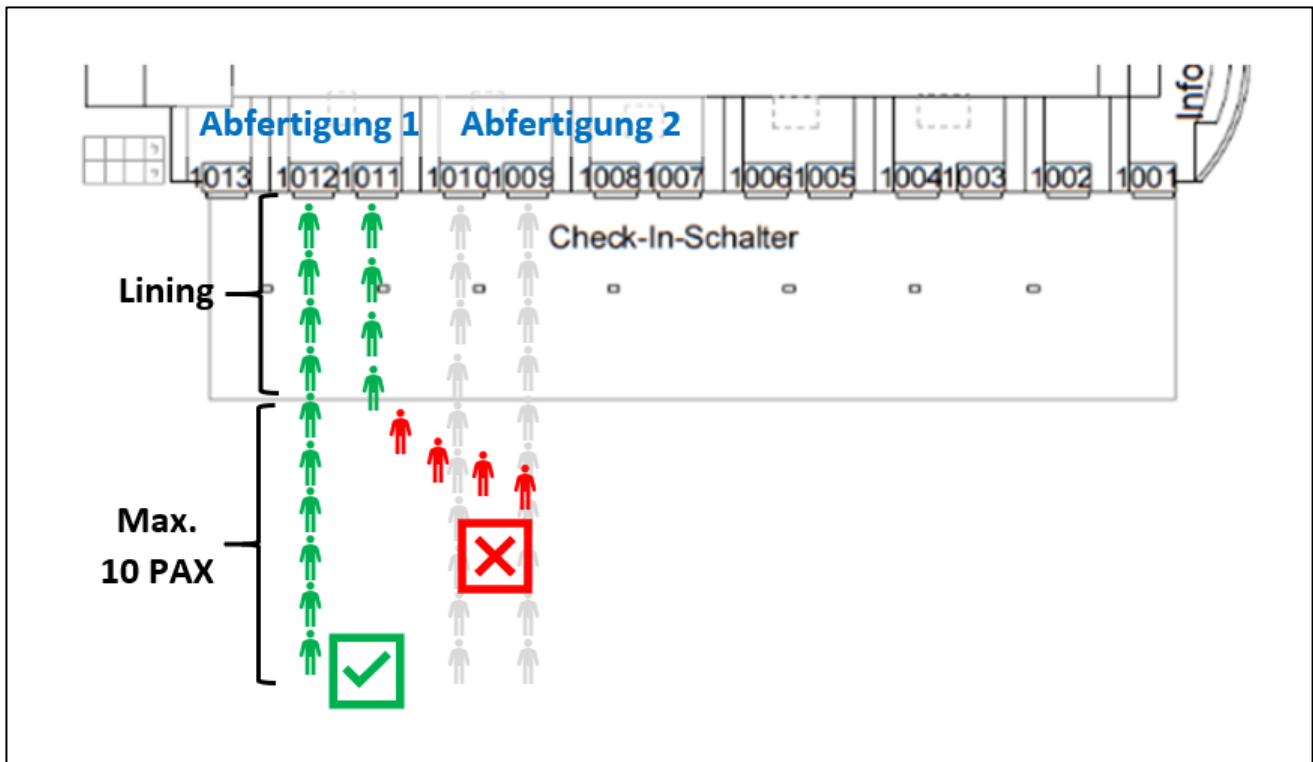
Figure 3: queuing for check-in counters

Rental times for counters must be observed, i.e. at least one counter must be staffed for a flight-based or common check-in from the beginning time of the earliest counter until the end of the booking or the completion of check-in for all passengers. As soon as, and as long as, waiting times or queue lengths exceed the benchmark figures above, further or all rented counters are to be staffed. Should all rented check-in counters not be sufficient to reduce queue length or waiting times, available check-in counters (where possible, adjacent to the existing counters)

are to be rented at short notice from the [Traffic Centre](); as a rule, this is only required to cover peak times and not for the entire planned check-in time for the affected flight.

The lastest end time for checking in baggage at check-in may be found in the "Central Infrastructure Facilities of Flughafen Hamburg GmbH" document, issued together with the AUR. This is dependent on the time required for baggage to pass through the required stages of the baggage checking system before the scheduled time of departure (STD).

Airline-specific monitor layouts are selected directly via the URI control panel during the rental period. Should there be interest, new layouts can be designed and implemented in the system for a fee, in liaison with [Work Preparation](). A lead period of at least 3 weeks should be planned.

3.2   Queuing

FHG has installed passenger guideposts for management of queuing in front of the check-in counters; as a rule, these are fixed to the floor with magnetic feet and it is neither possible nor permissible to move them. It is the responsibility of the airline and/or its agent to configure optimal passenger guidance without changing the position of the guideposts. Only the position guidance tapes needs to be, and may be, changed. Airlines are not permitted to use their own guideposts.

The rented check-in area extends from the counter until the end of the guidepost setup provided by FHG. During check-in times, this is within the area of authority of the airline and/or its agent. Terminal spaces beyond these areas are essential movement and escape route areas. These areas remain within the authority of FHG. The airline and/or its agent, however, are required to take appropriate guidance measures to ensure that these spaces are kept clear. Where this is not achieved, the [Duty Passenger Manager (PvD) or Duty Traffic Manager (VvD)]() shall ensure that these spaces are kept clear by adopting other guidance measures and/or renting further counters at the expense of the responsible airline.

3.3   FHG Equipment

The check-in counters and associated material cupboards, along with the technical equipment required for operation, are the property of FHG. Should faults or defects be identified, or should technical questions relating to equipment arise, the relevant department of FHG is to be contacted according to the [Contact Directory]().

FHG provides a neutral counter space with the necessary standard equipment for passenger handling:

- check-in counter, including calibrated baggage scales, baggage conveyor belt connection
- CUTE/CUPPS equipment
    - PC incl. keyboard and card reader
    - mobile barcode reader, printer for boarding passes and bag tags
- URI control panel
- FHG passenger guideposts (incl. tape rolls)
- display monitor
- information sheets on dangerous goods (DGR) and prohibited items

Damaged items, e.g. guideposts, must be reported to <u>Terminal Management</u> without delay and secured to avoid accidents. Further use is not permitted.

Figure 4: sample equipment of check-in couner

3.4   Airline Equipment

Airline-specific equipment may only be used with the prior agreement of <u>Terminal Management</u> and only when it is in fully serviceable condition. It is up to the party applying for, and granted, permission to use equipment to ensure that the equipment is kept clean and that the equipment is fully functional. Airline-specific equipment may only be installed at a check-in counter by the airline or its agents from the commencement of rental of the check-in counter and must be completely removed at the end of the rental. The equipment may be stored in the areas intended for the purpose below the stairs in Level 1 of both terminals (see map); these areas are not secured. These storage areas are made available by FHG free of charge; further securing or care on the part of FHG is not provided. It is not permitted to store equipment not related to check-in, e.g. baggage trollies, in these areas. Insofar as equipment is to be stored in other, separate locations, <u>Terminal Management</u> can, upon request, provide information on the availability of areas and rooms available for rent.
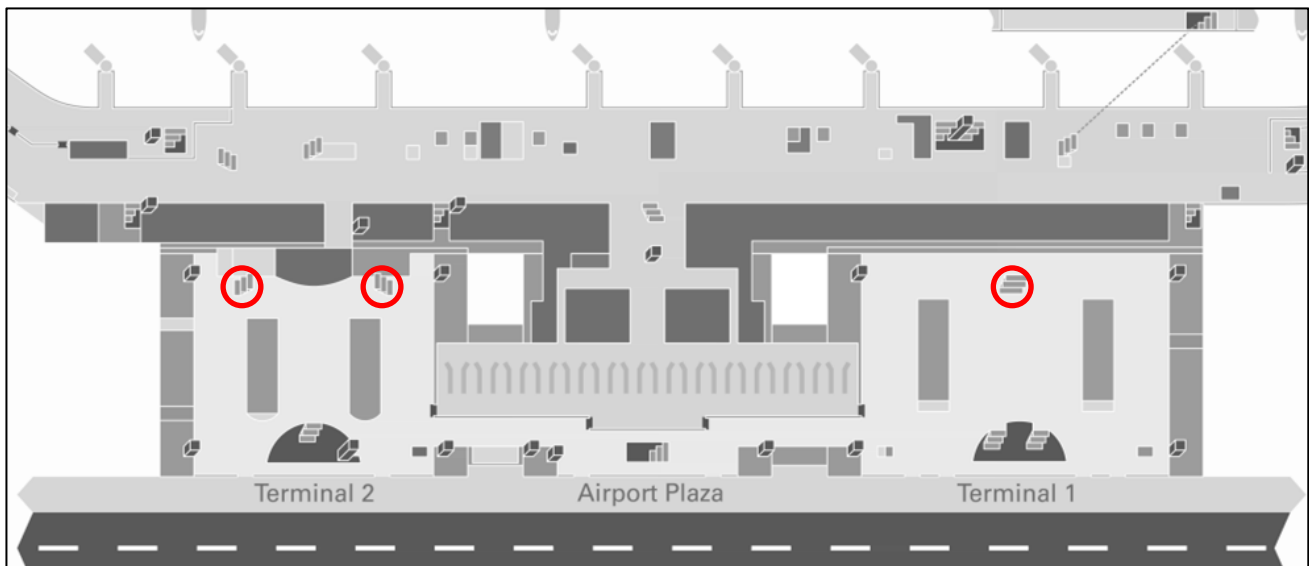
Figure 5: Storage area for check-in area equipment under the stairs of the Departures Level (marked in red)

Where areas are used without permission or equipment is stored contrary to what is permitted, FHG is entitled to clear the space. FHG shall then store the equipment awaiting collection in an appropriate location for up to 5 working days. The airline and/or its agent shall be informed of the removal and of the new storage location by Terminal Management. Should the equipment not be collected by the airline during this time, FHG shall dispose of the equipment, with any costs incurred being charged to the airline and/or its agent. Defective equipment and equipment no longer used by the airline and/or its agent is to be replaced, repaired or disposed of without delay. The storage of items behind the counters, and in terminal space not designated for the purpose, is expressly forbidden.

Only when FHG has not assigned the check-in counter to another airline, it may be possible, in agreement with Process Management (the previous day) or the Traffic Centre (on the day in question) to leave equipment in front of or at the rented counter area. Should FHG however at short notice then assign the counter to another airline, it is up to the airline or its agent to remove the equipment thus left when requested by Process Management or the Traffic Centre.

To ensure clarity and orderliness in the terminal, the size and number of baggage dimension frames, columns, displays and other airline-specific equipment must be agreed with Terminal Management prior to use. The dimensions of the objects must be communicated and photographs supplied. As a general rule, however, a maximum height of 2 meters must not be exceeded, and the fire safety directives and classifications must be observed.

The airlines and/or their agents must ensure that no installations or equipment impede the correct and orderly usage of the check-in counter and associated equipment. Escape and rescue routes must be kept clear at all times and must not be constricted by installations or equipment. Important control elements (e.g. emergency stop buttons) must also be freely accessible.

3.5   Locking Away of Passenger Handling Materials at Check-in and Ticket Counters

After use, the doors of the check-in counters, feed-in conveyors and material cupboards must be locked to prevent unauthorised access. Materials relevant to passenger handling (e.g. bag tags) must be locked away or correctly disposed of. The same applies to handling-relevant materials at the ticket counters. Keys are available from FHG Lock Management, where they must be signed for.

3.6   Self Bag Drop and Check-in Kiosks

Hamburg Airport operates Self Bag Drop kiosks (SBD) and Check-in kiosks (CKI) in both terminals. The associated infrastructure is the property of FHG. If you are interested in integrating your airline in the system, enquire at Terminal Management.

The SBDs cannot be used to drop off Special Baggage such as excess or oversized baggage and bags requiring transport in a tray (e.g. backpacks) (see Chapter 3.7). Such baggage must be checked in at a conventional check-in counter or, where appropriate, dropped at an SBD service counter.

Baggage drop at SBD is, from FHG's side, possible from the start of operations on the day of departure.

SBDs and CKIs are operated according to the Common Use Principle (all devices are available for all participating airlines), which means that airline-specific branding and equipment such as columns, information displays, posters, baggage dimension frames and the like are not permitted in the vicinity of the SBDs and CKIs.

3.7 Baggage Handling

3.7.1 Transportation criteria for checked baggage

In order to ensure the smooth transport of baggage items and avoid damage to the baggage conveyor system, only permissible baggage items may be placed on the baggage conveyor system, as specified in the document, "Central Infrastructure Facilities of Flughafen Hamburg GmbH", issued to accompany the AUR.

Baggage items that do not conform with the above must be treated as Special Baggage; further criteria for classification as Special Baggage may be found under Point 3.7.2 Special Baggage. The acceptance, and feeding into the system, of these Special Baggage items must only be carried out at one of the four oversized baggage counters in the terminals. The size and weight limits for acceptance of baggage at the oversized baggage counters are as shown in the following table:

	Minimum	**Maximum**
Dimensions T1 North, T2 North, T2 South	35 x 35 x 8 cm	300 x 80 x 80 cm
Dimensions T1 South*	35 x 35 x 8 cm	150 x 80 x 80 cm
Weight	1 kg	100 kg

* Figures for Counter T1 South apply to the oversize baggage conveyor. The oversize baggage lift, also located there, may be used for larger items when agreed in advance with Baggage Control.

Items of baggage with belts, eyelets, straps and the like, which may become jammed in the baggage transportation system, must be placed in the transport trays provided at the check-in counters. Should there be no trays available, new trays may be requested by telephone from Baggage Control. Until the new trays arrive, passengers whose baggage items have belts, eyelets, straps or similar are to be sent to the oversized baggage counter.

At all times when accepting baggage, it must be ensured that the **barcode on the bag tag is clearly readable** (typically problematic, for example, with wrapped suitcases). Baggage items with crooked bag tags must not be checked in. Such baggage items cannot be correctly recognised by the system and therefore not automatically sorted for the destination (so-called "no reads"). When such baggage items are transported, there is no guarantee they will be delivered to the aircraft in time.

Korrekte Anbringung eines Tags

Bei der Anbringung eines Tags muss auf folgendes geachtet werden:

1 Der Bar Code muss von beiden Seiten zu lesen sein

2 Das Tag soll an beiden Schenkellängen gleich lang geklebt werden

3 Tag muss mittig geklebt werden

Figure 6: Correct affixing of bag tags

Nicht korrekt angebrachte Tags

Tag wurde nicht mittig geklebt

Tag wurde auf einer Seite zu kurz geklebt. Barcode kann nicht gelesen werden

Figure 7: Incorrect affixing of bag tags

In order to avoid multiple identification (so-called "multi-reads"), **baggage items with multiple, different barcodes must not be placed on the baggage conveyor system**. Personnel at the check-in counter or SBD must visually inspect baggage items for other barcodes (e.g. from previous flights). Before baggage is accepted into the system, all invalid barcodes (old bag tags and/or barcode stickers) must be removed or made unreadable for every item of baggage, either by the passenger or by check-in personnel.

Every item of baggage must be assigned a **unique bag tag number** pursuant to ICAO Annex 16. Should a passenger check in more than one item of paggage, an independent bag tag number must be generated for each item.
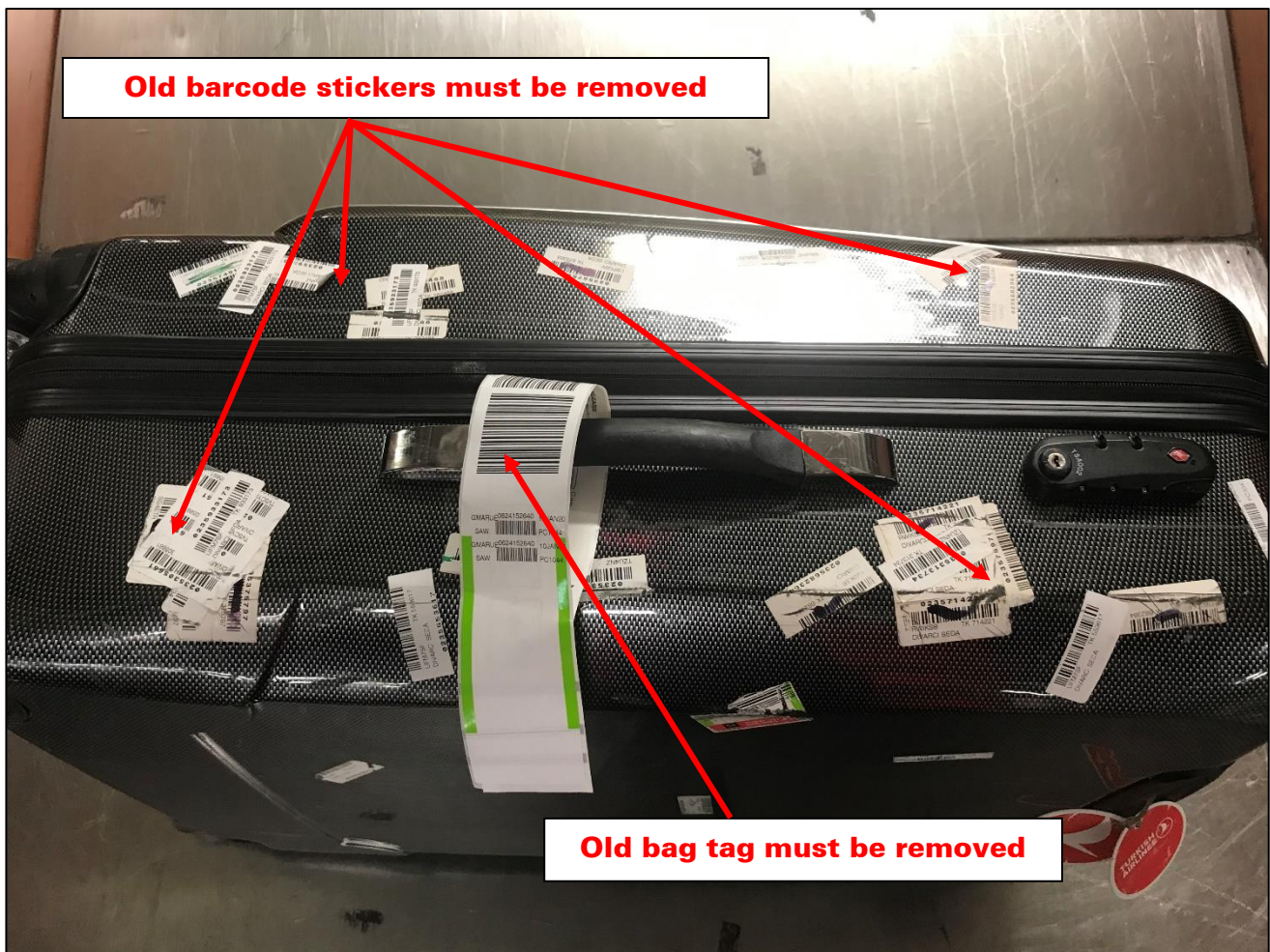
Figure 8: Avoiding multi-reads

The collection belts at the check-in counters are exclusively for the transportation of checked baggage. FHG reserves the right to charge the party responsible for any damage or disruption to the baggage conveyor system resulting from the transportation of non-permissible objects via the collection belt.

3.7.2 Special Baggage

Baggage items which do not qualify as Special Baggage, according to 3.7.1 and/or the following rules, will in general be rejected at the oversized baggage counters. Such rejection is at the discretion of the oversized baggage counter personnel. Deliberate shifting of handling of such baggage items from the check-in counters to the oversized baggage counters, for example for

passengers wishing to check in baggage after the end of check-in time for their flight, is not permitted. FHG reserves the right, in particularly irregular situations ("Irreg Cases"), for example so as not to interrupt processes necessitated by operational conditions, to deviate from this principle and facilitate the handling of such baggage items at the oversized baggage counter. This is decided by the Duty Passenger Manager (PvD) or, in contingency cases, the Duty Traffic Manager (VvD).

Baggage items are classified as Special Baggage on the basis of the following criteria, in which case they must/may be checked in at the oversized baggage counter:

Should it be **unreasonable to remove the large quantity of old barcodes at check-in**, the baggage item is to be classified as Special Baggage and checked in at the oversized baggage counter.

Toolboxes are always to be classified as Special Baggage. Whenever the passenger or check-in personnel identifies an item as a "toolbox" (this includes electronic tools), the baggage is to be checked in at the oversized baggage counter. Should the scanning process conducted by the aviation security authority show that the baggage item does not contain tools, transport via the oversized baggage counter is to be stopped and the passenger referred to the check-in counter.

Crew baggage, correctly identified as such on the bag tag or with a crew label, may be accepted at the oversized baggage counter.

Backpacks are to be checked in at the check-in counter and must be fed into the system using transport trays. Should no further trays be available, they may also be checked in at the oversized baggage counter. At SBD kiosks, all passengers with backpacks are to be sent initially to a check-in counter for the relevant airline. Should the check-in counter not be staffed, or should the airline only offer self-service and no classical check-in, backpacks may be checked in at an oversized baggage counter.

Weapons and/or munitions are to be checked in at the oversized baggage counter. When the passenger arrives at check-in, check-in personnel are to notify the Federal Police Station Hamburg Airport Control Room by telephone. Federal Police Control Room personnel will ask the passenger's destination and, if the destination makes it necessary, whether the passenger has an export permit. Should this not be the case, check-in personnel are to refer the passenger to the Federal Customs Office ("Bundeszollverwaltung", BZV) on the Departures Level in Terminal 1. Once the passenger has provided check-in personnel with the export permit, check-in personnel are to notifiy the Control Room of the Federal Police Station Hamburg Airport by telephone and request the appropriate statutory inspection of the weapon/munition by a Federal Police patrol. This inspection and the subsequent checking in of the weapon and/or munition is to be conducted at the oversized baggage counter, to which the passenger is to be sent.

Wrapped baggage items may be checked in at the oversized baggage counter. Where it is noted that bag tags have accidentally also been wrapped and are therefore not readable by the system, Baggage Control is to be informed (and will, where possible, contact the wrapping service provider).

3.7.3 Checking in Animals

Due to the risk of injury on the baggage transportation route, animals must only be checked in at the oversized baggage lift at the T1 South oversized baggage counter.

3.7.4 Baggage Conveyors and Feeders

The feed-in conveyors are activated via the key switches at the check-in counters. Activation is only possible when the check-in counter in question has been assigned by Process Management or the Traffic Centre in accordance with Chapter 3.1. When leaving the counter, the doors above the feed-in conveyors and the counter doors must all be locked to prevent unauthorised entry. A counter must not be locked until the last item of baggage checked in at the counter has reached the collection belt, as otherwise activation of the child protection system (optical sensor at the junction of the feed-in conveyor and the collection belt) will shut down the entire collection belt.

Baggage items must be fed into the system individually with a minimum gap of 1m in order to prevent errors in terms of the number and/or excess length of baggage items, thereby minimising stoppage of the baggage conveyor system. Where multiple items of baggage are weighed together (so-called "baggage pooling"), the items are to be removed from the conveyor after weighint and then individually fed into the system in compliance with the minimum gap.

Should a passenger not board a flight and already have checked in baggage, the passenger's baggage is, as a rule, returned to the passenger on Reclaim Belt 2. This also thus serves as the standard Reclaim Belt for the return of checked baggage for cancelled flights. Where required, oversized baggage is returned at the oversized baggage claim desk in T1, between Belts 1 and 2.

Figure 9: Baggage Conveyor and Feeders

3.7.5 Baggage Conveyor Stoppage/System Failure

Should the baggage conveyor system come to a stop, FHG will resolve this as quickly as possible. The system will only resume operation when Baggage Control has issued clearance for the relevant check-in counter, or the counter initially cuasing the stoppage. When the collection belt resumes operation after a stoppage, the minimum gap of 1m must be observed (see Chapter 3.7.4). Baggage items temporarily stacked or closely collected ruing a stoppage must not be transported together; rather, once the collection belt resumes operation, they must be separated in compliance with the minimum gap.

Should there be a longer stoppage of the conveyor belt, Baggage Control will send a notification via DNS (Digital Emergency Management System) to parties including the Duty Passenger Manager (PvD) and the Duty Traffic Manager (VvD). A PvD or, in contingency situations a VvD, shall then inform the Head of Station of each airline and/or its agent and initiate suitable measures, in line with the emergency scenarios, to continue operations as smoothly as possible.

3.7.6 Emergency Stop Button

The emergency stop button for the baggage conveyor system must only be used in absolute emergencies. When this button is used, the collection belt for the entire check-in island comes to a standstill. It can only be cleared for activation again after a clearance message is issued by Baggage Control. It is prohibited to use the Emergency Stop Button to stop the transport of

baggage items already underway. Such baggage items may only be retrieved, if necessary, by requesting this from Baggage Control.

3.7.7 Baggage Trolleys

FHG provides baggage trolleys for transporting baggage in appropriate locations. These baggage trolleys are for the exclusive use of passengers and those accompanying them to transport baggage, and no further than the boarding pass checkpoint.

3.7.8 Tours of the Baggage Conveyor System Area

In order to promote understanding of the baggage conveyor system and its connections, FHG offeres guided tours through the baggage processing area, free of charge. Contact FHG Baggage Control if you are interested.

3.7.9 Procedure for Time-critical Transfer Baggage

Procedural Manual **VA FA-O 30 Transfer Bagagage Handling** ("Handling Transfergepäck") applies to transfer baggage handling for time-critical onward flights at Hamburg Airport; this manual may be obtained from Flight Operations Process Management (FA-OP); updates will be communicated to users/process participants by Flight Operations Process Management (FA-OP).

4 Boarding Pass and Security Checkpoints

Hamburg Airport has a central security checkpoint (ZSK), located on Level 1 (Departures) of the Plaza building, between Terminals 1 and 2. For special situations, e.g. when building work necessitates closure of inspection lanes, there is also a contingency security checkpoint in Terminal 2. In accordance with statutory assignment of responsibility, the central and contingency checkpoints are operated by the Federal Police or by service providers operating on behalf of the Federal Police; as such, FHG has only limited influence on the checkpoints and inspection processes.

Passengers require a valid access permit or boarding pass in order to pass through the security checkpoints. There are two main entries for passengers in front of the central security checkpoint, one from the direction of Terminal 1 and the other from the direction of Terminal 2. In addition, Fast Lane access may be opened in Terminal 2 and a Slot&Fly lane in Terminal 1, providing shorter access to the inspection lanes for passengers with the appropriate booking status. For these passengers, Fast Lane entitlement must be recorded in the barcode of the access permit/boarding pass, or the reservation of a time slot must be recorded in the Slot&Fly app. Fast Lane entitlement is granted by the airlines at their discretion. Terminal Management is to be notified of entitlements, by the airlines, in good time to ensure the information is recorded in the system. All passengers are equally entitled to use the inspection lanes themselves.

Once they have passed the boarding pass checkpoint, passengers are assigned a security inspection lane by the Queuing Manager. It is not permitted to pass through the ZSK with check-in baggage and/or a baggage trolley.

The Federal Police is responsible for deciding to open and staff inspection lanes. Such decisions are based, wherever possible, on forecast arrival of passengers. As a basis for optimal opening times of inspection lanes, and the number of inspection lanes to be open, FHG provides the Federal Police with historical data along with forecasts, derived from booking numbers, of the

expected arrival of passengers at the ZSK. In order to continuously improve the quality of forecasts, all airlines are requested to send their expected passenger numbers to [Terminal Management](#) in good time. Provision of these figures in an Excel file (.xlsx or .xls) or another format that can be imported into Excel (e.g. .csv or .txt) is preferred, on a weekly basis showing an outlook for the coming two weeks. FHG determines waiting times before the inspection lanes (to the extent technically possible) and displays these on the overhead monitors in the terminals and at the boarding pass checkpoint; upon request, analysis and statistics can be made available to the airlines by FHG.

Persons accompanying passengers with restricted mobility (PRM) and/or unaccompanied minors (UM) require their own special access permit, a so-called "Permission To Pass". These are issued by the relevant airline and/or its agent. Blank forms are available from the [FHG Copy Shop](#). Two barcodes are to be stuck on these forms when they are issued to accompanying persons; barcode sheets are provided from [Terminal Management](#). The form must also be signed by the airline and/or its agent. Permission To Pass forms are exclusively for issue for the correct purpose to persons accompanying PRMs or UMs. FHG reserves the right to conduct spot checks on the use of Permissions To Pass.

Staff of the PRM service provider do not need a "Permission To Pass" and are permitted to pass through the ZSK and to use the Fast Lanes to accompany PRMs using their FHG Staff ID. Police and emergency personnel may also use the inspection lanes in the event of a deployment/incident response, in order to reach an incident location within the security-controlled area. Other personnel on duty, and operating crews, must use the Personnel and Goods Checkpoints (PGC) to access the sensitive area of the airport. PGCs with direct access to the sensible terminal areas are located on the Departures Level of Terminal 1 and Terminal 2, on the Arrivals Level in the Baggage Reclaim Hall and, for deliveries, on the first basement level under the terminals. Security Passes are always checked, along with a security inspection, at the PGC. Personnel setting off on a work or private journey are counted as passengers and required to use the ZSK.

5 Emigration Checkpoint and Non-Schengen Gates

The emigration checkpoints are the responsibility of the Federal Police, as are the immigration checkpoints. Staffing of emigration checkpoints is determined according to which gate areas at any given time have been determined to be Non-Schengen Areas (NonS) in line with gate allocation by Process Management or the Traffic Centre. Emigration checkpoints are located in front of Gates C02 (for C02 – C03 NonS), C05 (for C02 – C05 NonS), A20 (for A20 NonS or A20 incl. A18/A19 NonS, depending on door control setting) and adjacent to B47 (depending on door control setting, an appropriate are of B gates NonS). The emigration checkpoint for the B gates is also equipped with an automated passport control system (EasyPASS), where passengers from authorised states and with a biometric travel document can pass through emigration in self-service.
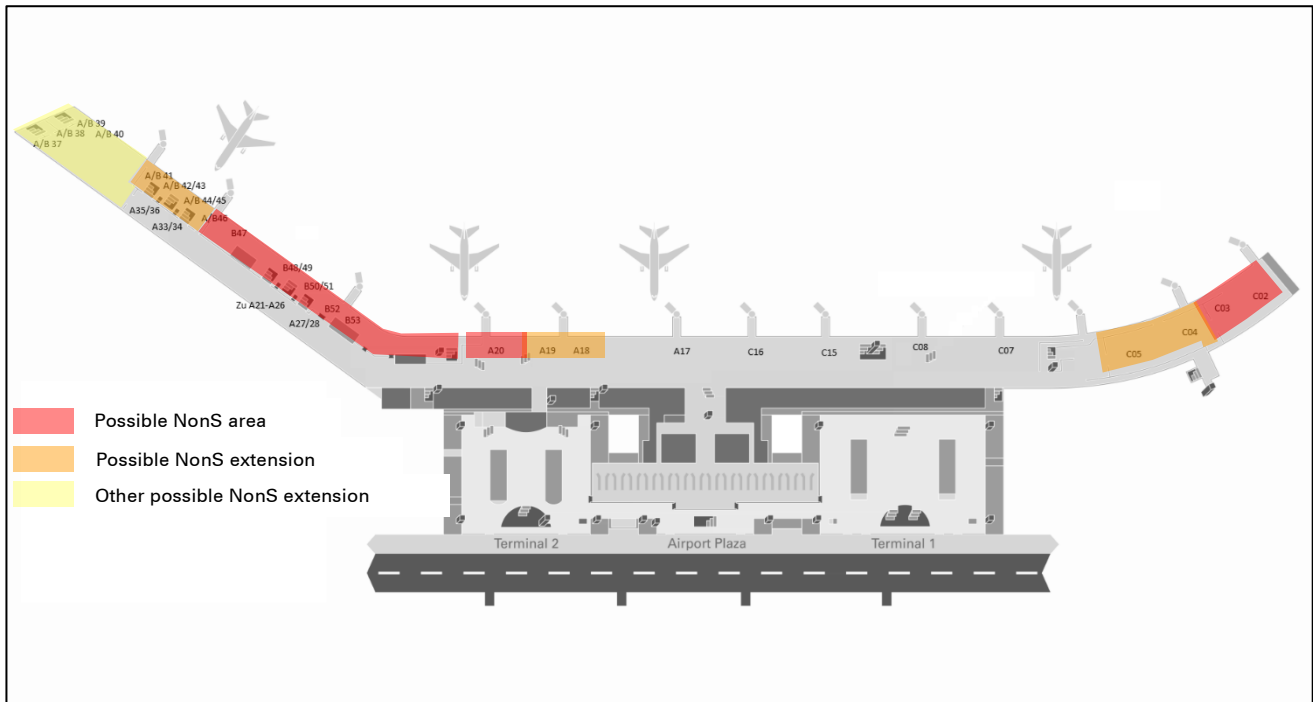
Figure 10: Non-Schengen areas (NonS) in the Pier

Dependent on the active Non-Schengen areas and their boundaries at any given time, all personnel in the Pier must ensure that, when crossing the border between Schengen and Non-Schengen areas via a personnel access point, only appropriate personnel with entitlement to operate the access point pass through, and no other persons or passengers enter or exit the Non-Schengen area. It is therefore essential that the closure and locking of the door takes place for every usage of a personnel access point. Any costs that arise as a result of necessary measures due to incorrect behaviour, such as evacuation or clearing of an area or a search or police deployment, may be charged to the party responsible.

6 Boarding and Deboarding

6.1 Gate Occupancy

Gates, including boarding counters, are assigned to the airlines by Process Management/Traffic Centre. The boarding counters and associated material cupboards and display monitors are the property of FHG. Boarding counters may only be used for services directly associated with the boarding and deboarding procedures. For any other functions and tasks, other spaces (e.g. ticket counters, offices) are to be rented.

6.2 FHG Equipment

FHG provides a neutral counter space with the necessary standard equipment for passenger handling:

- 2 workspaces per counter (incl. 1 chair per workspace)
- CUTE/CUPPS equipment
    - For each workspace, a PC incl. monitor and keyboard (1 workspace per counter has a keyboard with card-reader functionality)
    - Boarding pass printer, bag tag printer (only at pier gates), receipt printer, document printer with continuous feed paper
    - Boarding pass scanner

- URI control panel
- 2 display monitors for the gate area (1 display monitor for bus gates)
- Paging system, telephone
- information sheets on dangerous goods (DGR) and prohibited items
- FHG passenger guideposts (incl. tape rolls)

Figure 11: Sample equipment of a gate counter (Pier)

6.3 Airline Equipment

Airline-specific equipment in gate areas may only be used with the prior agreement of Terminal Management and only when it is in fully serviceable condition. It is up to the party applying for, and granted, permission to use equipment to ensure that the equipment is kept clean and that the equipment is fully functional. Airline-specific material must only be installed or erected by the airline or its agent at the commencement of boarding and must be fully removed at the end of boarding. Equipment is to be stored in the designated locations; FHG does not secure or guard these. The storage locations at the gates are marked with a red boundary. Maps are also available at each gate showing FHG storage areas. Should a map not be available at a gate, Terminal Management is to be informed. Should an airline wish to use its own storage space or a further storage space, or should already rented space not suffice, Terminal Management can provide information on the availability of space and rooms upon request.

Where areas are used without permission or equipment is stored contrary to what is permitted, FHG is entitled to clear the space. FHG shall then store the equipment awaiting collection in an appropriate location for up to 5 working days. The airline and/or its agent shall be informed of the removal and of the new storage location by Terminal Management. Should the equipment not be collected by the airline during this time, FHG shall dispose of the equipment, with any costs incurred being charged to the airline and/or its agent. Defective equipment and equipment no longer used by the airline and/or its agent is to be replaced, repaired or disposed of without delay. The storage of items in front of or behind the gate counters, and in gate/Pier areas not designated for the purpose, is expressly forbidden.

Only if an airline has multiple flights at the same gate, without interruption by another airline, may the airline's equipment be left at the counters.

To ensure clarity and orderliness in the terminal, the size and number of baggage dimension frames, columns, displays and other airline-specific equipment must be agreed with Terminal Management prior to use. The dimensions of the objects must be communicated and photographs supplied. As a general rule, however, a maximum height of 2 meters must not be exceeded, and the fire safety directives and classifications must be observed.

Only FHG boarding passes may be used. These are provided at the gates by Terminal Management. Any other paperwork required must not be stored on the gate counter.

The airlines and/or their agents must ensure that no installations or equipment impede the correct and orderly usage of the gate counter and associated equipment. Escape and rescue routes must be kept clear at all times and must not be constricted by installations or equipment. Important control elements must also be freely accessible.

6.4 Door Control/Avoiding Clean-Unclean Mixing

Unauthorised access to security-relevant areas not only endangers the security of passengers and personnel; the subsequent measures required to restore a secure state have a negative impact on operational processes and can result in delays to flight operations. Alongside unauthorised exit or entry of non-border-checked passenger from/to the Non-Schengen gate areas (see Chatper 5), the mixing of so-called clean and unclean passengers also presents a significant risk. "Unclean" is used to refer to passengers arriving from airports in other countries which have been so classified in accordance with EU regulations because the security standards there are not recognised as equivalent.

Passengers arriving at gates C02-05, A18-19 and B52-53 need to cross other jetbridge positions as they pass along the boarding corridor en route to Immigration and/or Baggage Claim (see diagram). The rule at these gates is therefore "Deboarding before Boarding", and Passenger Services personnel may need to initiate interruptions to boarding.

Figure 12: Example of intersecting clean and unclean passenger flows in northern Passenger Pier

Arriving unclean passengers (red arrow) partially use the boarding corridor for departing passengers (green arrow). If boarding of departing passengers has commenced, it must be interrupted; boarding can only commence or resume once Passenger Services have inspected the corridor section used by unclean passengers.

Instructions issued by Passenger Services must be followed explicitly; boarding procedures at these gates may only commence after clearance by Passenger Services. Passenger Services is the competent decision-making authority for secure management of boarding and deboarding processes. FHG reserves the right to charge the party responsible for any costs arising from unauthorised mixing, for example as a result of non-compliance with boarding rules or instructions issued by Passenger Services. Should there be any uncertainty, Passenger Services may be contacted at any time. The switching of the door control system from Schengen to Non-Schengen may only be carried out by authorised Passenger Services personnel. Technical faults with the door control system must be reported to FHG Building Instrumentation and Control without delay, including the time and door number.

6.5   Tranfer and Transit Procedures

Procedural Manual **VA Transfer and Transit Procedures** apply to the processing of transfer and transit passengers; this manual is available from Terminal Management; updates will be communicated by Terminal Management to users/process participants.

6.6   WIWO Procedure

Gates A/B37, A/B38, A/B39 and A/B 40 do not have access to a jetbridge. At these gates, FHG offers the Walk-In-Walk-Out (WIWO) procedure. The defining feature of this procedure is that passengers make their way from the Pier to the aircraft and back on foot. Procedural Manual **VA FA-O 0 WIWO Positions 09-12** applies for the WIWO procedure; this Manual may be obtained from Flight Operations Process Management (FA-OP); updates will be communicated to users/process participants by Flight Operations Process Management (FA-OP).

6.7   Pre-boarding Procedure

The Procedural Manual "Pre-Boarding Procedure" applies for the process "Pre-Boarding" of passengers at Pier positions in the fixed section of jetbridges during refuelling; this Manual may be obtained from Terminal Management; updates will be communicated to users/process participants by Terminal Management.

7   Immigration Checks

Immigration checks for passengers arriving from Non-Schengen states are, like emigration checks, the responsibility of the Federal Police. Arriving passengers are guided to the immigration checkpoint in Terminal 1 or Terminal 2, by bus or within the Pier, depending on the arrival position or gate. Both immigration checkpoints are equipped with an automated passport control system (EasyPASS), where passengers from authorised states and with a biometric travel document can pass through immigration in self-service. Two transfer immigration checkpoints are available in the Pier, one at the northern end and one at the southern end, for transfer passengers.

8 Oversized and Special Baggage Reclaim

Oversized baggage is returned to passengers separately at the Oversized Baggage Reclaim Counter in the baggage reclaim hall.

Living animals are never placed on the baggage reclaim circuits; they may only be retrieved at the oversized baggage reclaim counter T1. The border inspection station of the Veterinary and Import Department is located close to this counter.

Weapons and munitions transported as checked baggage in accordance with weapons laws and with customs permit are transported to Customs by the ground handling service provider; the passenger may collect these from Customs.

9 Lost & Found

9.1 Transport of Lost&Found Baggage
Should baggage on the arrival circuit not be collected by passengers after the status "last baggage item", it shall be taken from the circuit by the ground handling service provider for collection by the airline at the circuit; this is an inclusive service covered by the Schedule of Fees and Services for Airport Facilities (Central Infrastructure Facilities). FHG provides no security or guarding of such items. The airline and/or its agent are responsible to ensure that baggage items thus placed at an arrival circuit are taken to a defined storage area or the airline's lost&found service for further processing. Transport to the airline's lost&found is not included in the aforementioned schedule of fees. Should this service be required from the ground handling service provider, it must be ordered from the provider as a special service. Any baggage not removed from the baggage circuit or circuit area at the close of business operations will be removed by FHG at the cost and risk of the airline concerned.

9.2 Staffing of Lost&Found Counter
The airlines and/or their agents are required to staff the Lost&Found counter in the baggage reclaim hall at the arrival times for their flights. Should staffing not be possible, clear signage must be provided at the Lost&Found counter, providing passengers with a contact telephone number (e.g. forwarded to a mobile telephone) to ensure that staff are reachable for passengers. Prior liaison with Terminal Management is required to ensure appropriate display stands are used. It is not permitted to place an adhesive notice with this information on windows, counters or columns.

9.3 Purpose of Use of Lost&Found Area
The counter area in front of the counter (passenger queuing area) and the space behind the counter are to be kept free of materials and baggage, as these could impede queuing and neighbouring passenger service processes. FHG provides storage rooms reachable from baggage reclaim, free of charge, exclusively for the temporary storage of passenger baggage and Lost&Found baggage items, with temporary storage subject to agreement with Terminal Management. The use of these rooms for social functions or for material storage is not permitted. The storage of replacement suitcases and/or overnight kits in large quantities (more than one week's worth of requirements) is also prohibited. There is also one storage room each in Terminal 1 and Terminal 2 available upon request from Terminal Management for irregular

situations. Space for storage of airline-specific equipment and other materials such as replacement suitcases, as well as space for social functions, is to be rented from FHG Center Management. In the event of non-compliance, FHG is entitled to remove equipment stored without permission at the cost of the relevant airline or its agent. The equipment will then be stored awaiting collection in an appropriate location for up to 5 working days. The airline and/or its agent shall be informed of the removal and of the new storage location by Terminal Management. Should the equipment not be collected by the airline and/or its agent during this time, FHG shall dispose of the equipment, with any costs incurred being charged to the airline and/or its agent.

9.4 Storage Period for Baggage Items

The airlines and/or their handling agents must ensure that baggage stored in the spaces made available by the airport takes place quickly. Baggage items not handed over to their owner or delivered within 7 days are to be sent to the airlines' Lost&Found facilities in accordance with the airlines' own regulations.

Baggage items found without bag tags are to be registered immediately as "on hand" and, after a period of 30 days, must likewise be sent to the airlines' Lost&Found facilities in accordance with the airlines' own regulations or disposed of, in either case at the airlines' expense. The airport and/or its agents will attempt to assign baggage items without bag tags to the airline and to hand them on to the respective Lost&Found service for further processing. Baggage items where such assignment is not possible will be distributed to the Lost&Found offices of the airlines for further processing in accordance with airline market share. The market share shall be based on the departure baggage ratio of the 30 days prior to the day of assignment.

9.5 Access for Persons Collecting Own Baggage

Access to Lost&Found for persons collecting their own baggage is provided by means of an intercom at 2 former trolley access corridors (see diagram at 9.6). Appropriate jobcards for the Lost&Found process are distributed by FHG's Aviation Development department (FA-D) and can also be requested there; compliance with these jobcards is required.

9.6 Baggage Trolley Storage

The access for persons collecting their own baggage must not be used for transporting baggage trolleys. The return of baggage trolleys to the baggage reclaim hall must only take place via the approved trolley access corridors (see diagram).
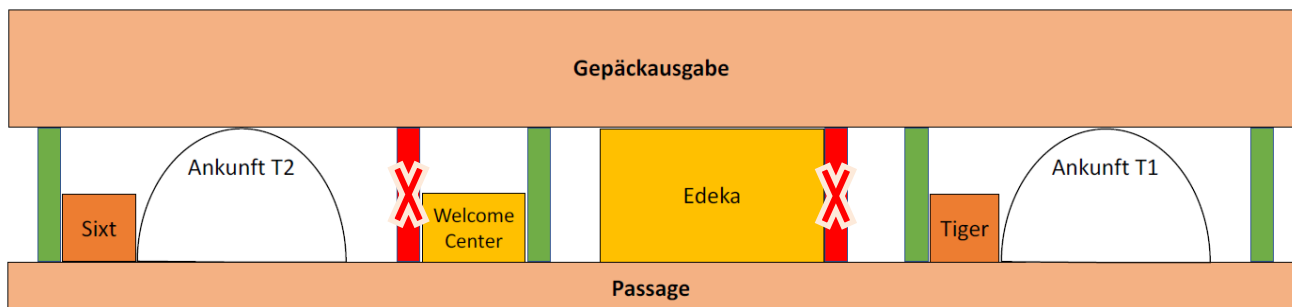

Figure 13: Only the trolley access corridors marked in green may be used for transporting trolleys.

10 Rush Baggage

10.1 Inbound Rush Baggage Process

So-called rush baggage must not be stored in the baggage arrivals area due to fire protection and escape route considerations. Should the airlines and/or their agents not process these items in the course of the day in question (arrival or departure day) and remove the items from the baggage arrivals area, they must be brought to the storage rooms specified in Chapter 9.3 of the Terminal Manual no later than the close of operations for the day. Should capacity in the storage rooms assigned to the handling agent in question be exhausted due to a high volume of rush baggage, or delays in processing, the baggage items must be taken to an airside storage facility of the airport, at the expense of the airline in question and subject to a further special charge for excess rush baggage, in accordance with the [Schedule of Fees & Charges for Special Services](#). A request for such service is to be lodged with the responsible ground handling service provider (BVD) as soon as possible. Rush baggage still found in the baggage arrivals area at the commencement of operations on the following day will also be transported to an airside storage facility of the airport at the expense of the airline in question, without an explicit request or order to do so. This shall also be subject to the special charge in accordance with the Schedule of Fees & Charges. The basis for allocation of charges shall be the bag tag of the baggage item in question. Requests for return transport of loading units from storage to baggage reclaim are to be lodged by the handling agent with the responsible BVD in good time. A prerequisite for such return transport is the availability of sufficient capacity for the immediate processing of a complete loading unit in the baggage arrivals area (storage and personnel capacity).

Note: only the airside storage of baggage and the return of complete loading units from airside storage are offered. Advance processing and customs services along with searching for and transporting individual items of baggage are not included; such services are to be organised and/or commissioned by the airlines and/or their handling agents directly. The special charge shall not be levied if complete rush loading units (Rush-ULDs) are assembled and the airport and/or BVD is advised in good time before arrival of the flight. In such cases, baggage can be taken directly to an airside storage when the storage capacity at baggage arrivals is exhausted. Note that passengers cannot be granted access to airside storage. It is up to the airline to communicate with passengers as appropriate, in particular with regard to the delivery delays that result from this process.

10.2 Outbound Rush Baggage Process

RUSH baggage can only be fed into the baggage conveyor system, for example via an SBD counter, when the airline or its agent generates a system-compatible bag tag (containing a Baggage Source Message or BSM) for each baggage item. RUSH baggage items that do not have bag tags with a BSM (e.g. manually written bag tags) cannot be processed by the baggage conveyor system and must then be checked in at the T1 South oversized baggage counter. These baggage items are then manually sorted for the individual flights by baggage handling agent personnel.

11 Passengers with Reduced Mobility (PRM)

11.1 Data Transfer, Registration Deadlines and Collection Points
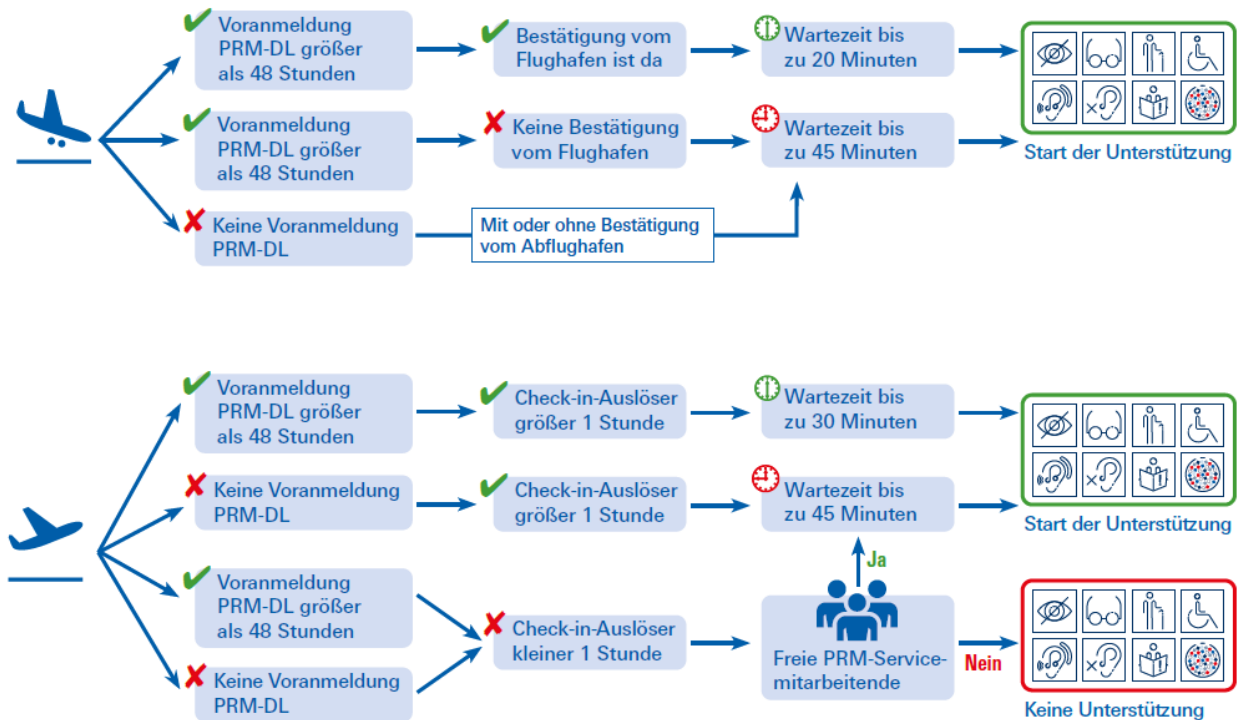

Figure 14: PRM services at Hamburg Airport

In accordance with "Regulation (EC) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air", registration for PRM transport at the airport is undertaken by the airline or its agents. The transport needed is classified in line with an IATA SSR code as specified in ECAC Doc. No. 30.

As operator of a commercial airport, FHG must ensure that PRMs can register their need for assistance and that such assistance is provided, in the form of suitable accompaniment and support, by a service provider encharged by FHG. Accompaniment may be provided for a PRM from a specified pick-up point, through the necessary checkpoints (customs, security, passport) and on board the aircraft and also in the other direction, from the aircraft to an agreed drop-off point in the terminal area. Assistance is provided in both landside and airside areas of the airport.

Defined pick-up points for departing PRM are:

- Call-points in front of the terminal buildings and plaza
- Occupied check-in counters
- Hamburg Welcome Center
- Waiting areas in the departures area/gate after registering with gate staff

Defined drop-off points for arriving PRM are:

- Arrivals Level, Terminal 1
- Arrivals Level, Terminal 2
- Hamburg Welcome Center on the Arrivals Level

The **prior registration deadline, in accordance with the EU Regulation, is 48 hours in advance of scheduled departure or arrival.** FHG currently accepts registrations, however, up to 36 hours in advance. Prior registration is made by SITA text message and/or other systems in use via PAL, CAL, by the airlines. A confirmation is issued on the day of the flight as a PSM message from the airline. Should an airline or handling agent not send PSMs, an alternative message may be sent in agreement with a PRM service provider. This is particularly important for short-haul routes. Registrations are then entered by the PRM service provider into its scheduling system. When a registration is received, it is recorded in the system with a note that the request was received in the timeframe x hours before the published departure/arrival time (SOBT, SIBT) of the flight.

Should a prior registration not be received within the deadline and delays then occur (e.g. due to a high number of late requests for PRM support with various aircraft), the processing of requests will need to be prioritised when there are multiple requests for support at the same time. In such cases, PRMs registered on time will be served before those not registered within the deadline. Should registration not occur within the deadline as specified in ECAC Doc. No. 30, the service standard is reduced in terms of collection times for the PRM at defined pick-up points (departure) or aircraft/gate (arrival).

Outbound:
Pre-registered PRM pax wait up to 30 minutes
Unregistered PRM pax wait up to 45 minutes

Inbound:
Pre-registered PRM pax wait up to 20 minutes
Unregistered PRM pax wait up to 45 minutes

Outbound passengers requiring PRM support must report for the requested service at least one hour before departure. As a rule, this takes the form of a telephone call from check-in personnel. The check-in staff member informs the PRM, after discussing with PRM service provider personnel, of the maximal waiting time in accordance with ECAC Doc. No. 30.

The PAX-PRM is then requested to proceed to the nearest PRM waiting area:

- waiting zone for Terminal 1 departure – opposite the Customs counter, or
- waiting zone for Terminal 2 departure – opposite check-in row 7

If both criteria (prior registration, reporting to the PRM service provider one hour before departure) are not fulfilled, PRM service may be refused if all personnel of the PRM service provider are busy.

Pre-boarding cannot be guaranteed for PRM requests not lodged in time. In such cases, depending on the situation, individual agreement may be necessary between the airline/aircraft crew and the PRM service provider. Delays resulting from late PRM registration and subsequent necessary agreement are not to be considered delays within the airport's responsibility in the sense of PRM support, and will be identified accordingly in Delay Clearing.

A PRM can also embark on a journey without support of the PRM service provider, either alone or with an accompanying person. If the accompanying person does not have a boarding pass, the handling agent may optionally issue a "Permission To Pass".

11.2 Inbound PRM Service Delivery

For all arrivals, FHG and/or its commissioned PRM service provider offers the following services in line with the Hamburg Airport PRM Quality Standard:

- Agreeing with aircraft crew regarding de-boarding of PRM and, where approriate, with apron handling agent for delivery of passenger's own wheelchair.
- Collection of PRM at aircraft in accordance with service times pursuant to PRM Quality Standard.
- Verification of PRM identity by means of boarding pass.
- Assistance in taking possession of cabin baggage.
- Assistance in reclaiming checked baggage (where necessary, ordering the service of a porter as a paid service for the PRM).
- Assistance to PRM in the event of baggage loss or damage.
- Accompanying PRM to/from toilets.
- Accompanying/transporting PRM from aircraft to agreed meeting point/drop-off point.

11.3 Outbound PRM Service Delivery

For all departures, FHG and/or its commissioned PRM service provider offers the following services in line with the Hamburg Airport PRM Quality Standard:

- Agreeing with aircraft crew regarding boarding of PRM and, where approriate, with apron handling agent for handover of passenger's own wheelchair.
- Collection of departing PRM at agreed pick-up point in accordance with service times pursuant to PRM Quality Standard. In particular for PRMs who first report their arrival at the check-in counter or do not wish to be collected until after check-in, FHG sign-posts a PRM waiting zone on the Departures level of T1 and of T2.
- Assistance at check-in and baggage checking as required.
- Verifying whether the PRM has a valid boarding pass and/or is checked in for the flight. In agreement with the PRM, verifiying whether the boarding pass is current beofre the PRM is transported into the ZSK.
- Bringing PRM to security checkpoint and, where required, to emigration passport control and/or customs (departing/transferring PRM must or wishes to make a customes declaration, e.g. for VAT reimbursement).
- Accompanying PRM to waiting zone, lounge or similar, with agreed meeting time and location.
- Accompanying PRM to/from toilets.
- Agreeing and verifying boarding time with airline/handling agent.

- Pre-boarding, when possible (PRM taken on board aircraft first).
- Depending on needs of PRM and type of passenger's own wheelchair, transfer from passenger's own wheelchair to cabin wheelchair, and/or assistance in walking.
- Support in handing over and stowing cabin baggage.

11.4 Passenger's Own Mobility Aid/Wheelchair as Baggage

In principle, a PRM should be able to remain in their own wheelchair as long as possible. Hamburg Airport nevertheless requests PRMs to check their own wheelchairs in at the oversized baggage counter; the PRM cannot, however, be forced or required to do so. Should the PRM insist on remaining in their own wheelchair until boarding, the handover of the passenger's own wheelchair from the PRM service provider to the apron loading team shall take place directly on the apron at the aircraft (remote position) or in the jetbridge (terminal position). Agreement between the PRM service provider and gate personnel for the specific flight is then necessary in order to inform the apron loading team.

For arriving aircraft, it must be noted that, for security reasons, only labelled wheelchairs (and other mobility aids) may be handed over by apron personnel at the aircraft, i.e. when the appropriate baggage tag (DAA – delivery at aircraft) is attached. Should this not be the case, the PRM will receive their mobility aid in the baggage reclaim area at a counter for oversized baggage reclaim. Labelled mobility aids are to be provided to the passenger by the ground handling agent appointed by the airline at the passenger door of the aircraft.

12 Security

12.1 Emergencies and Operational Outages
In emergencies and operational outages, the FHG emergency plans apply.

12.2 Contact for Medical Emergencies
The **emergency telephone number 112** will connect you directly with the Airport Fire Brigade. A rescue vehicle staffed with medically trained personnel is on call here, around the clock and every day of the year, to ensure rapid, qualified assistance in medical emergencies. Please make a note of the following dialling codes when using the emergency number:

- **Internal landline: 112**
- **Staff mobile telephone for Hamburg Airport Group: 8 112**
- **External telephone (mobile or landline): +4940 / 5075 - 112**

The German Red Cross station in Terminal 2 at Hamburg Airport is exclusively responsible for supporting passengers with restricted mobility (PRMs).

12.3 Escape Routes and Fire Risks
The provisions of the AUR as at present valid apply, including all regulations referred to therein, and especially the Fire Protection Regulations of FHG.

12.4 Unattended Baggage
If you discover an item of unattended baggage, notify Security Headquarters by telelphoning 6110. You must obey instructions issued by the FHG Security Service and the Federal Police.

12.5 Unruly Passengers

Should a disagreement with a passenger escalate, help may be called by telephoning Security Headquarters (6110) or the state police (Terminal Police Station on Departures Level in the Plaza, 3456).

12.6 Unauthorised Passenger Access

The rules of the AUR apply, including all other regulations referred to therein. With regard to the separation of Schengen and Non-Schengen passenger flows, and of Clean and Unclean passenger flows, see also the details provided in Chapter 5 and Chapter 6.4.

13 Miscellaneous

13.1 Airport Lounge

Hamburg Airport provides its own Airport Lounge in the Terminal Plaza. This is located airside, in the Plaza, on Levle 3. Usage contracts may be concluded with Department FP-CL.

13.2 Announcements and Paging

Hamburg Airport has an automatic paging system, so that independently announced paging calls are only required in specific cases. Automated gate calls and "Last Calls" may be initiated by gate personnel using the URI control panel at the gate counter. Gate change announcements are automatically initiated by the paging system, with no manual initiation necessary. Should the automatic paging system fail, announcements are made by the Customer Center. As a further fallback level and in specific emergency and contingency situations, announcements may be made by the Traffic Centre.

Announcements paging individuals by name are made by the Customer Center, after a request is made by telephone by the airline or handling agent.

One-off announcements and paging calls, spoken individually, may be made using the appropriate paging system. Gate personnel have access to paging systems for announcements within the respective gate area at each gate (e.g. boarding calls, etc.). It is important to note that the WiWo area (gates A/B 37 to A/B 40) form a single contiguous announcement area. That means that only one paging system at a time can be used there, blocking the other paging systems in this area.

13.3 Reporting Faults or Defects in Infrastructure or IT Systems

When reporting faults and defects, the location should be specified as precisely as possible (e.g. exact check-in counter or gate) and, where available, the FHG Inventory No. of the item in question should be provided.

For faults involving **CUTE/CUPPS equipment**, such as
- PC workspaces at counters with associated peripherals (keyboard, monitor, mouse)
- All printers at counters (boarding pass and bag tag printer, receipt printer, document printer)
- Boarding pass scanner
- Self Boarding Gates

the CUTE/CUPPS service provider (Amadeus) service desk is to be notified so that the problem may be resolved. The report can be lodged by telephone from the check-in/gate counter affected.

For faults involving **other IT infrastructure**, such as

- URI control panels
- Passenger information displays
- Paging systems
- Telephone and intercom systems

the AIRSYS helpdesk is to be notified so that the problem may be resolved. The report may be lodged by email or telephone.

For defects or damage affecting **equipment and fittings relevant for passenger handling in the counter area**, such as

- Passenger guideposts
- Counter area furnishings, e.g. chairs and material cupboards
- Counter doors
- Missing maps of gate storage areas

FHG Terminal Management is to be notified so that the problem may be resolved. The report may be lodged by email.

For defects of damage affecting **the infrastructure of rooms or spaces (offices, staff rooms, storage rooms, etc.)**, such as

- Doors, including technical faults with the door control system in the Pier
- Windows/panes
- Electricity, lighting, temperature, drafts
- Accidents, leaks

FHG Building Instrumentation and Control is to be notified so that the problem may be resolved. The report may be made by telephone.

Faults with **self-service kiosks**, such as

- Self Bag Drop kiosks
- Check-in kiosks

are to be reported to the kiosk support officer at the location or to Passenger Services. They will then either resolve the problem themselves or pass the report on to the relevant service provider.

13.4 Cleanliness and Image of the Airport

Every workspace is to be left in a clean state for the next user. Waste must be disposed of in the containers/bins designated for the purpose.

The terminals, Passenger Pier and jetbridges are cleaned regularly. Should you nevertheless notice particular cleanliness issues or contamination, or defects in passenger infrastructure

(e.g. seating, etc.), please report this as appropriate in order to ensure a well-maintained and pleasant airport image; for defects, contact the Passenger Services personnel within the terminal or Pier area, and for cleanliness issues or contamination, contact the [Quality Inspector](#). They will then initiate repair or cleaning as appropriate. This procedure does not apply, however, for offices and other rooms not accessible to passengers.

Terminal areas are cleaned again after the close of operations for the day. Where equipment is stored in an unauthorised way or place, FHG shall not be liable for any damage to such equipment resulting from cleaning procedures or the movement of said equipment by cleaning personnel. Furthermore, it is the responsibility of the airline and/or its agent to reposition this equipment in a correct and orderly location.

13.5 Permitted Means of Transport
Means of transport and equipment provided for passenger use, such as baggage trolleys, are for the exclusive use of passengers and persons accompanying them. Other use, for example by staff, to transport equipment or tools, is not permitted. Additional rules on the use of mobile transport equipment in buildings may be found in the AUR.

13.6 Smoking
FHG's AUR provisions apply.

13.7 Crew Routes
The relevant routes for crew to and from aircraft and to the crew rooms, along with the location of the checkpoints, can be found in the Crew Guide, available from Terminal Management; updates are communicated to users/process participants by Terminal Management.

Appendix 1: Contact Directory

The Terminal Manual with contact directory can be requested from the Terminal Management of Hamburg Airport: Terminalmanagement@ham.airport.de

Appendix 2: Principles of Resource Allocation

Extract from Operational Notice BM-FA-P 02/2018, "Principles of Resource Allocation"

1. General

1.1 The available facilities are part of the "Central Infrastructure Facilities" in accordance with the Regulations for Ground Handling Services (BADV) and identified as such in the Airport Usage Regulations (FBO). The allocation and usage thereof is in line with competitive criteria and is transparent, non-discriminatory, appropriate and objective. Minimum ground times of airlines can only be applied in planning and in the acceptance of airport facility delays when they accord with actual demonmstrated engagement times for gates and positions. Furthermore, attention must be given to laws, regulations, and directives (Federal Ministry of Transport and Digital Infrastructure, Federal Police, Customs) along with criteria relevant to operational, passenger, and customer concerns. Changes in availability and equipment levels of resources are documented with the current information, which should be requested when the resources are required.

1.1.1 Operationally relevant criteria

Ensuring possibility of handling all flights, taking into account:

- *Structural and technical circumstances,*
- *Neighbourhood/community-dependent factors,*
- *Safety and security regulations,*
- *Maintenance and service events,*
- *Technical disruptions,*
- *Ensuring effective operational processes incl. hub/transfer connectivity,*
- *Utilisation optimisation,*
- *Technical and procedural requirements (e.g. occupancy period, ground times),*
- *Service philosophy (e.g. separation of business and tourist class*
- *Passengers, WiWo/combination boarding, use of DFGB),*
- *Prioritisation of punctual over non-punctual flights. Exception: priority resource allocation is permissible for flights at risk of taking off or landing in HAM after 11pm local time.*

1.1.2 Passenger-relevant criteria

Ensuring high ground handling quality by prioritising positions close to the buildings over remote positions.

- *Ease of orientation and clear routing,*
- *Short waiting times,*
- *Appropriate resource equipment levels,*
- *Size/quantity of resources.*

1.1.3 Customer-relevant criteria

Consideration of special requests (supplementary to 1.1.1 and 1.1.2)

- *Cost (counter usage fees),*
- *Specific personnel/organisational aspects,*
- *Technical/process-driven requirements.*

Appendix 3: List of Abbreviations

AOC	Airline Operators Committee
BKK	Boarding pass checkpoint
BVD	Ground handling service provider
CAL	Change Assistance List
CKI	Check-in kiosk
DGR	Dangerous Goods Regulations
DNS	Digital emergency management system
AUR	Airport Usage Regulations
FHG	Flughafen Hamburg GmbH
GFA	Baggage conveyor system
GLT	Building instrumentation and control systems
NonS	Non-Schengen
PAL	Passenger Assistance List
PvD	Duty Passenger Manager
PRM	Person(s) with Reduced Mobility
PSM	Passenger Service Message
PGC	Personnel and Goods Checkpoint
SBD	Self Bag Drop (kiosks)
STD	Scheduled Time of Departure
T1	Terminal 1
T2	Terminal 2
UM	Unaccompanied Minor(s)
VvD	Duty Traffic Manager
WIWO	Walk-In-Walk-Out procedure
ZSK	Central security checkpoint