1. Objective

This document regulates all measures which are taken by Fraport in case of high infectious diseases according to the protective law of infection at Frankfurt International Airport (consequently also location FRA). Objectives are mainly the guarantee of controlled and secure airport operation as well as the protection of Fraport AG, its employees and customers.

2. The early warning system

The early-warning system of FRAPORT AG is composed of the following components:

External monitoring of the worldwide infection circumstances
Internal monitoring of the infection circumstances
Monitoring of interfaces to external partners
2.1 External monitoring of the worldwide infection

The external monitoring includes the worldwide viewing of the medical situation. The external monitoring is constantly ensured by the responsible airport doctor/deputy of the FRAPORT AG.

In case of adequate reason the responsible airport doctor/deputy of the FRAPORT AG informs the Airport Duty Officer (ADO) concerning the evaluation of the external medical situation as well as of the current classification of degree of the WHO.

The ADO informs the operational functions according to appendix 2(in general via E-Mail or newsletter).
2.2 Internal monitoring of the infection

Key roles/players of the Fraport AG are departments which are necessary and responsible for the upkeep of orderly and secure airport operation and its processes. These departments can depend on each other and are monitored by themselves.

All executive managers of the key departments define the critical level I, II und III.

The critical level is defined as follows:

**Critical level I** = The operation of processes is ensured without any loss of services

**Critical level II** = The operation of processes can only be ensured with significant loss of services

**Critical level III** = The operation of processes can only be ensured rudimentarily; solely emergency operation is possible

All executive managers of the key departments monitor the daily situation of staff absence in their own department.
As soon as the critical level I, II or III is reached in one department the concerned department has to inform the ADO immediately. The ADO documents all necessary information according to the published ADO procedure and informs all operational functions as per the procedure.
The executive managers of all organizational units guarantee that all process interfaces are monitored and all measures are taken in case of an imminent situation of infection.
As soon as a key department notices, that an external partner (customers, authorities etc.) is getting staff problems which could affect internal departments the ADO has to be informed immediately. The ADO documents all necessary information as per procedure. The ADO informs the operational functions according to appendix 2 as well as all key departments which depend on the concerned key player.
3. Impacts/Impact Level
The Fraport AG defines 5 impact levels (0-4).
The impact levels describe the operational impact due to lack of staff (key players/departments) because of an infection of the Fraport AG.

3.1 Impact Level 1 – Controlled operation/ Monitoring
Definition:
Controlled operation: No impacts due to of infectious diseases in Frankfurt/Main.
The worldwide development of the infection is permanent monitored and valuated (external monitoring).

Measures headquarter FRA:
The executive managers of all departments take preventative measures for a possible expected infection.
If necessary all Fraport employees will be informed about the situation and external communication will possibly be needed.

Remark:
A classification to level 1 is not necessary (controlled operation)
3.2 Impact Level 2 – Operation with insignificant loss of services

Definition:
At least 1 key player/department informs about staff reorder level I. In general staff reorder level I has an impact on processes which can still be managed with internal staff. Additional or external support is not needed.

Measures headquarter FRA:
See measures Impact Level 1.
Additional: Measures according to the procedure instructions (see appendix 4)

Remark:
The upgrading of impact level 1 to impact level 2 is carried out by the ADO after consulting all operational functions in compliance with appendix 2 (see procedure instruction appendix 4).

As soon as a development occurs which requires an upgrading to level 3 the ADO activates the briefing as per defined participant list. The upgrading to level 4 as well as the convention of the crisis management group will be decided in this meeting.
3. 3 Impact Level 3 – Operation with significant loss of services

**Definition:**
The defined staff reorder level II occurs at least in one department of the key players/departments. The achievement of staff reorder level II leads to a development of incidents far beyond the controlled operation. The loss of staff cannot be compensated.

**Measures headquarter FRA:**
See measures FRA impact level 1 and 2.

**Additional:**
The crisis management group is activated. As the case may be the Emergency Response and the Information Center (ERIC) is permanently staffed in order to guarantee a continuous crisis management work.

**Remark:**
The crisis management group decides on further measures and impact levels (retention or upgrading to a different impact level).
3.4 Impact Level 4 – Emergency operation (part cessation of airport operation tot he point of complete stop of airport operations)

Definition:
The defined staff reorder level III occurs at least in one department of the key players/departments. The achievement of staff reorder level III leads to serious impacts on controlled airport operation.

Measures headquarter FRA:
See measures FRA impact level 1, 2 und 3.
Additional: Permanent opening of the ERIC for a continuous crisis management work.

Remark:
The crisis management group decides on further measures and the upkeep or change to a different impact level.
3.5 Impact Level 0 – Return to controlled operation
3.6 (see impact level 4)

**Definition:**
The orderly return to controlled operation is taking place.

Measures headquarter FRA:
See measures FRA Impact Level 1, 2, 3 und 4.

Additional: Each department organizes the restart of all processes. The crisis management group coordinates the return to controlled operation.

**Remark:**
The crisis management group decides on the change to a different impact level.

During upgrading/downgrading from one impact level to a different one impact levels can be leaped (e. g. impact level 1 to impact level 3).
4. Commitment of the executive managers

The executive managers of all organizational units are within the bounds of their responsibility obliged to provide adequate precaution (substitute rules, necessary operational redundancies etc.) so that all processes can run smoothly despite absenteeism of employees. As soon as the above mentioned situation is no longer guaranteed all described procedures and information must be initiated immediately (see point 2.2).
Both, legal commitments and contract must be achieved with minor availability of staff. Each department values its own tasks, processes and commitments. Measures are to be documented.
5. The crisis management group

In case of activation of the crisis management group of the Fraport AG all rules of the BA NOT take effect (part C point 4.2).

In addition to general constitution of the crisis management group (BA NOT, part C, 4.2.5.1.1) the following departments will be alerted:

Manager (o.r) Human Resources
Manager (o.r.) Property and Facility Management
Manager (o.r.) Information and Communication Services
Chairman (o. r.) of the work council
„To Do List „,
for the ADO (Airport Duty Officer)

Ask managers for the critical level (1-3)

Cross check with his masterplan (slide 14)
(interaction between the departments)

Inform all the departments being involved
daily information for the management
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**Note:** The table columns represent different departments or areas of responsibility, and the cells indicate some form of relationship or measurement, possibly indicating a level of interaction or frequency of contact between departments.
Example
Volcanic eruption in Iceland 2010
Air traffic situation / shot down 2010-04-17
19:40z no civilian commercial airplane airborne
Frankfurt
Frankfurt
Frankfurt
Frankfurt
Frankfurt
Thank you for your attention!