

## Topic: Arrivals Guide

Dear all,

Arrival Duties entail more than just opening the exit door for passengers to enter the terminal. This secure area leads to the aircraft, the apron, and in FRA Terminal 2 the Schengen and non-Schengen areas are linked. Because of this, extreme care must be taken to ensure there are no boarder breaches and passengers are directed to the correct exit in addition to making sure that no one unauthorized is allowed to enter and access the area.

Below is a guide on how to handle incoming arrivals.

Step 1: Locate the arrival door for your flight and sign in to the inbound flight.

Step 2: Once signed in, scan your airport ID to open the door and enter the air bridge area. CLOSE the door behind you.

Step 3: Confirm that the area is secure and no unidentified personnel are present.

***In Terminal 2 the non-Schengen (upstairs) and Schengen (downstairs) boarding gates share the same jet bridges. It is important to ensure that no passengers coming from the non-Schengen area or flights have access to this area during a Schengen flight.***

Step 4: Ensure the route from the jet bridge to the exit door in use is clear for disembarking passengers. Close off alternate routes with the rope barriers.

If necessary, direct the first passengers to follow you to the correct exit door and the others should follow. Remember to never leave the exit door unattended while it is open.

Step 5: Once all passengers have exited the air bridge area, close the door and confirm with the crew that all passengers have indeed disembarked. Again, ensure that no passengers are left behind or were misdirected to the incorrect exit.

Step 6: Exit the air bridge area, close the door, and sign out from the flight.