



LOCAL OPERATING PROCEDURE_FRA03

Fraport Safety Management System Participation

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This Local Operating Procedure (LOP) ensures that all employees of DHS involved in Passenger Services and Operations participate in and comply with the Safety Management System (SMS) of Frankfurt/Main Airport, as required by Fraport AG.

OBJECTIVE

To ensure that all DHS employees actively participate in and comply with the Safety Management System (SMS) of Fraport AG, in order to maintain operational safety, fulfill contractual obligations, and contribute to the continuous improvement of airport safety standards.

APPLICATION

This procedure applies to all DHS employees performing operational duties at Frankfurt/Main Airport, including Check-in, Gate, Lost & Found, Turnaround Coordination (TRC), and Load Control.

RESPONSIBILITIES

- All employees must participate in the Fraport SMS and comply with the airport operator's safety rules.
- DHS must ensure that operational staff are trained and aware of their responsibilities under the SMS.
- Company management is responsible for supporting the participation in Fraport's SMS through training, instructions, and monitoring.



PROCEDURE

Participation in the Fraport SMS

- All employees must actively support the objectives of Fraport AG's Safety Management System.
- Employees must live and work in compliance with the **Fraport Safety Policy** and **Fraport Safety Objectives**.

Familiarization with Safety Documents

- Employees must be familiar with and apply the following:
 - The relevant parts of the **Aerodrome Manual** (provided via Fraport access link)
 - The **Airport User Regulations (FBO)** applicable to their function
 - The procedures outlined in the Ground Handling Provider's internal manuals

Reporting of Safety Issues

- All staff are required to **report safety hazards, incidents, or unsafe conditions**.
- Reporting channels include:
 - Fraport SMS Hotline: **069 690 - 2 44 44**
 - Email: **SMS@fraport.de**
 - The internal company reporting system (Safety Culture)
 - Directly via the Fraport SMART system if access is granted

Emergency Procedures

- Employees must know the basic airport emergency procedures relevant to their working area (e.g., evacuation, fire, first aid).
- Participation in emergency drills organized by the company or Fraport AG may be required.

Compliance and Monitoring

- Compliance with this LOP and Fraport AG SMS requirements is mandatory.
- Non-compliance may lead to disciplinary actions according to DHS internal regulations and contractual obligations towards Fraport AG.

REFERENCE FOR FURTHER GUIDANCE

Regulation (EU) 139/2014, Annex III ADR.OR.D.025

Regulation (EU) 376/2014

Fraport AG SMS-Ordnung (Document: C4.6, Version 2024)

Fraport AG Safety Policy

Flughafenbenutzungsordnung (FBO) Frankfurt Airport

Aerodrome Manual Frankfurt/Main Airport