

AIRPORT USER REGULATIONS

	Prepared	Formal check	Approved	Approved
Unit	Safety and Security	Integrated Governance System	Chief Operating Officer	Managing director
Name	Peter Jakša	Taja Skobir	Oliver Weiss	Dr. Babett Stapel
Date	23.10.2023	2.11.2023	6.11.2023	6.11.2023
Signature	I.r.	I.r.	I.r.	I.r.



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1 Definitions

Aircraft	The term "aircraft" encompasses fixed-wing and rotary-wing aircraft (helicopters), amongst others.
Aircraft stand	Aircraft stand means a designated area on an apron intended to be used for parking an aircraft in accordance with Regulation (EU) No 139/2014.
Airport operator	The airport operator is responsible for the operation of the aerodrome in accordance with the Aviation Act (ZLet) and Regulation (EU) 2018/1139. In accordance with Regulation (EU) 2018/1139, the airport operator is the operator of the aerodrome.
Airport user	Any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from or to the airport in question, as defined in Article 2 of Council Directive 96/67/EC (2).
Airport vehicle permit	An airport vehicle permit is a licence to operate a specific vehicle that is in use airside at Ljubljana Jože Pučnik Airport. The vehicle permit is not transferable.
Airside	The movement area of an airport, adjacent terrain and buildings or portions thereof, access to which is restricted. (Regulation (EC) No 300/2008).
FOD (Foreign Object Debris/ Foreign Object Damage)	FOD includes any object found in an inappropriate location that – as a result of being in that location – can damage equipment or aircraft or injure airport personnel. FOD includes a wide range of material, including loose hardware, pavement fragments, catering supplies, building materials, rocks, sand, pieces of luggage, and even wildlife and insects, which can obstruct unprotected aircraft pitot tubes or static vents. It can cause damage through direct contact with aircraft, such as by cutting aircraft tyres, by being ingested into aircraft engines, or as a result of being moved by jet blast or prop wash and impacting aircraft. Movement of FOD by jet blast or prop wash can also injure people (Skybrary).
Follow-me vehicle	A vehicle with a flashing yellow light, which is intended for the guidance of aircraft or vehicles.
Manoeuvring area	Manoeuvring area means that part of an aerodrome to be used for the take-off, landing and taxiing of aircraft, excluding aprons (Regulation (EU) No 139/2014).
Movement area	Movement area means that part of an aerodrome to be used for the take-off, landing and taxiing of aircraft consisting of the manoeuvring area and the apron(s) (Regulation (EU) No 139/2014).
Runway	Runway means a defined rectangular area on a land aerodrome prepared for the landing and take-off of aircraft (Regulation (EU) No 139/2014).
Security area	Security area means any premises, facilities or areas owned, leased or operated by an entity that has contracted a security service, which is defined by contract with the licence holder, the area in which an internal security service is provided, and the direct proximity of a protected person (Private Security Act – ZZasV).
Taxiway	Taxiway means a defined path on a land aerodrome established for the taxiing of aircraft and intended to provide a link between one part of the aerodrome and another, including: — aircraft stand taxilane, — apron taxiway, — rapid exit taxiway (Regulation (EU) No 139/2014).
User	In context of this document user means any natural or legal person who is present in premises, facilities or areas owned, leased or operated by Fraport Slovenija d.o.o. The term user also includes airport users and is consequently a broader term.

2 Abbreviations

AEA	Association of European Airlines
ADP	Airport driving permit
AST	Airport supervision and technology
AMM	Aircraft Maintenance Manual
ASAG	Aviation Safety Action Group
AVP	Airport vehicle permit
CAA	Civil Aviation Agency
CCTV	Closed-circuit television
EASA	European Aviation Safety Agency
EC	European Commission
ERZ AT	Engine run zone Adria Tehnika
EU	European Union
FURS	Financial Administration of the Republic of Slovenia
GAC	General Aviation Center
IATA	International Air Transport Association
ICAO	International Civil Aviation Organisation
ICT	Information and communications technology
Ljubljana Airport	Ljubljana Jože Pučnik Airport
PPR	Prior permission required
PRM	Passengers with reduced mobility
SMS	Safety Management System
SGHA	Standard Ground Handling Agreement
SOC	Security Operation Centre
ZCes-1	Zakon o cestah RS – Public Roads Act
ZLet	Zakon o letalstvu RS – Aviation Act
ZVZD-1	Zakon o varnosti in zdravju pri delu

3 Description of the Airport

3.1 Official name

Ljubljana Jože Pučnik Airport

ICAO abbreviation: LJLJ

IATA abbreviation: LJU

3.2 Airport operator

Fraport Slovenija d.o.o. (hereinafter referred to as Fraport Slovenija)

Postal address:

Zgornji Brnik 130A

4210 Brnik-Aerodrom

3.3 Airport Data

Airport classification according to ICAO Annex 14:

Code 4 E / 4 F in defined areas of Ljubljana Airport. All aircraft owners or aircraft operators wishing to operate at Ljubljana Airport must obtain the prior consent of the Airport operator (PPR).

Aeronautical information and details about the airport may be consulted in the latest published version of NOTAM (Notice to Airmen) and parts GEN, ENR and AD in AIP Slovenia (Aeronautical Information Publication Slovenia). Link: <http://www.sloveniacontrol.si/en/>

3.4 Airport operator's aprons

3.4.1 Aprons are available for the traffic handling of aircraft. Any other use, e.g. parking of aircraft not related to scheduled or non-scheduled air traffic or major maintenance work on aircraft, is only permitted with the approval of the Airport operator (Airport supervision and technology department).

3.4.2 Engine trial runs above the "idle" level are not permitted on aprons.

3.4.3 Arriving aircraft are guided by a Follow-me vehicle of the Airport operator to assigned ground handling areas/positions. Exceptions for guidance of aircraft with Follow me vehicle are only on arrival at the general aviation apron, when there are no low visibility procedures in force and only for smaller aircraft (up to 2t MTOW), which are home based at Ljubljana Airport. For these smaller aircraft Follow me guidance is on request. Ground handling areas/positions are assigned by the Airport operator. Aircraft are marshalled by personnel of the Airport operator.

3.4.4 The instructions of the tower must be complied with.

3.5 Centralised infrastructure

3.5.1 The Airport operator Fraport Slovenija manages the centralised infrastructure used for the supply of ground-handling services in accordance with Article 160 of the Aviation Act (ZLet).

3.5.2 Fraport Slovenija enables other ground handling providers access to airport installations to the extent necessary for them to carry out their activities under the terms of the Regulation on Ground Handling at Airports.

3.5.3 An infrastructure charge is levied for the use of centralised infrastructure.

3.5.4 Fraport Slovenija is the sole provider of centralised infrastructure. The Airport operator is responsible for the administration and operation of all infrastructure facilities.

3.5.5 The claim to this charge shall arise at the moment a ground handling service is provided by Fraport Slovenija or any self-handling company.

3.5.6 Content about centralized infrastructure is in more detail specified in Fraport Slovenija Airport and Handling Charges List.

3.6 Description of passenger terminal

3.6.1 In the passenger terminal there are facilities for arrival and departure of passengers, luggage sorting area, check-in counters, ticket offices of air carriers, information counter, business lounge, VIP lounge, security control areas, sanitary facilities and commercial areas.

3.6.2 The passenger terminal is divided into two parts. Terminal A refers to the new, extended part of the passenger terminal, while Terminal B refers to the existing, old part of the passenger terminal, to which the new part is connected via a connecting corridor.

Picture 1: Passenger terminal



3.6.3 On the ground floor of the departure part of the passenger terminal, there are 23 check-in counters (8 in the old (B) part and 15 in the new (A) part). One check-in counter is intended for handing over outside dimensional baggage. The ticket offices

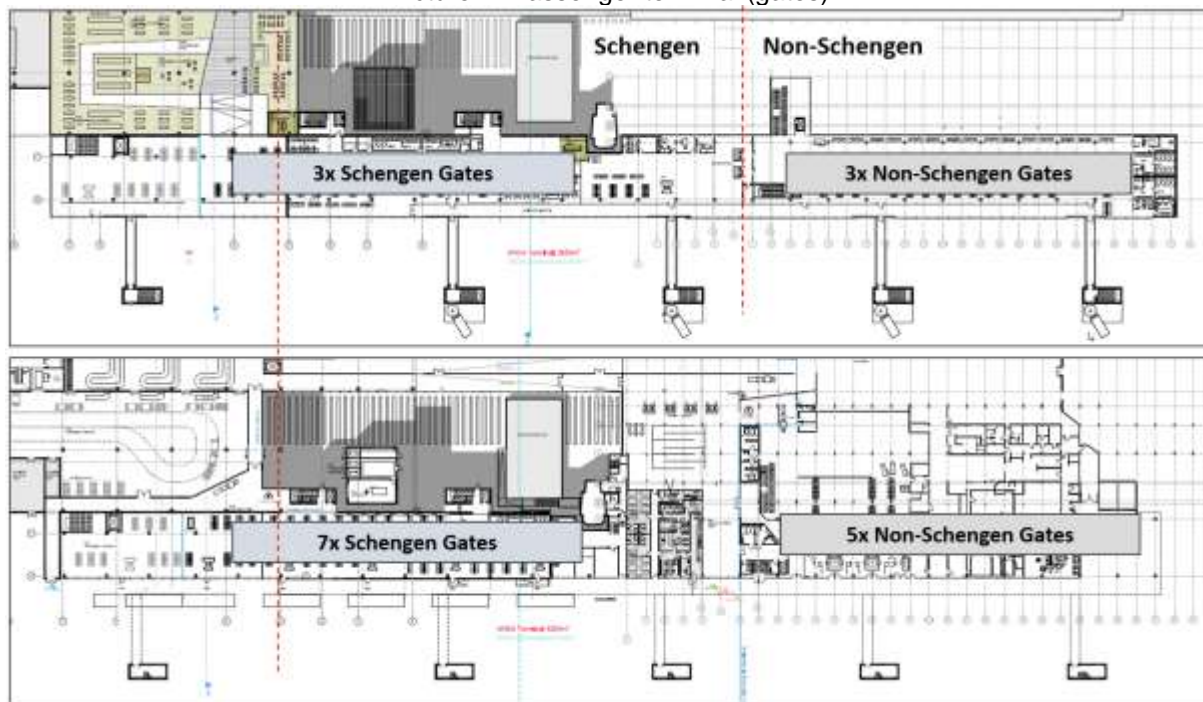
of air carriers can be also located in both in A and B part. As a rule, low-cost and charter carriers are located in B part.

3.6.4 On the ground floor of the passenger terminal in the arrival part there are facilities for border police and customs, VIP rooms, baggage claims, transfer desks, arrival waiting room, toilets, lost and found desks and commercial areas.

3.6.5 On the 1st floor of the passenger terminal there is a central security checkpoint where passengers enter for security control from both parts (A and B) of the passenger terminal and commercial area (duty free shop, business lounge, food and beverage services) as well as children's corners, toilets, smoking room, etc.

3.6.6 There are 18 gates in the passenger terminal (10x Schengen and 8x Non-Schengen). Of these, there are 12 that can be accessed by buses (7 Schengen and 5x Non-Schengen) and 6 gates that are connected by boarding bridges (3x Schengen and 3x Non-Schengen).

Picture 2: Passenger terminal (gates)



4 Scope of application of the Airport User Regulations

4.1 The Airport operator of Ljubljana Airport holds the right of superficies on the area of Ljubljana Airport and is the owner of buildings on which the airport is situated. In accordance with the requirements of Regulation (EU) 2018/1139 and its implementing rules the Airport Operator has acquired an EU/EASA certificate for the aerodrome and for the airport operator. For these purposes, the Airport operator is required by law to take the necessary measures to ensure the smooth, regular and safe operation of the airport in accordance with the Aviation Act (Articles 5, 103 and 158) and Regulation (EU) 2018/1139. The operator has drawn up a set of Airport User Regulations, through which it ensures measures for the smooth, regular and safe operation of the airport.

4.2 The Airport User Regulations are an integral part of the Aerodrome Manual and represent general conditions for use of the airport (Article 95 of the Aviation Act).

4.3 The Airport User Regulations also apply as rules by which Fraport Slovenija determines the manner and conditions of use of all uncategorised roads that are owned or managed by it in accordance with Article 6 of the Roads Act (ZCes-1).

4.4 The Airport User Regulations apply as condition for use to all areas of the airport operated by the Airport operator in accordance with acquired EU/EASA certificate for aerodrome and airport operator in accordance with requirements of Regulation (EU) 2018/1139 and its implementing rules. They also apply to all real property owned, rented and managed by the Airport operator.

4.5 Airport User Regulations apply to all users (see definition of user). This means that anyone operating aircraft, GSE, vehicles or equipment of any kind at Ljubljana Airport or performing mandatory airport services, as well as those entering the airport on foot or by vehicle, is subject both to these Airport User Regulations and to the associated instructions issued by the Airport operator. The Airport User Regulations shall also apply to contractual partners receiving or providing services.

4.6 In the secure area (see definitions) of the Airport operator, the Airport User Regulations also apply as special rules for ensuring order in accordance with Article 11(9) of the Private Security Act.

4.7 The Airport User Regulations are publicly accessible via Fraport Slovenija website. Access to relevant related documentation (listed in the section "List of relevant related documentation") is also possible via the company website, but to access some documents a username and password must first be obtained from the Airport operator.

4.8 In accordance with the Private Security Act, the Airport operator has installed a special sign in a prominent position at the entrance to the secure area with the inscription "SECURE AREA" and, next to it, information on how to access special rules on ensuring order.

4.9 The area of Ljubljana Airport represents a worksite on which several employers and self-employed workers simultaneously carry out works. In accordance with Health and Safety at Work Act on worksites where two or more employers and self-employed workers work they have to conclude a written agreement to determine common measures which ensure safety and health at work. Employers and self-employed workers who are present at the area of Ljubljana Airport must enter into a written agreement with the Airport operator, in which they determine common measures to ensure safety and health at work. The Airport operator establishes common measures to ensure the safety and health at work in the Airport User Regulations. For contact information, see the chapter Important telephone number and contact persons at Ljubljana Airport.

4.10 As far as the rules and instructions apply to aircraft operators, they apply to the owners of the aircraft and to persons using the aircraft without being the operator or owner of the specific aircraft, as well as to persons who are entrusted with handling the aircraft at the airport.

4.11 The provisions contained in these Regulations, as well as the authorisations granted in accordance with them, do not substitute any approvals or authorisations required by other legal provisions or regulations.

4.12 The Airport User Regulations are written in both Slovene and English, where the Slovene text shall prevail in the event of a conflict between the versions.

5 Passenger Terminal Regulations

5.1 Applicability and Scope

5.1.1 Access to the passenger terminal and use of terminal facilities is only permitted for the purpose assigned to the specific function of that area.

5.1.2 The areas in the passenger terminal accessible to the general public (halls, stairs, escalators, lifts, toilets etc.) are generally open to everyone during regular operation hours.

5.1.3 Access to the terminal areas and use of operational areas not open to the general public is restricted to employees and companies working in those controlled areas of Ljubljana Airport.

5.1.4 Anyone violating the Passenger Terminal Regulations, or disregarding instructions given by the Airport supervision and technology (AST), which are based on these regulations, may be expelled from airport grounds and reported to the authorities for possible legal prosecution.

5.2 Important Contact Persons

5.2.1 The Airport supervision and technology department and duty managers are responsible for the safe state and proper operation of the terminal buildings. The Airport supervision and technology is available 24/7 as a coordination and contact point for all users of the terminal building at Ljubljana Airport.

5.2.2 In addition to reporting defects and damage to the Security Operation Centre, any disturbances or emergencies in the assigned areas are to be reported to the AST, if these have an effect on proper and flawless operations. Furthermore, temporary or permanent closure of areas on airport must be reported immediately to the AST to ensure the implementation of the corresponding measures (change of display media, initiation of detour measures etc.).

5.3 Safety/Security and Usage Regulations

5.3.1 Instructions

5.3.1.1 Instructions given by authorised personnel of the Airport operator and Airport Security staff must be followed. This may also include discontinuation of work. Signs, pictograms and similar placards must be observed. In case the terminal must be evacuated, the instructions given by evacuation staff must be followed without delay.

5.3.2 Escape and Rescue Routes

5.3.2.1 Access routes for fire fighters, rescue vehicles, ambulances, emergency exits, entrances and exits, floors, escalators, lifts, and firefighting equipment must be kept clear and unobstructed at all times. Unauthorised use of emergency exits and electronic security systems is prohibited.

5.3.3 Fire Protection

5.3.3.1 Any action that can lead to a fire or danger of explosion is strictly prohibited within the grounds of Ljubljana Airport. Open flames, especially from candles, torches, sparklers or fireworks, open ignition sources and smoking in non-designated areas are strictly prohibited.

5.3.3.2 Fire prevention equipment (e.g. sprinklers, smoke detectors, push-button fire alarms, fire extinguishers etc.) must not be restricted or obstructed at any time.

5.3.3.3 Work involving a fire risk requires specific permission from Airport Rescue & Fire Fighting and must be announced in advance to the Security Operation Centre.

5.3.4 Accidents Involving Persons and/or Material Damages

5.3.4.1 In case of accidents involving injuries or material damages, Airport supervision and technology (duty manager) must be informed immediately (for contact information for Airport Rescue & Fire Fighting and the Safety and Security department, please refer to the list of Important telephone numbers and contact persons at Ljubljana Airport).

5.3.5 Driving and Usage Bans in Terminal Buildings

5.3.5.1 The use of roller skates, skateboards, in-line skates, scooters, Segways and similar sports or recreational equipment is prohibited. Vehicles intended for use inside terminals require the written authorisation of Fraport Slovenija.

5.3.5.2 The operators of technical equipment (e.g. lifting platforms, scissor lifts) are responsible for clarifying and complying with the conditions for use.

5.3.5.3 Wheelchairs and other auxiliary equipment needed by persons with reduced mobility may only be used for the intended purpose of the specific equipment.

5.3.6 Unattended Items

5.3.6.1 Baggage or other items must never be left unattended. The Security Operation Centre answers calls reporting unattended items. Please refer to the list of Important telephone numbers and contact persons at Ljubljana Airport.

5.4 Services for Passengers with Reduced Mobility (PRM)

5.4.1 At Fraport Slovenija, the Passenger Handling department provides services for passengers with reduced mobility and other impairments in accordance with EU Regulation (EC) 1107/2006.

5.5 Baggage Trolleys

5.5.1 Fraport Slovenija offers baggage trolleys for the transportation of baggage. Baggage trolleys provided by Ljubljana Airport can be used at the user's own risk. They may only be used for the transportation of baggage inside and in the immediate vicinity of the passenger terminal.

5.5.2 In the case of misuse of baggage trolleys, the Airport operator is entitled to demand a damage compensation fee of €250.00. The party in question has the right to prove that damage did not occur or that the damage amounted to less than €250.00.

5.6 Flight Information Display System

5.6.1 The Traffic Coordination Centre and the Passenger Handling department are responsible for the correct display of flight information.

5.6.2 Should there be any questions, please contact Airport coordination and supervision (ACS) – Duty manager (or contact information please refer to the list of Important telephone numbers and contact persons at Ljubljana Airport).

5.7 Public Announcements

5.7.1 A public announcement point is located in the passenger terminal – at the information desk. Announcement points are also located at every gate.

5.7.2 The public announcement system is used by passenger handling staff to provide passengers with information (e.g. delay, boarding, security announcement). They can be limited to a certain area (e.g. gate) or they can be heard throughout the terminal.

5.8 Use of Vehicles in the passenger terminal

5.8.1 The regulations below relate to the use of bicycles, electric vehicles and other vehicles operating in the passenger terminal.

5.8.2 Specifically, these are the electric vehicles used and needed in the terminals for the transport of persons (especially passengers with reduced mobility), loads, and to ensure the smooth functioning of airport operations. Push-type, push-rim and battery-operated wheelchairs are not considered to be vehicles, and are therefore excluded from these regulations.

5.8.3 Vehicles powered by petrol, diesel, liquid gas, hydrogen, etc., are not permitted inside the passenger terminal.

5.8.4 Electric vehicles must be equipped and exclusively operated with dry-cell or gel batteries. Only designated lifts (observe size and weight limitations) may be used for changing levels in the terminal.

5.8.5 The person/company using a vehicle must ensure that sufficient liability insurance has been concluded for the specific vehicle and the damage that it can cause.

5.8.6 Drivers are responsible for passengers, baggage/load and electric vehicle during the entire period of operation. The load is to be secured according to the braking and acceleration power of the specific vehicle (load securing).

5.8.7 In case of an accident involving personal injury and/or damage to property, the duty manager must be informed immediately. The driver is liable for personal injury and/or damage to property according to legal provisions. Any further claims remain unaffected.

5.9 Tensa barriers

5.9.1 Tensa barriers are mobile barriers that have an extractable belt and enable queue and crowd management. They are intended only for use by Fraport Slovenija staff.

5.10 Supply of Goods in the Passenger Terminal

5.10.1 Supply routes for the airport are the access roads near the passenger terminal.

5.10.2 Auxiliary equipment (e.g. trolleys), used as part of the supply process, must be removed immediately after having completed the delivery work, so that they do not block passenger, traffic or retail areas.

5.10.3 It is important to always ensure that escape and rescue routes are not impaired in any way. Any waste generated must be properly disposed of immediately. The time for conducting supply work is generally to be selected at times when there is low passenger traffic and not at times during changing of staff shifts.

5.10.4 All deliveries from public area to passenger terminals A and B are carried out through the short-term parking area. The parking space in the short-term parking area is appropriately marked for delivery needs.

5.10.5 Deliveries from airside area inside passenger terminal B are carried out through gate B4, by the shortest and safest route, without endangering passengers and airport staff. Deliveries from airside area inside passenger terminal A are carried out gate A6 by the shortest and safest route.

6 Usage by Aircraft Operators and Ground Handling Suppliers

6.1 Authorisation for take-off and landing

6.1.1 The airport infrastructure may be used by aircraft against payment in accordance with the "Fraport Slovenija Airport and Handling Charges List". Terms of payment are determined by the Airport operator. The "Fraport Slovenija Airport and Handling Charges List" can be requested from: aviation.services@fraport-slovenija.si.

6.1.2 Upon request, aircraft operators shall provide the Airport operator with the documents necessary to prove their entitlement to use the airport facilities and for the calculation of charges and other fees.

6.1.3 Under Article 152 the Aviation Act, Fraport Slovenija is entitled to halt the departure of an aircraft until the invoice for services provided is paid in full.

6.2 Taxiing and towing aircraft

6.2.1 Aircraft shall only be moved by duly authorised persons.

6.2.2 Aircraft must, as far as possible, follow the taxiway centre line with the nose wheel. Except in case of guidance with "follow me" vehicle or marshalling with hand signals.

6.2.3 The Airport operator's instructions must be followed when an aircraft is moving on the apron either under its own power or by alternative means (e.g. a towing vehicle).

6.2.4 If the aircraft is being towed, the aircraft must display lights in accordance with SERA.3215. During the day usage of "anti-collision" lights is mandatory. If towing takes place at night or in reduced visibility, it is necessary to additionally turn on the navigation lights or lights to indicate the extremities of their structure.

6.2.5 In the case of towing an aircraft with inoperative lights:

- to the maximum extent possible, it is necessary to avoid towing in conditions of reduced visibility - CAT II/III or at night. If this is not possible, the escort of the "FOLLOW ME" vehicle must be provided;
- the ATC (tower) needs to be informed that the aircraft will be towed with inoperative lights and a permission needs to be obtained, and
- on the towing vehicle, the red lights, the rotating yellow light and all four turn signals need to be on.

6.2.6 All drivers of towing vehicles must familiarize themselves with the latest version of the documents:

- 5.12.4.1 Main apron management and
- 3.11.2 General aviation apron management.

A record of this familiarisation must be kept and it must be available to the Airport operator.

6.2.7 The apron areas are used for handling of aircraft in passenger or cargo traffic. The Airport operator's prior written consent is required for any other use, for instance for parking aircraft or to carry out maintenance work. To obtain permission, please contact Airport Traffic Coordination or the duty manager (see the section Important telephone numbers and contact persons at Ljubljana Airport).

6.3 Aircraft parking

6.3.1 Aircraft parking stands are allocated by the Airport operator. Aircraft operators shall, upon request of the Airport operator, park in the area allocated.

6.3.2 Aircraft operators must ensure aircraft removal or movement no later than 12 hours after the request submitted by the Airport operator (Airport Traffic Coordination). In the event that the aircraft operator does not remove or move the aircraft in the required time, the aircraft operator is considered to be late in removal or moment of the aircraft, and the Airport operator is entitled, in addition to paying the regular costs for parking services, to demand from the aircraft operator the payment of a contractual penalty in the amount of 2,500.00 EUR and a contractual penalty in the same amount for every further 12 hours of delay in removal or movement of the aircraft. The

contractual penalty is charged by the Airport operator to the aircraft operator when issuing an invoice for parking services

6.3.3 Aircraft operators or pilots are responsible for the security of their parked aircraft.

6.3.4 Aircraft operators or pilots, with whom Fraport Slovenia doesn't have a contractual relationship, that includes the securing of these aircraft in case of adverse weather conditions, are responsible for securing the aircraft in case of adverse weather conditions.

6.3.5 The Airport operator's technical equipment, facilities and machinery, in particular its power supply installations, cranes, vehicles and scaffolding platforms, may only be used by prior agreement and for a corresponding charge or fee.

6.3.6 The Airport operator is only responsible for damage to aircraft if this proven to have been caused by the Airport operator's own personnel.

6.4 Parking, storage and repairs of vehicles, GSE and other equipment

6.4.1 Long-term parking, storage and repair of vehicles, GSE and other equipment must always be approved by the Airport operator.

6.4.2 Parking of GSE and other equipment in the airside is managed by the Airport operator.

6.4.3 Maintenance work, fuelling, washing and cleaning of vehicles and other technical equipment is not permitted outside allocated areas.

6.5 Maintenance work, washing and de-icing

6.5.1 Maintenance work and refuelling or defueling of aircraft, vehicles, machinery or other equipment, as well as washing, cleaning, polishing, spraying and de-icing of aircraft, may only be carried out in the areas allocated by the Airport operator. The use of any detergents or cleaning products must be agreed in advance with the Airport operator.

6.6 Aircraft engine run-up test at power above idle

6.6.1 Engines of aircraft up to the ICAO C category are allowed to be tested at power above idle only on the dedicated surface (ERZ AT) at the Adria Tehnika apron.

6.6.2 Engines of aircraft above ICAO C category are allowed to be tested at power above idle on taxiway A near the old compass rose. In doing so, the aircraft must be aligned with the axis of taxiway A and have the tail of the aircraft facing Šenčur and engines positioned above the beginning of the wider part of the asphalt surface. Engine testing is performed in accordance with AMM and procedures of the maintenance company. In addition, the airplane must be properly secured against movement (brakes activated and suitable chocks installed at least at the main landing gear of the aircraft) and sufficient number of personnel present for safe execution of the test. There must be no persons or other obstacles in front or behind the aircraft. The area must be checked for FOD before the test by persons doing the test.

6.6.3 After the start of the reconstruction of taxiway A at the height of the old compass rose, the location for testing aircraft engines will be moved to taxiway A at the height of taxiway B. In doing so, the aircraft must be aligned with the axis of taxiway A and have the tail of the aircraft facing towards Vodice.

6.6.4 In case of need to test the aircraft engines on runway A, the person performing the test must in due time obtain an approval from the duty manager of Fraport Slovenia. Duty manager, after coordination with the air traffic control (tower), shall arrange for the issuance of NOTAM for closure of a part of taxiway A or B.

6.6.5 The person performing the test must be during the engine test on runway A in constant contact with air traffic control (tower) and receive from them approval for towing and testing of aircraft engines.

6.6.6 Due to sound noise limitations in the night time the rules recorded in AIP (LJLJ AD 2.21) must be respected.

6.6.7 The person performing the test is responsible for movement of aircraft, safe execution of the engine test on taxiway A and for the timely removal of the aircraft from the maneuvering area before expiration of NOTAM.

6.7 Calibration of aircraft magnetic compass

6.7.1 Calibration of aircraft magnetic compass can be performed at taxiway A – old compass rose pad or at the crossroad of taxiway A and taxiway Q.

6.7.2 Calibration of aircraft magnetic compass allowed be performed during the night after end of air traffic at the airport. Exceptionally the calibration of the magnetic compass may also be carried out during the air traffic. In this case the person performing the calibration of magnetic compass must in due time obtain a permit from duty manager of Fraport Slovenia. Duty manager, after coordination with the air traffic control (tower), shall arrange for the issuance of NOTAM for closure of individual taxiways and/or runway.

6.7.3 After starting the reconstruction of taxiway A, at the height of the old compass rose, the location for calibrating the magnetic compass will be relocated in the area of the intersection of taxiway G and the runway.

6.7.4 The person performing the calibration of magnetic compass must be during the calibration in constant contact with air traffic control (tower) and receive from them approval for towing and calibration.

6.7.5 The person performing the calibration of magnetic compass is responsible for movement of aircraft, safe execution of the calibration and for the timely removal of the aircraft from the maneuvering area before expiration of NOTAM.

6.7.6 Old compass rose markings are invalid and must not be used.

6.8 De-icing and anti-icing of aircraft

6.8.1 Aircraft de-icing/anti-icing is performed only, if it is requested by a pilot or by aircraft owner to Airport de-icing coordinator. The de-icing procedures are performed

in accordance with so-called global standards (SAE) and instructions provided by the aircraft operator or airport owner for each type of aircraft.

6.8.2 Fraport Slovenia does not provide manual snow removal services on general aviation aircrafts. Snow removal on general aviation aircrafts is carried out exclusively with liquid on the dedicated surfaces for de-icing and anti-icing of aircrafts. On other aircrafts, manual snow removal is performed only, if it is agreed in accordance with the SGHA, that is by order of the pilot or a person authorized for the aircraft. Otherwise, the removal of snow from the aircraft takes place only with liquid.

6.8.3 Information's for aircraft operators for the de-icing and anti-icing of aircraft at the airport are described in the "Aircraft De-icing Plan" - available on our webpage.

6.9 Disabled aircraft recovery

6.9.1 A disabled aircraft can have an impact on the business and operations of Ljubljana Airport. It is therefore imperative that plans are in place to remove any disabled aircraft as expeditiously as possible. The Aircraft Accident and Incident Investigation Authority is responsible for approving the removal of disabled aircraft. The approval of the Authority must therefore be sought prior to removal of the aircraft.

6.9.2 The registered owner or aircraft operator will always retain complete responsibility for the removal of the disabled aircraft. All aircraft operators at Ljubljana Airport are expected to have aircraft recovery plans.

6.9.3 It is the responsibility of the Airport operator, however, to coordinate the aircraft recovery operation and ensure that the disabled aircraft is removed in a timely and efficient manner. The Airport operator is also responsible for ensuring that a Coordinator for Disabled Aircraft Removal Operations is appointed.

6.9.4 Alternatively, the Airport operator may be requested to assist with recovery arrangements. The Airport (or its agents) accepts no responsibility for any loss or damage of any kind resulting from this action and the aircraft operator will be held responsible for all costs and losses incurred (including consequential losses). Prior to the recovery of the disabled aircraft, the aircraft operator, the pilot or the airline's airport representative shall sign a corresponding recovery order and also a form that completely absolves Fraport Slovenija from any liability. On the basis of the order, Fraport Slovenija will charge the customer for the aircraft recovery service.

6.9.5 Aircraft operator or owner must have a confirmed contract for disabled aircraft recovery. Aircraft recovery arrangements must be submitted to Airport operator.

6.9.6 If the aircraft operator or owner:

- refuses to remove a disabled aircraft,
- does not start the removal within 3 hours after obtaining permission from the investigating authority or
- doesn't remove the aircraft in reasonable time and the aircraft is creating an obstruction for the Airport operator in carrying out its responsibilities or it or causes him damage and inconvenience,

the Airport operator will take independent action to remove the aircraft at the aircraft operator's or aircraft owners' cost, regardless of any objections raised. By using the

airport and, consequently, by following the Airport User Regulations, the aircraft operator or owner in the above-mentioned cases waives in advance and in full all claims for compensation from the Airport operator for damages that may have occurred on the aircraft during the process of removing the aircraft.

6.9.7 If the Airport operator endures financial loss as a result of a disabled aircraft it may claim reimbursement of expenses, damages and lost revenue from the aircraft operator or owner.

6.10 Ground Handling

6.10.1 Ground handling services at the airport are carried out in accordance with the Aviation Act and the Regulation on Ground Handling at Airports.

6.10.2 All ground handling activities at Ljubljana Airport are carried in accordance with General conditions of "Fraport Slovenia Airport and Handling Charges List" which is setting out the terms and the conditions under which airport facilities can be used, including service standards.

6.10.3 All potential suppliers of ground handling services must carry out its activities in accordance with the Regulation on Ground Handling at Airports and other regulations.

6.10.4 Suppliers of ground handling services shall only store their handling equipment in the places allocated to them by the Airport operator against payment of the corresponding fee.

6.10.5 Suppliers of ground handling services shall submit to the Airport operator in written form a list of the airlines serviced by them.

6.10.6 Parking of aircraft or aircraft departures and/or arrivals from an unmarked parking position on taxiway Q are not permitted. Aircraft intended for maintenance at Adria Tehnika need to be parked on the main apron and then moved to Adria Tehnika apron with the help of towing.

6.10.7 Handling of aircraft on taxiway Q is not permitted.

6.11 Liability for damages

6.11.1 The Airport operator shall not be liable for any damage to aircraft during take-off, landing or parking (either outdoors or in hangars).

6.12 Shipments subject to the Ionising Radiation Protection and Nuclear Safety Act

6.12.1 When sending shipments that are subject to the Ionising Radiation Protection and Nuclear Safety Act (ZVISJV-A), the air carrier or supplier of goods must provide advance notice to Fraport Slovenia's Cargo Handling department (cargo reception office). The notice must contain the following information: delivery company, delivery date, flight number with date, AWB number, number of pieces and weight.

7 General Aviation

7.1 General

7.1.1 The General Aviation Centre (GAC) is located in front security check point for staff in B passenger terminal. The apron area offers parking positions for general aviation aeroplanes and helicopters.

7.1.2 The GAC offers services and lounges for passengers and flight crews, passport control and customs clearance.

7.2 Handling Procedures for General Aviation

7.2.1 Rules and regulations for the flight turnaround process: a PPR is required for general aviation traffic. PPR is mandatory at least 24-hours before arrival. All requests will be finally authorised by Airport Operator.

7.2.2 The crews of general aviation aircraft must inform the Turn around coordination (in person, by radio or some other way) enough time before departure - Turn Around Coordinator is available on 131.405 MHz.

7.2.3 Arrivals: Transportation or escort is mandatory for passengers between aircraft and the GAC. Official clearance for passengers arriving on international flights takes place at the Customs and Police Offices in the GAC.

7.2.4 Departures: Transportation or escort is mandatory for passengers between the GAC and aircraft. Official clearance of international flights after sign-out at the Customs and Police Offices in the GAC.

7.2.5 Transportation of passengers, crews and baggage: Transportation of passengers, crews and baggage can be arranged by radio (Turn Around Coordinator on 131.405 MHz). Charges are as shown in the Airport and Handling Charges List.

7.2.6 Payment: All fees and charges must be paid to the Turn Around Coordinator of Fraport Slovenija, by credit card or cash prior to departure, unless the aircraft operator has a different contractual arrangement with Fraport Slovenija.

7.3 Terms of Business for General Aviation

7.3.1 These terms of business of Fraport Slovenija apply to the provision of ground handling services for the handling of aircraft in the sphere of general aviation.

7.3.2 Providing that no other written agreement has been agreed upon between the Airport operator and the customer, the following terms of business shall apply to the provision of ground handling services.

7.3.3 Provision of Ground Handling Services: Ground handling services are provided within the scope of the possibilities available to the Airport operator and according to the usual current standards in international air traffic.

It is considered neither necessary nor feasible to specify every detail of the handling services, as there exists a common understanding concerning the contents and the standard of ground handling services between Fraport Slovenija and customers using Ljubljana Airport

7.3.4 Documents for Ground Handling Services: For the provision of ground handling services, Fraport Slovenia customers will make information on flight operational data, passengers and load available in the Airport Traffic Coordination and Turn Around Coordination, at the latest on arrival or before departure, if not already transmitted in advance.

7.3.5 Handling Services: The Airport operator will provide the ground handling services for the customer's flights, without the need for a prior request, as described in the section "List of Services – Handling Services".

7.3.6 Assistance in Emergencies: In emergencies (emergency landings, accidents, acts of violence), the Airport operator will without delay, and also without waiting for customer directions, take all reasonable and feasible measures to offer aid to passengers and crew as well as to safeguard and protect from loss or damage baggage, freight and mail carried in the aircraft. The customer will reimburse in full all costs incurred by the Airport operator in rendering such assistance.

7.3.7 Additional Services (Special Services): At the customer's request, the Airport operator also offers additional services where possible, which are listed as such under *Section – List of Services – Special services on Request*, as well as further services not mentioned therein. Such services can be governed by special conditions to be agreed upon between the parties. If no special agreements are made, the currently valid general business terms of Fraport Slovenia and the "Fraport Slovenia Airport and Handling Charges List" shall apply.

7.3.8 Handling of Information: The Airport operator will take all prescribed measures to ensure that commercial information obtained from the customer's flight documents is not made available to third parties, unless on legal authority.

7.3.9 Sub-Contracting of Services: The Airport operator is entitled to delegate any of the agreed services to third parties, subject to the proviso that, in this case, the Airport operator is responsible for the proper execution of such services as if performed by the Airport operator itself.

The customer will not appoint any other person, company or organisation to carry out ground handling services, except in such special cases as shall have been mutually agreed upon in writing between the parties.

7.3.10 Standard of Work: The Airport operator shall carry out all technical and flight operations services in accordance with the customer's instructions, provided that these services have been taken over by the Airport operator, have been confirmed in writing and are in accordance with regulations. If such instructions from the customer do not exist, or are not confirmed, the Airport operator shall follow its own standard practices and procedures.

Ground handling services are provided in accordance with the Airport operator's standard practices and procedures. Nevertheless, the Airport operator will comply with reasonable requests from the customer. If additional costs arise through these requests, these are to be reimbursed by the customer.

The Airport operator will ensure that the qualifications of its specialised personnel performing services are kept up to date.

The customer shall provide the Airport operator with sufficient information and instructions to enable the Airport operator to perform handling services properly.

In the provision of the services as a whole, the Airport operator will pay due regard to safety and to local and international regulations, as well as to the aforementioned requests from customers in such a manner that the general public is given the best impression of air transport.

The Airport operator will immediately report to the customer all imminent or actual loss or damage to aircraft or loads observed in the course of handling or which otherwise comes to the Airport operator's attention.

7.3.11 Remuneration: For the services to be rendered by the Airport operator, the customer shall pay the charges as laid down in the "Fraport Slovenia Airport and Handling Charges List".

The above charges do not include authorisations, transmission of messages or any other fees, subscriptions, charges or taxes which are imposed by the authorities or the Airport operator in connection with the provision of services or in connection with flights of the customer. Such fees, subscriptions, charges or taxes are paid by the customer additionally.

For any additional services (special services) the customer shall pay the fees laid down in the current Airport and Handling Charges List.

7.3.12 Liability: The Airport operator is not liable for damage suffered by the customer or for claims for damages against the customer arising in connection with the services to be provided by the Airport operator, unless this damage is caused by or founded on wilfully false conduct or gross negligence on the part of the Airport operator, its personnel or persons acting as agents for the Airport operator.

The customer must protect the Airport operator from all claims made by third parties, including expenses, which may be filed in connection with the services provided by the Airport operator, unless such claims are founded on wilfully false conduct or gross negligence on the part of the Airport operator, its personnel or persons acting as agents for the Airport operator.

7.4 List of services

7.4.1 Handling Services:

- direct and escort crew and passengers to the apron;
- one arrival/departure transportation of crew, passengers and baggage between the aircraft and the terminal;
- passenger handling to the extent necessary;
- maintaining flight data;
- announcing arrival/departure to authorities (immigration, customs);
- arrange for additional ground handling services (GPU, de-icing, cabin heating and other);
- liaise with fuel supplier and/or catering supplier;
- hotel reservations;
- ordering taxi and car rentals;
- information about the flight to business partners and greeters;

- assistance to the crew, providing of space for flight planning, use of information system;
- control of tie down of smaller aircrafts (up to 2t MTOW);
- position and/or removal of wheel chocks (in accordance with Airport User Regulations);
- tie-down of smaller aircrafts (up to 2t MTOW) with help of the crew or with consent of the crew in case of thunderstorm or high winds (in accordance with Airport User Regulations);
- use of crew room.

7.4.2 General aviation aircraft, that are home based at Ljubljana Airport:

- Crews must perform tie down of their aircraft on parking positions which are equipped with fixed aircraft mooring points. If tie down is not possible (e.g. parking position without fixed aircraft mooring points), they need to contact Turn around coordination.
- Crews need to install and remove wheel chocks of their aircraft on general aviation apron and later store them in dedicated baskets (FOD hazard).

8 Access

8.1 Roads, premises and entrances

8.1.1 The Airport operator manages and organises traffic and defines the public or restricted use of the roads, premises and access to the airport grounds.

8.1.2 Owners or tenants of real estate, who have access to their real estate via the road infrastructure managed or owned by Fraport Slovenia, must enter into a contract with Fraport Slovenia through which they mutually agree on sharing the costs of maintaining this the road infrastructure.

8.1.3 Public transport to the airport includes buses and taxis. It is also possible to use shuttle service. Bus services are available to Ljubljana and Kranj. The bus stop is in front of the Passenger Terminal. Taxis can be found in front of the Terminal. The Airport operator reserves the right to change the bus stop and taxi stands in cases of operational, safety and security needs.

8.1.4 Access to apron and airside is organised and managed by the Airport operator in accordance with the security regulations.

8.1.5 The airport may only be entered at the entrances provided for this purpose by the Airport operator.

8.2 Public vehicular traffic and parking

8.2.1 Violation of the road traffic regulations and signage will be sanctioned with appropriate penalties for the vehicle's owner or driver.

8.2.2 The Airport operator or authorised operator of the public car parks is entitled to organise, manage and safeguard the proper use of parking spaces against payment.

8.2.3 Public car parks are located in the vicinity of the passenger terminal and are marked P1, P2 and parking garage. Passengers, visitors, greeters and meeters, buses, others who are providing transport services and employees must observe traffic regulations in the airport parking area and may only park in designated parking areas.

8.2.4 Drivers of vehicles must observe all safety instructions. The existing parking spaces are sufficient for the needs of passengers and visitors to Ljubljana Airport. Currently, there are 8 positions for buses (minibuses) and 10 positions for shuttle services in front of passenger terminal B. In addition, there are 10 parking spaces for buses between the P1 car park and the entrance park, where the main public bus stop is also located.

There are 250 parking spaces in the P1 outdoor car park. Of these, 21 are marked for the disabled and 16 are equipped for charging electrical cars. 928 are provided in the outdoor parking lot P2. 10 of them are marked for the disabled and some are intended for "rent a car" vehicles. There are 1304 parking spaces available in the parking garage. Of these, 6 are marked for the disabled and two parking spaces are equipped for charging electrical cars. Also, in the parking garage, some parking spaces are intended for "rent a car" vehicles. Additional parking spaces are provided for employees. All are marked with the appropriate horizontal and vertical signage, in accordance with Slovenian law and good practice.

8.2.5 All prices for car parking at the airport are prominently displayed in the appropriate locations and on the airport website.

8.2.6 A short-term parking lot is in front of both passenger terminals. The short-term parking is intended mainly for meters and greeters. Parking up to 10 minutes is free, additional time is calculated according to the price list. Stopping vehicles to pick up and drop off passengers and luggage is only permitted in front of the passenger terminal building inside the marked areas.

8.2.7 The Airport operator accepts no liability for any items left in parked vehicles.

8.2.8 Vehicles can only be parked in marked parking spaces. Vehicles parked in violation of road traffic regulations will be removed by the Airport operator at the cost and liability of the vehicle's owner. Parking or positioning vehicles on pavements or near fire exits and safety zones is strictly forbidden. All emergency and fire escape roads shall be kept clear and free of obstacles at all times.

8.2.9 Parking in the outdoor parking lot P1, P2 and in the garage is up to 5 minutes free of charge. Paid parking spaces are clearly marked at the airport and on the Airport's website. All car park users are encouraged to use the payment machines located in the car parks in order to save time.

8.2.10 Parking of small vehicles (mopeds, bicycles, etc.) is not allowed inside the buildings.

8.2.11 The Airport operator has specified conditions for the provision of taxi services within the area of the airport in the documents "Regulations on the provision of taxi services at the airport" and "General conditions for the use of parking areas at Ljubljana Airport". These conditions are also published on the Fraport Slovenija website.

8.2.12 Car park in front of the Airport cargo warehouse: This car park is intended for parking of cargo and personal vehicles because of delivery and removal of cargo from cargo warehouse. Freight and cargo can only be loaded or unloaded with the consent of Airport personnel. Movements in the car park are only permitted in accordance with traffic signs and the instructions of Airport personnel. Vehicles may only be parked in parking spaces marked for this purpose. Vehicles parked in unmarked parking spaces and in violation to traffic signs that obstruct traffic may be removed by the Airport operator at the cost and liability of the vehicle's owner.

9 Commercial Activities

9.1 Performance of commercial and food service activities

9.1.1 Individuals or companies which have not concluded an agreement to carry out sales activities within the area of Ljubljana Airport are prohibited from carrying out such activities. Such activity represents a violation of the private property of Fraport Slovenija and a cause of economic damage.

9.1.2 Before starting their business activities, the above individuals or companies must take into account all detailed instructions and implement all the measures requested by Fraport Slovenija.

9.1.3 All individuals and companies carrying out the above services must obtain consent for their interior design (colour scheme, type of furniture, etc.) prior to designing their sales points, as well as prior approval for their product range. This also applies to any potential subsequent changes in the leased premises.

9.1.4 The operating times for commercial, beverage and food service activities must correspond to the flight schedule. Deviations need to be agreed with Fraport Slovenia.

9.1.5 Solicitation and similar sales activities, including sales of other goods, non-food products or food products and beverages outside business premises, from vehicles, from stalls and similar, are not permitted within the area of the Airport without the consent of Fraport Slovenija.

9.1.6 The sales referred to in the previous paragraph are not allowed in business premises, buildings and other areas of the Airport unless the seller is the owner of the business premises or has a valid lease agreement concluded for the premises, signed order form or the written permission of Fraport Slovenija to carry out their business activities in the area of the Airport.

9.1.7 The sale of food, beverages or other goods intended for everyday consumption which are supplied to the consumers in the workplace by sellers by prior arrangement is permitted in the area of the Airport, but the seller or supplier may only deliver goods that have been ordered and may not sell goods or offer them for sale within the area of the Airport (or outside or at business premises within the area of the Airport) without the written consent of Fraport Slovenija.

9.1.8 In the event of non-compliance with the above provisions, the authorised security service of Fraport Slovenija shall remove the offending party from the area managed by Fraport Slovenija or physically prevent them from performing sales. The offending party shall in this event cover all costs of such an intervention in the amount

of €50 for an intervention of up to one and €40 for each additional hour or fraction thereof.

9.1.9 In case of previously approved contracts concluded with subcontractors by tenants within the grounds of Ljubljana Airport, the latter are responsible for informing the subcontractor doing the work about the Airport User Regulations and relevant related documentation (listed in the section "List of relevant related documentation").

9.2 Lease of business premises

9.2.1 The lease of premises and areas of the airport shall be defined by an agreement with the Airport operator.

9.2.2 At the handover of the premises a handover report is prepared, which is an integral part of the Lease Agreement and signed by both parties.

9.2.3 Keys

9.2.3.1 At the handover, the lessee is given one key for each door of the leased premises. The cost of any additional keys for the lease premises shall be borne by the lessee. The replacement of locks in the leased premises is only allowed with the prior written permission of the lessor. In the event of replacement of the locks, the lessee shall give one key to the lessor. One set of keys for the premises shall be kept by the lessor in the Security Operations Centre, so that the Airport Rescue & Fire Fighting department has access to the premises in case of an emergency.

9.2.3.2 The lessor will not enter the leased premises without probable cause and prior arrangement with the lessee. Moreover, no person is allowed to enter leased premises without prior notice to the lessor or representative of Fraport Slovenija commercial department.

9.2.4 Equipment

9.2.4.1 All equipment and items of furniture, which are not the main equipment in terms of the subject of the lease agreement, shall be provided by the lessee at its own expense upon prior agreement with the lessor.

9.2.4.2 Company logos and advertisements, window displays, vending machines, external antennas and similar, such as lights, bells and other connections for supply or heavy equipment and hardware, which may have an adverse impact on the environment, may only be installed or placed in the leased premises or common areas with the prior written permission of the lessor or as part of contractual provisions. Signs on doors may only be put up on door frames designed for this purpose. Where there are no such frames, signs may be glued to the door, using such label, which can be easily removed and will not damage the door.

9.2.5 Use of leased premises

9.2.5.1 The leased premises and common areas, as well as items of furniture and equipment, must be handled with due care and carefully. If any damage whatsoever is noticed, the lessor must be informed. The person who has caused the damage is liable to pay repair costs.

9.2.5.2 The lessee is obliged to use the leased premises solely for carrying out its activities, which shall be defined in the Lease Agreement, and no activity associated with the business object of the lessor shall be carried out without the prior written consent by the lessor. Sublease of the premises or any other form of use of the premises by a third party is not possible without the consent of the lessor. The lessee is obliged to keep the premises in good and clean condition for the entire duration of the lease.

9.2.5.3 The lessee has to provide the lessor with the plan for the interior design and for other changes which are to be made in the leased premises, and obtain prior written consent from the lessor for the planned changes. The lessee may not rebuild or in any way modify the business premises without the prior written consent of the lessor.

9.2.5.4 Before marking the leased premises with a company logo, the lessee must obtain written consent from the lessor and make sure that the markings are in line with the corporate identity of the lessor.

9.2.5.5 The lessee must not use the leased premises for its own promotion or the promotion of other companies or individuals, which exceed the lessee's activities at the airport, determined by the contract, without prior written consent from the lessor.

9.2.5.6 After the expiry or termination of the Agreement, the lessee must return the premises and other items which are the subject of this contract to the lessor, free of the lessor's effects and free of occupants, walls painted, with thoroughly cleaned floors, and in the same condition as received, considering normal use.

9.2.5.7 The lessee shall arrange and pay for the costs of regular maintenance of the leased premises in accordance with needs and as required for the preservation of the high standard of the leased premises and equipment. Accordingly, following the termination of the lease the lessee shall have no claims against the lessor arising from this rule and shall waive all claims in this respect.

9.2.5.8 The lessee is obliged to compensate all damage caused to the leased premises and other items through the fault of the lessee or its customers.

9.2.5.9 The lessee has no right to store or dispose of things outside the leased premises.

9.2.5.10 The location for the performance of activities in the Passenger Terminal shall be determined by the lessor. For any deviations from this, the lessor's consent must be obtained.

9.2.5.11 The lessee has to provide insurance for its activity and liability for damages incurred in relation to its activity and assets held in the leased business premises at its own expense and with an insurance company, so that in this respect neither the lessee nor anyone else may have any claims for damages against the lessor.

9.2.5.12 In accordance with the Lease Agreement, the lessee is obliged to maintain and carry out periodic inspections of its own work equipment in accordance with applicable legislation. The lessee is also obliged to keep the evidence (certificates and inspection records) and submit it for review during audits.

9.2.6 Cooking

9.2.6.1 Cooking or the heating up of food, beverages or water is allowed only in dedicated common areas.

9.2.7 Vending machines

9.2.7.1 The lessor manages the vending machines in the common areas or common premises. Installing vending machines without the consent of the lessor is not allowed.

9.2.8 Cleaning

9.2.8.1 The lessor or persons authorised by the lessor shall clean the common premises and areas. Furthermore, the lessor must provide paper, soap and paper towels in the toilet facilities.

9.2.8.2 Leased premises are cleaned by an authorised company which has a contract with the lessor, unless agreed otherwise by the lessor and the lessee.

9.2.8.3 The lessor reserves the right to have the leased premises, including glass surfaces, cleaned by persons or companies authorised by the lessor or at the lessee's expense. In this case, the lessee has to allow persons authorised by the lessor access to the leased premises and allow them to carry out the necessary cleaning work.

9.2.8.4 Products and procedures which are not harmful to the environment must be used for cleaning work.

9.2.9 Interior renovation

9.2.9.1 Interior renovation costs, such as painting, dyeing, whitewashing or wall and ceiling upholstering, painting interior window and door frames, the painting of radiators and pipes, any changes of paved surfaces, shall be borne by the lessee. Any deviations from the previous interior design require the prior written permission of the lessor.

9.2.10 Maintenance

9.2.10.1 The lessee is responsible for the maintenance of all equipment and other items that are brought into the premises.

9.2.10.2 Upon prior notice the lessee must allow repair work, structural changes and other measures taken by the lessor in order to provide proper maintenance of the premises and technical equipment or modernisation. Prior notice is not necessary if the measures are necessary in order to prevent immediate danger.

9.2.11 Repairs or defects and damage in the leased premises

9.2.11.1 The lessee shall inform the lessor of any damage incurred in the leased premises.

9.2.11.2 The scope and date of repair work shall be coordinated with the lessor, if the lessee needs to carry out repairs of technical equipment, such as electrical, heating, air-conditioning, water, sewage, entrance, exit or similar systems. The lessor may

request that the lessee does not use the repaired equipment until the lessor's permission is granted.

9.2.11.3 If the lessee is late in repairing damage incurred through its fault, the lessor may arrange its repair at the expense of the lessee and may take over the leased premises for the duration of the necessary works. Repairs of such damage must be carried out at the lessor's discretion, either by the lessee or the lessor or by third persons hired by the lessor, while the costs shall be borne by the lessee. The lessor may request that the lessee does not use the repaired equipment, until the lessor's permission is granted.

9.2.12 Inspection of leased premises

9.2.12.1 The lessor reserves the right to have persons duly authorised by the lessor to inspect the leased premises without prior notice for the purpose of establishing the condition of the leased premises. If the lessor finds any deficiencies, the lessee must immediately correct them, provided the correction of such deficiencies is the responsibility of the lessee. The lessor can enter the premises at any time in the event of a perceived danger.

9.2.13 Return of leased premises

9.2.13.1 Upon expiry of the Lease Agreement, the leased premises and furniture shall be handed over in a renovated, empty and clean condition. If the lessee has decorated the leased premises according to its wishes and thus renounced either completely or partially the use of basic equipment, the leased premises must be returned with full basic equipment. Furthermore, at the lessor's request the lessee must remove all equipment and other items, which are located inside or outside the leased premises. In this case the surfaces where the items have been located must be returned in appropriate and suitable condition. When moving out, the lessee must return all keys to the lessor. If not, the lessee shall bear all costs for the manufacture and purchase of new locks and keys. On return of the premises, the parties sign a handover report. If the lessee fails to fulfil its obligations, the lessor must be compensated for any necessary work. In addition, the lessee shall be liable for all consequential losses.

9.3 Commercial photographing, recording and live recording

9.3.1 For any commercial photographing, recording or live recording in the area managed by the Airport operator, written consent must be obtained from the Commercial Department. This service is subject to payment.

9.3.2 The photographer/film-maker and client must inform themselves of the safety regulations and maintain the good reputation of the airport.

9.4 Advertising and distribution of printed media

9.4.1 Advertising spaces are located in certain advertising locations inside and outside the airport buildings and other areas. Advertising contracts shall be concluded with Fraport Slovenija for a defined period.

9.4.2 Distribution of flyers or other printed media at Ljubljana Airport requires the prior consent Fraport Slovenija and is subject to payment, according to the type and size of

media and the period of distribution. This also applies to the distribution of advertising articles and samples.

9.4.3 Any distribution of flyers or other printed media without prior written consent of Fraport Slovenija is not allowed.

9.5 Media Protocol

9.5.1 The protocol regarding the access of media representatives to public, monitored and secured airport areas is set out below.

9.5.2 Purpose: The protocol establishes rules and conditions for public media representatives to enter and remain in public, monitored and secure airport areas in cases of exceptional security events (arrival or departure of celebrities, demonstrations, incidents, serious incidents, emergency procedures, airport accidents and other occasions which may attract the interest of the public and the media). Every individual must respect and act in accordance with the provisions of the Aviation Act (UL RS 18/2001) and the regulations and company rules issued on its basis.

9.5.3 Announcements and arrivals: If the event is announced beforehand or clearly predictable (such as the arrival of athletes or media personalities, etc.), public media representatives must report their arrival in advance to the Airport's Security Operation Centre and inform the Head of Corporate Communications, who will evaluate the reasonableness of and justification for granting access (for contact information please refer to the list of Important telephone numbers and contact persons at Ljubljana Airport). To avoid any possible complications or delays with permits, please announce your arrival at least 24 hours beforehand. Please also notify the Head of Corporate Communications

9.5.4 In the case of events that have no communicational effects for Fraport Slovenija, escort will be provided by security staff.

9.5.5 The announcement to Security Operation Centre (SOC) should contain the following data (for contact information please refer to the list of Important telephone numbers and contact persons at Ljubljana Airport):

- name of the media
- purpose of the visit
- date and time of visit
- time and duration
- personal data on journalists, cameramen and photographers (full name, date of birth, number of personal document)
- type, colour and registration of the vehicle (if known beforehand)
- area of the airport to be recorded
- full name and telephone number of the contact.

9.5.6 When events are organised by Fraport Slovenija, the above data are to be sent to the e-mail address of the Head of Corporate Communications (for contact information please refer to the list of Important telephone numbers and contact persons at Ljubljana Airport). Entering public, airside areas is only possible with an escort, which will be provided by Fraport Slovenija on the basis of an announcement. In the case of an event taking place in a public area of the airport, an escort is not required,

but an announcement is recommended to the e-mail address of the Head of Corporate Communications and the Security Operation Centre.

9.5.7 Measures: The Safety and Security department must process the above announcements in a timely manner and in cases of high- or low-risk scenarios act in accordance with provisions for such occasions. The Safety and Security department must notify all departments which are necessary for the operational execution of the measures, all departments whose work is disturbed due to these measures and all departments which must be made aware of these measures due to the nature of their work or due to legislative provisions.

9.5.8 Exceptional events: In cases of exceptional events (unannounced or unforeseeable events, such as incidents or accidents) at Ljubljana Airport which are connected to Fraport Slovenia, the Head of Corporate Communications is authorised to give official statements to representatives of the public media. The meeting point for public media representatives is at the information counter in the passenger terminal. For any additional information, the Corporate Communication Manager should be contacted. In case of an exceptional event, a journalist's entry into the restricted part of the airport may be authorised by the company management or the duty traffic manager. In the event that the media are authorised to visit the scene of the event, Fraport Slovenia will provide a media escort. In the event that the media are not authorised to visit the scene, Fraport Slovenia will issue a press statement. In the case of exceptional events at the airport pertaining to airlines, flight control, government agencies or other institutions, press statements will be issued by representatives of these institutions.

9.6 Photos and Recordings on Video and Audio Carriers

9.6.1 Photos, as well as video and audio recordings may only be taken, stored or passed on to third parties only with the prior permission of Fraport Slovenia and being in compliance with the Personal Data Protection Act.

9.6.2 The media is subject to the Protocol on Special Events. Authorisation to them is given without prejudice to the rights of third parties (e.g. general right of privacy, data protection, portrait rights, etc.).

9.6.3 Any performance of photo, video or audio recording in the area managed by the airport operator without the prior consent of the airport operator is not permitted and is expressly prohibited.

9.6.4 Any photo, video or audio recording of employees or third parties in the area managed by the airport operator is prohibited without the permission of the airport operator and the recorded persons.

9.6.5 Any person who transmits any recordings, which he didn't do in accordance with the above instructions, directly to a third party or they show them such recording or otherwise directly acquaints them with such recordings, shall be notified to the competent authorities for the commission of a criminal offense.

9.7 Video surveillance

9.7.1 The airport uses video surveillance to assist security and operation processes. The use of video cameras is indicated, as required by the Personal Data Protection Act, with camera pictograms at access points to the airport, buildings and premises.

9.7.2 In the area where surveillance cameras are installed, it is forbidden to place objects or other obstacles that would obstruct or restrict the view of the cameras. Such objects or obstacles must be removed immediately at the request of the Safety and Security department.

9.7.3 The operation of video surveillance in leased areas must conform to the provisions of the Personal Data Protection Act and the terms of the lease agreement. Devices used must be registered and approved by the Security and Safety department of Fraport Slovenija. Approval is also necessary for any further installation of cameras.

10 Construction works

10.1 Construction works on the airport site require the prior consent of the Airport operator and also of the CAA, if required by law. The Airport operator shall be informed before construction works starts.

10.2 Constructors must comply with the rules set by the Airport operator. Constructors must also follow the instructions given by the Airport operator regarding the location, timing and coordination of works and comply with environmental, occupational safety and fire protection regulations as well as with the safety and security management system of the Airport operator.

10.3 Constructors shall notify the Airport operator of any works posing a fire hazard and using of hazardous material, as well as works causing dust, heat or aerosol particles which could trigger alarms.

11 Telecommunications and ICT

11.1 Information and communications technology (ICT)

11.1.1 The lessee of premises owned by Fraport Slovenija may use ICT in accordance with the valid price list of the Information Technology department. Requests for the establishment and use of ICT should be sent to the e-mail address specified in the section Important phone numbers and contact persons at Ljubljana Airport – subsection Information technology.

11.2 Responsibility of the lessee

11.2.1 The lessee of ICT is responsible, from the time of the acquisition of the ICT equipment, for compliance with applicable legislation, which set out the manner of conduct and the management of ICT equipment. The lessee is obliged to use ICT equipment with due diligence. The lessee shall be liable to Fraport Slovenija and/or third parties for any damage to the equipment and for any damage that could be caused by not complying with the regulations of use of ICT equipment.

11.2.2 The lessee must immediately communicate any improper operation of ICT equipment to the e-mail address of Information technology specified in the section Important phone numbers and contact persons at Fraport Slovenija.

11.3 Use of Radio Systems including W-LAN Equipment

11.3.1 The use of radio systems that send and/or receive radio waves with frequencies that have not been assigned to the user by the Agency for Communication Networks and Services of the Republic of Slovenia is prohibited on airport grounds.

11.3.2 Fraport Slovenija can authorise the use of radio systems mentioned above, if:

- it is demonstrated that the operation of radio systems does not disturb the radio systems that are operated to assist operations at Ljubljana Airport and,
- if the operator of the radio equipment can ensure that third parties cannot misuse the radio equipment to disturb operations at Ljubljana Airport.

11.3.3 These regulations have no effect in the case of landline-based communication. In this case the installation of landline components, installation of cables and their operation on grounds or in buildings of Fraport Slovenija are only possible by Fraport Slovenija as owner or by third parties after a contract has been signed with Fraport Slovenija.

12 Safety regulations

12.1 Airside safety

12.1.1 All unescorted persons operating in the movement area or other operational areas of the aerodrome shall pass appropriate safety training which correspond to the activities, services and tasks they will perform. Basic Safety Awareness Training is a condition for unescorted access to controlled parts of the airport and must be renewed at intervals determined by legislation or internal acts of the airport operator.

12.1.2 The Airport operator's procedures in relation to airport operations in winter, adverse weather conditions, conditions of reduced visibility or at night are set out in the Aerodrome Manual and other relevant related documentation. All persons and their employers with access to the movement area and other operational areas of the aerodrome are obliged to comply with these procedures. The Airport operator will make this documentation available to them.

12.1.3 Due to corrosive properties, the use of sodium chloride (salt) and calcium chloride is prohibited on the airside area of the airport.

12.1.4 During lightning warning activation, the ground handling of aircraft and other outdoor activities near the aircraft are forbidden.

12.2 Emergency and evacuations

12.2.1 In the event of an emergency event at the airport (aircraft accident, bomb threat, hijacking, explosion, fire, accident with hazardous materials or fuel spillage, armed attack or unauthorised access to a protected area, vandalism, riot, theft, suspicion of infectious disease, suspicion of sabotage or suspicion of terrorist threats), the police

or Security Operation Centre must be informed immediately (see the list of Important telephone numbers and contact persons at Ljubljana Airport).

12.2.2 If appropriate, evacuation will be carried out. Evacuation is carried out in accordance with the "Ljubljana Airport Fire Safety Order" - available on our webpage, where the instructions of Airport Rescue & Fire Fighting staff, police, security services and other personnel carrying out the evacuation must be followed.

12.2.3 In event of fire it is necessary to follow the instructions contained in the "Ljubljana Airport Fire Safety Order".

12.3 Safeguarding aerodrome

12.3.1 To protect the limits of the obstacle limitation and protection surfaces of the aerodrome from the danger of potential obstacles for aircraft, creation of high objects, devices and machinery in the airport area is subject to prior consent from the airport operator. In addition, also from CAA, if required by law.

12.3.2 The conditions for the construction and reconstruction of facilities in the airport area are discussed in the Aviation Act. The construction or reconstruction of a facility is subject to a building permit, for which consent must also be obtained from CAA. CAA also asks the airport operator for an opinion/consent (see also the section Construction works).

12.3.3 The use of various devices and machinery that are high is not allowed in the aerodrome area without the prior consent of the airport operator and in certain cases also from CAA. The device or machinery that is high is a crane, a truck crane, a loader crane, a drill, a pile driver, an excavator, a lifting basket, a mobile antenna, etc. A special feature is the use of cranes for which prior approval from CAA is required.

12.3.4 For the construction or reconstruction of facilities, it is necessary to prepare "Analysis of the location of the facility from air traffic safety point of view" or "Support safety assessment". However, for the use of devices and machinery, this documentation is required only in certain situations, that depend on the location and characteristics of the device or machinery. The latter documentation for Ljubljana Airport is prepared by the airport operator and is subject of payment.

12.3.5 The deadlines for obtaining the necessary prior approvals vary and depend on the situation regarding the preparation of appropriate analyses, which may also include Air Traffic Control of Slovenia or other aviation stakeholders.

12.3.6 In the event of the installation of a facility or use of equipment and machinery without prior consent, the airport operator shall immediately report it to the CAA and, if necessary, to the police.

12.4 Smoking ban

12.4.1 Smoking (including the use of electronic cigarettes) is prohibited throughout the airside areas under the "Ljubljana Airport Fire Safety Order" – except in defined and marked smoking areas.

12.4.2 In landside areas, smoking is prohibited in all buildings under Slovenian legislation – except in specifically designated smoking areas. Remnants of tobacco may only be disposed of in ashtrays. Ashtrays must be used when smoking.

12.5 Alcohol, psychoactive substances and mediations

12.5.1 Airport operator in compliance with regulation (EU) No 139/2014 determines the rules regarding usage of alcohol, psychoactive substances and medicines on airport.

12.5.2 The consumption of alcohol, drugs and other psychoactive substances in restricted areas of the airport, as well as in vehicles, workshops and aircraft hangars, is strictly prohibited. Persons with a yellow airport identification card and other people may not enter, either on foot or in a vehicle, the above-mentioned areas under the influence of alcohol (above 0.00 mg of alcohol per litre of exhaled air or 0.00 grams of alcohol per kilogram of blood) drugs or other psychoactive substances. The same applies to medications that may impair physical or mental capacity in a manner that jeopardizes safety.

12.5.3 Control and testing of the presence of alcohol (i.e. breath tests) and/or drugs and other psychoactive substances of Fraport Slovenija employees with a yellow airport identification card is carried out by Airport operator by qualified staff.

12.5.4 Other employers carry out controls and tests for the presence of alcohol and/or drugs and other psychoactive substances for their employees with a yellow airport identification card. Every employer for their own employees.

12.5.5 The procedure for determining the presence of alcohol, drugs and other psychoactive substances for its own employees is carried out by Fraport Slovenia in accordance with the Regulations on the identification of presence of alcohol and other psychoactive substances.

12.5.6 Employers who employ persons with a yellow airport identification card must have an internal act on determining the presence of alcohol, drugs and other psychoactive substances in accordance with Article 51 of the Health and Safety at Work Act (ZVZD-1).

12.5.7 Employers must every year perform alcohol tests on at least 20% of their employees with a yellow airport identification card and controls on at least 20% of their employees with a yellow airport identification card regarding working under the influence of drugs and other psychoactive substances.

12.5.8 Employers who employ persons with a yellow airport identification card must document all activities about determining the presence of alcohol, drugs and other psychoactive substances (such as control records, control plans, reports, measures, etc.).

12.5.9 In the event:

- a person is under the influence of alcohol (over 0.00 mg of alcohol per litre of exhaled air or 0.00 grams of alcohol per kilogram of blood);
- a person is under the influence of drugs and other psychoactive substances (positive test result) and
- refusal to test for alcohol and/or drugs and other psychoactive substances

the person must immediately be prohibited by the employer and Airport operator from further movement in areas with restricted access to the airport as well as in vehicles, workshops and aircraft hangars.

12.5.10 A record shall be kept of the entire procedure.

12.5.11 In the event of any identified violations, employers must issue a temporary or complete ban on access to areas with restricted access. Employers must report any violations to the CAA.

12.5.12 Fraport Slovenia carries out regular audits of other organizations that have employees with a yellow airport identification card, with the aim of checking compliance with the requirements written in this chapter. Audits are carried out in accordance with the annual assessment plan. All irregularities are reported to the CAA.

12.6 Working with aircraft engines

12.6.1 Before starting the engines, aircraft wheels must be adequately secured via chocks and/or brakes.

12.6.2 For hazard warning purposes, immediately before starting the engines the aircraft's anti-collision warning lights must always be switched on and must be kept on until the engines are shut down. This procedure must be observed both day and night.

12.6.3 Aircraft engines must not be turned on or left running unless the aircraft cockpit is manned by a pilot or suitably trained technicians. When the engines are running the boarding or disembarkation of passengers and loading or unloading of cargo are prohibited.

12.6.4 Persons starting aircraft engines or servicing them during running must ensure that neither the propeller nor the prop blast or jet blast can cause personal injury or property damage.

12.7 Handling fuel and fuelling

12.7.1 Aircraft may only be refuelled or defueled in the areas designated for this purpose by the Airport operator. Aircraft may not be refuelled or defueled with their engines running.

12.7.2 If passengers are on board an aircraft during refuelling, the Airport Rescue & Fire Fighting department must be present by the aircraft with a vehicle provided by the Airport operator.

12.7.3 Before carrying out the procedure of refuelling with passengers on board or in the act of embarking or disembarking, the air carrier must provide a dedicated statement (Declaration of Commitment on the subject of aircraft fuelling with passengers embarking, on board or disembarking at Ljubljana Airport). It is not necessary to provide the dedicated statement in cases specified in document "Aircraft Fuelling Procedures" – available on request. The aforementioned procedure is only performed when absolutely necessary and in accordance with prescribed safety measures listed in the document "Aircraft Fuelling Procedures".

12.7.4 If refuelling is carried out with passengers on board or in the act of disembarking or embarking, a stairway or passenger boarding bridge must be positioned at least at one open cabin doors. Prior to the commencement of fuelling, two-way communication must be ensured between the flight crew and the person supervising the refuelling process outside the airplane. In addition, the relevant procedures in the flight operations manual of the airline in question and document "Aircraft Fuelling Procedures" must be applied.

12.7.5 Fuelling and defueling is not permitted during thunderstorms.

12.7.6 Overflows and spillage of fuels must be avoided. If fuel overflows or spills, in addition to the required immediate action (stopping the fuel flow, placing fire extinguishers in readiness, issuing a warning for the surrounding area, covering the spill where appropriate, protecting sewer openings), a safety radius of 15 metres must be secured and the Airport Rescue & Fire Fighting department must be notified without delay.

12.7.7 The Airport operator, either on its own or by means of contracts with third parties, shall ensure that procedures exist to provide aircraft with fuel which is uncontaminated and of the correct specification.

12.8 Working in hangars and workshops

12.8.1 The use of flammable, volatile and other hazardous substances is only allowed only in hangars and workshops that are so identified and regulated in accordance with applicable legislation governing hazardous substances. It is also necessary to take account of provisions such as fire safety rules, health and safety at work regulations and air regulations.

12.8.2 Users of hangars and workshops must keep the floor and ground in and around hangars or workshops free of oil, grease and other substances posing a fire hazard.

12.8.3 In hangars it is forbidden to test aircraft engines and use Auxiliary Power Unit – APU.

12.9 Storing materials, equipment and waste

12.9.1 All material, equipment and waste must be stored according to the Fire Safety Order in order to prevent fire or explosion.

12.9.2 Users must ensure that garbage containers and trash bins in the airport area are closed in order to prevent access by animals and creation of FOD.

12.9.3 Empty gas cylinders and flammable liquids canisters may not be stored inside hangars and workshops.

12.9.4 Handling of highly flammable material must be carried out in accordance with the "Work Instructions for Waste Management at the airport area" - available on our webpage.

12.10 Scrapping of aircraft and other extraordinary activities on airside

12.10.1 For extraordinary activities on airside, which are not part of regular air traffic, a written authorization from the Head of Airport supervision and technology must be obtained (for contact see the list of Important telephone numbers and contact persons at Ljubljana Airport). Extraordinary activities on the air side of the airport include scrapping of aircraft, long-term parking of aircraft on the surfaces managed by Fraporta Slovenija, etc.

12.10.2 Complete scrapping of aircraft on aprons operated by Fraport Slovenija is not permitted. After prior approval from the Airport supervision and technology department, only partial dismantling of the aircraft is allowed using steel wire - removal of the wings and tail of the aircraft and cutting of the hull to the necessary extent for surface removal from the airport area.

12.10.3 The organizer of the dismantling is obliged to prepare and submit in advance:

- schedule and implementation plan (scale) of the dismantling;
- a statement that all dangerous liquids, that could pose a risk of fire, explosion or environmental pollution, will be removed from the aircraft before the dismantling and
- a statement that it assumes full liability for damages on surface of the apron or any other damages resulting from the dismantling of the aircraft.

12.10.4 The organizer of the dismantling must prior the start of the works secure the area with a fence to prevent any objects to be blown away by the wind (FOD). The type of the fence is determined by the airport operator. The organizer of the dismantling must return the dismantling area of the aircraft in previous state. Supervision over dismantling is carried out by the Airport supervision and technology department, which may in event of any deviations from the agreement order the suspension of dismantling.

12.11 Firefighting

12.11.1 Airport Rescue & Fire Fighting of Fraport Slovenija is responsible for responding to an aircraft accident at Ljubljana Airport and its immediate vicinity. Airport Rescue & Fire Fighting provides an adequate response on the airside according to the category of the airport. In addition, for its own needs and in accordance with the contracts, it provides fire protection in the area of Ljubljana Airport. This area is shown graphically in picture no. 3 and represents the area of operation of the Airport Rescue & Fire Fighting of Fraport Slovenija. On real estate's where Fraport Slovenia has the right of superficies or is the owner of the buildings, legal entities must enter into a contract with Airport Rescue & Fire Fighting of Fraport Slovenija for the provision of fire protection. In doing so, it is necessary to take into account the applicable legislation governing these areas.

Picture 3: The area of operation of Airport Rescue & Fire Fighting of Fraport Slovenija



12.11.2 Users at airport must comply with all fire safety legislation.

12.11.3 Access to firefighting equipment, emergency exits, escapes routes and rescue access routes must be kept clear at all times.

12.11.4 In case of fire, fire alarms must be activated immediately and the Airport Rescue & Fire Fighting of Fraport Slovenija must be notified. Until the arrival of the Airport Rescue & Fire Fighting department, rescue operations must be carried out and the available resources must be used to fight the fire.

12.11.5 In case of any injuries or illness, the emergency centre (Tel. 112) and/or the police station (Tel. 113) must be notified immediately.

12.11.6 Recovery and rescue operations are subject to the “Ljubljana Airport Fire Safety Order”.

12.11.7 All individuals, companies and offices at Ljubljana Airport must support the Airport Rescue & Fire Fighting department in any possible way in averting danger and restoring safety.

12.11.8 During firefighting operations, the Airport Rescue & Fire Fighting department is authorised to enter any necessary areas and rooms throughout the area of the Airport.

12.11.9 The installation and use of ABC fire extinguishers on airport aprons is prohibited due to the possibility of corrosion on aircraft.

12.12 Ljubljana Airport Fire Safety Order

12.12.1 All fire protection rules for Ljubljana Airport are included in the “Ljubljana Airport Fire Safety Order” - available on our webpage.

12.12.2 All individuals, companies and offices at Ljubljana Airport are required to follow this Fire Safety Order.

12.12.3 All prevention rules, active and passive protection systems, regular checking, evacuation procedures, exercises, responsible persons and other measures are described in the Fire Safety Order.

12.13 Medical services

12.13.1 Medical services at Ljubljana Airport are provided by an external legal entity on behalf of the Airport operator. The medical unit provides first aid services and a 24/7 duty service for aviation accidents and natural disasters.

12.13.2 Any individual medical services which are not related with aviation incidents and accidents are subject to payment.

12.14 ICAO Safety management system (SMS) and EU Management system

12.14.1 The Airport operator is responsible for the safe operation of the aerodrome as stated in the requirements of Regulation (EU) 2018/1139 and its implementing rules.

12.14.2 In accordance with Regulation (EU) 2018/1139, any person permitted unescorted access to the movement area or other operational areas shall be adequately trained and qualified for such access. The condition for unescorted access to airside is the successful completion of Basic Safety Awareness Training. This training is provided on a paid-for basis and can be carried out independently from other training. Safety Awareness Training need to be periodically renewed.

12.14.3 The Airport operator operates a Safety Management System (EU) and safety management system (SMS) in compliance with ICAO Annex 14, EU law, national law and the associated instructions issued by the civil aviation authorities of the state. The SMS is an integral part of the EU Management system. The EU Management system applies to all persons and their employers who enter or work in the movement area and other operational areas of the airport. Individual details, policies and specific procedures for the implementation of the Management system and the integration of different employers will be specified separately by the Airport operator in the “SMS Manual”- available on our webpage.

12.14.4 Management system is an organised approach which includes organisational structures, accountability, responsibilities, policies and procedures to ensure compliance with essential requirements for aerodromes and to aim for the continuous and proactive improvement of safety. Legal and natural persons that provide, or intend to provide services, or undertake activities at the aerodrome, whose activities may have an impact on safety, are obliged to participate in the Airport operator's Management system. This entails compliance with safety regulations as well as with other measures, such as:

- participation in safety committees;

- participation in the hazard identification and risk management process;
- participation in the safety reporting system;
- participation in joint investigation and analysis of safety relevant occurrences, serious incidents, and accidents;
- participation in safety communication;
- implementation of preventive or corrective actions, etc.

12.14.5 The Airport operator shall ensure that the Fraport Slovenia management system addresses the coordination and integration with the safety procedures of organisations that provide, or intend to provide services, or undertake activities at the aerodrome, whose activities may have an impact on safety. This is done at regular meetings of the Aviation Safety Action Group (ASAG) and by establishing arrangements with other relevant organisations to ensure continuing compliance with essential requirements for aerodromes as stated in Regulation (EU) 2018/1139 and its implementing rules.

12.14.6 Organisations that provide, or intend to provide services, or undertake activities at the aerodrome, whose activities may have an impact on safety must have safety procedures in place to comply with the applicable requirements of Regulation (EU) 2018/1139 and its implementing rules and the requirements laid down in the “Aerodrome Manual”.

12.14.7 In order to ensure compliance of the organisations that provide, or intend to provide services, or undertake activities at the aerodrome, whose activities may have an impact on safety, with the requirements of Regulation (EU) 2018/1139 and its implementing rules that are applicable to aerodromes and their operators, as well as with the content of the “Aerodrome Manual”, the Airport operator will:

- conduct audits and inspections of such organisations through its compliance monitoring and
- establish procedures for the monitoring of related activities at the aerodrome.

12.14.8 Organisations that provide, or intend to provide services, or undertake activities at the aerodrome, whose activities may have an impact on safety will appoint a representative for safety who will cooperate with the Airport operator on this field of work. The above organisations are required to send details and contact information for this representative to the Airport operator to the following e-mail address: safety@fraport-slovenija.si

12.15 Supervision of safety regulations

12.15.1 The competent representatives of the Airport operator are responsible for monitoring compliance with safety regulations:

- Operational safety: Airport Supervision and technology.
- Fire safety: Airport Rescue & Fire Fighting department.

12.15.2 Instructions given by the Airport Supervision and technology department and Airport Rescue & Fire Fighting department must be complied with. Instructions issued by persons with official authority exercising their duties, and acting within the scope of their official duties, must be complied with.

12.16 Violation of safety regulations

12.16.1 All persons must comply with the safety regulations when in movement areas and other operational areas of Ljubljana Airport.

12.16.2 All persons working in movement areas and other operational areas of Ljubljana Airport are responsible for safeguarding aircraft. They must also safeguard their own health, life and property and the health, life and property of others. All personnel shall receive FOD (Foreign Object Debris) instruction from their employer.

12.16.3 In the case of violations of safety regulations, the Airport operator will act in the manner set out in the section: Infringements of the Airport User Regulations.

12.17 Safety reporting and initial response to safety occurrences

12.17.1 All persons present at the airport are obliged to notify Fraport Slovenija (Airport Supervision and technology) as soon as possible, but no later than within 24 hours, of all:

- aircraft accidents
- serious incidents
- incidents
- incidents in civil aviation (which includes collisions of wildlife with aircraft, bird remains on runway and related hazards) and
- other safety occurrences and hazards (see definitions in the SMS manual).

12.17.2 Organisations responsible for apron management services need to report any malfunctions of systems to airport operator in accordance with ADR.OR.F.050.

12.17.3 Reports on all of the above occurrences at the airport must be sent as soon as possible. Safety reporting is possible via the Fraport Slovenia website, the Galiot system (AORF), e-mail (safety@fraport-slovenija.si) and the so-called safety box available at security checkpoint – staff entrance, security checkpoint – near Airport Rescue & Fire Fighting and barrier for cargo warehouse.

12.17.4 In the event of damage to property or injury of persons, or work-related accidents, the duty manager shall also ensure that an initial investigation of the occurrence is carried out. Initial investigation includes:

- preservation of evidence;
- adequate documentation of evidence found (for an example photographic material);
- documenting witness statements and
- procedures relating to the use of alcohol and/or other psychoactive substances.

12.17.5 In addition to mandatory reporting there is also voluntary reporting, which can also be carried out anonymously. In the case of voluntary reporting, persons can report other safety significant events or hazards that cannot be covered by the system of mandatory reporting, but which the reporter considers to constitute an actual or potential risk to aviation safety. Voluntary reporting is possible via the same mechanisms as for mandatory reporting.

12.17.6 Safety reporting at Ljubljana airport is specified in more detail in the “SMS Manual” - available on our webpage.

13 Airside traffic and licensing regulations

13.1 General

13.1.1 The Airport operator has the right to set vehicular traffic regulations on airport area not open to public (airside) and operated by the Airport operator.

13.1.2 The Airport operator has the right to control all vehicles and personnel operating the vehicle on airside and operated by the Airport operator. These include traffic rules and safety regulations, permits and technical requirements for vehicles. Speed control of vehicles is performed by the Airport operator with appropriate measurement devices in accordance with manufacturer's instructions.

13.1.3 Vehicular traffic rules and safety regulations on airside, licensing and technical requirements for vehicles are prescribed in detail in the “Airside Traffic Rules and Safety Regulations” – available on our webpage. These regulations issued by the Airport operator are binding for users of all areas managed by Fraport Slovenija.

13.1.4 All traffic participants must obey instructions issued by personnel authorised by the Airport operator.

13.1.5 All traffic participants must conduct themselves in such a way as to avoid exposing themselves or other persons to danger, to ensure safe and smooth traffic movement and to avoid any impairment of flight operations, particularly taxiing aircraft.

13.2 Airport roadways and entrances

13.2.1 The roadways of the airport are not intended for public traffic. Traffic rules and safety regulations apply to the entire area of the airport not open to the public (airside) and operated by the Airport operator.

13.2.2 Only authorised persons are permitted to enter airside and drive on airport roads. Such persons shall only use the entrances designated for this purpose by the Airport operator.

13.2.3 All vehicle drivers are required to show an Airport driving permit (ADP) to airport security staff on request before entering airside and driving on airport roads. The Airport vehicle permit (AVP) should be displayed in a prominent place in the vehicle.

13.2.4 All vehicle escorts carried out by security staff are charged in accordance with the valid price list. Vehicle escort for the needs of Fraport Slovenia is free of charge.

13.3 Vehicular traffic

13.3.1 All drivers operating a vehicle on airside area of the airport operated by the Airport operator must hold a valid Airport driving permit (ADP). The ADP is issued by the Airport operator. Training for the ADP is provided by the Airport operator and is subject to payment of a fee.

13.3.2 All vehicles can operate on airside area of the airport operated by the Airport operator provided they have a valid Airport vehicle permit (AVP). The Airport vehicle permit is issued by the Airport operator.

13.3.3 The Airport operator may, at the expense and liability of the vehicle owner, remove all vehicles located on airside area of the airport operated by the Airport operator that have an invalid Airport vehicle permit (AVP) or are located there without the approval of the Airport operator.

13.3.4 Vehicles may only be parked in designated parking areas. Vehicles parked in contravention of parking rules will be removed by the Airport operator at the expense and liability of the owner or driver of the vehicle.

13.3.5 The Airport operator has the right to obtain the registry of the requested regular technical checks and maintenance for each vehicle in possession of an Airport vehicle permit.

13.3.6 The owner of a vehicle used within airside area and operated by the Airport operator is responsible for the technical standards of the vehicle. Vehicles shall be operated and maintained in accordance with the approved standards by the Airport operator. Approved standards are set out in the manual "Airside traffic rules and safety regulations". The Airport operator has the right to conduct technical inspection of vehicle to check compliance with the approved standards.

13.3.7 In order to obtain an Airport vehicle permit (AVP), it is necessary to provide evidence of the technical suitability of the vehicle and compliance with the prescribed standards of the Airport operator. Details are provided in the manual "Airside traffic rules and safety regulations". Verification of the requirements for vehicles using manoeuvring areas can be performed only at the Airport Operator.

13.3.8 All vehicles operating airside area operated by the Airport operator must have vehicle liability insurance for personal injury, property and financial damage. The insurance coverage must also be expressly valid on airside area of Ljubljana Airport.

13.3.9 In order to obtain an Airport vehicle permit (AVP), it is necessary to provide evidence of the concluded insurance, as follows:

- TYPE 1: For all vehicles moving on airside of Ljubljana Airport, it is required to conclude compulsory motor third-party liability (MTPL) insurance in a minimum amount (cover) for persons and property in accordance with the applicable legislation in the field of motor third-party liability (MTPL) insurance in the Republic of Slovenia. When owner or user of the vehicle applies for Airport vehicle permit (AVP) they must submit a *completed form 5.12.3.35 Declaration of the insurance company - airport*. This item does not apply for vehicles that have other appropriate liability insurance with a higher coverage.
- TYPE 2: For vehicles involved in aircraft handling (in use closer than 2 m from the aircraft or in contact with the aircraft), it is required to conclude dedicated liability insurance (airside liability, fuelling liability, catering liability, etc.) for persons (injuries or death), property and pure financial losses with a cover in minimum amount of 5 million EUR. This requirements will be changed after 1.12.2023, as follows: **"For vehicles involved in aircraft**

handling (in use closer than 2 m from the aircraft or in contact with the aircraft), it is required to have a dedicated liability insurance (airside liability, fuelling liability, catering liability, etc.) with an insured sum of at least 5 million EUR overall for personal injury and/or property damage per event. Of this, also at least 1 million EUR for pure financial losses per event". When owner or user of the vehicle applies for Airport vehicle permit (AVP) they must submit a completed form 5.12.3.35 Declaration of the insurance company - airport. This item does not apply for vehicles that have other appropriate liability insurance with a higher coverage.

- TYPE 3: For vehicles moving on manoeuvring areas of Ljubljana Airport, it is required to conclude dedicated liability insurance for persons (injuries or death), property and pure financial losses with a cover in minimum amount of 30 million EUR. These requirements will be changed after 1.12.2023, as follows: "For vehicles moving on manoeuvring areas of Ljubljana Airport, it is required to have a dedicated liability with an insured sum of at least 30 million EUR overall for personal injury and/or property damage per event. Of this, at least 1 million EUR for pure financial losses per event. At the same time, at least 1 million EUR for each case of personal injury". When owner or user of the vehicle applies for Airport vehicle permit (AVP) they must submit a completed form 5.12.3.35 Declaration of the insurance company - airport.

13.3.10 The conditions for obtaining an Airport vehicle permit (AVP) are set out in detail in the "Airside traffic rules and safety regulations".

13.4 Sanctions

13.4.1 The Airport operator has the right to implement its own system of sanctions against offenders and to inform the Slovenian CAA about infringements.

13.4.2 In the case of infringements of traffic rules and safety regulations as stated in the "Airside traffic rules and safety regulations", sanctions will be enforced by the Airport operator. In order to ensure equal treatment and non-discrimination, a points system is employed by the Airport operator as stated in Airside traffic rules and safety regulations.

13.4.3 Airport security staff are also authorised to withdraw an Airport driving permit (ADP) and Airport vehicle permit (AVP) at a security checkpoint if so decided by the Airport operator authorised representatives.

14 Security regulations

14.1 Introduction & General principles

14.1.1 The areas of Ljubljana Airport are divided into:

- public area,
- airside and
- critical parts of security restricted areas.

14.1.2 Airside means the aircraft movement area of the airport, nearby land and nearby buildings or their parts. Airside is clearly identified and physically separated from the

public area of the airport with only authorised access to this area. Airside consists of: manoeuvring area, aprons (except the main apron), the warehouse and the Petrol area ("fuel farm").

14.1.3 The general aviation apron and the apron in front of Adria Tehnika d.d. hangars are defined as a demarcated area. A security restricted area is only temporarily established here in the case of the departure of aircraft weighing more than 15 tonnes. Additional security measures are temporarily implemented in this area at that time.

14.1.4 The following areas are defined as critical parts of a security restricted area:

- departures hall of the passenger terminal,
- baggage sorting areas,
- catering premises,
- VIP lounge and
- main apron.

14.1.5 The Airport operator performs and supervises the implementation of rules and measures for access control, in compliance with the legislation of the Republic of Slovenia and the EU, and in compliance with the National Aviation Security Programme of the Republic of Slovenia and the "Airport Aviation Security Programme".

14.1.6 Facilities within the airside can only be entered with permission of the Airport operator or other authorised authorities. The operation of vehicles within airside is subject to the authorisation of the Airport operator.

14.1.7 Access is only permitted to the airside if the person concerned has a good reason to be there. The person concerned must obtain the authorisation of the Civil Aviation Agency of the Republic of Slovenia and an airport ID card. The areas which may be accessed are indicated on the airport ID card.

14.1.8 Only ID cards issued by Fraport Slovenija are valid at Ljubljana Airport. The card is only valid for the person to whom it is issued and is not transferable. The card only applies to and allows the holder access to the specific areas indicated on the card itself.

14.1.9 The airport ID card shall be carried at all times on airside. Identification of persons is carried out in all airside areas. Visitors are only allowed to visit airside accompanied by an authorised airport employee. All visitors must be announced in advance to Security Operation Centre (SOC).

14.1.10 Access to airside is only allowed through the specific security checkpoints. Airside may be accessed through gateways controlled by access control, while critical areas can only be accessed through physically protected security checkpoints.

14.1.11 All entrances are controlled by access control readers and a video surveillance system. Positive identification of the person wishing to enter is carried out using the data held in the access control database located in the Security Operation Centre (SOC) and is a condition of entry. At certain entrances it is possible to enter airside with a valid ID card and a personal code.

14.1.12 The individual entrance may be used only by persons who have authorisation. This means preapproved authorisation granted by the Airport operator.

Supervision of accesses is carried out by the Security Operation Centre, which operates 24 hours a day. The SOC operator can open or block an individual controlled entrance directly from the SOC. In the event of heightened security measures, security staff may check all persons entering airside, or only a certain percentage of them.

14.1.13 All persons entering the critical parts of security restricted areas, their hand luggage and personal items must be security checked before entering these areas. The reason for this is to prevent the carriage of prohibited items into these areas. All persons must enter critical parts of the airport through physically controlled security checkpoints. These points are:

- Security checkpoint for passengers
- Security checkpoint for staff and
- Security checkpoint for vehicles.

14.1.14 The security checkpoint for passengers is primarily intended for security screening and the passage of passengers. Holders of airport ID cards can only pass through this security checkpoint in exceptional cases when it is necessary to perform certain operational tasks (e.g. escorting specific categories of passengers, service and maintenance works on the security checkpoint for passengers).

14.1.15 In the case of maintenance works in manoeuvring areas (e.g. mowing), access to these areas is possible through other gates in the perimeter fence in the presence of a security guard who can also perform random security checks. Contractors must strictly follow the instructions of the security service, which is in direct communication with the airport air traffic control.

14.1.16 Vehicles entering airside must have a special vehicle permit, issued by the Airport operator. For temporary entry, vehicles must be marked with magnetic signs. All drivers of vehicles driven in the airside and public areas of the airport must comply with the traffic rules set by the Airport operator.

14.2 Airport ID cards for persons

14.2.1 Airport ID cards are issued on the basis of an authorisation to circulate and remain in the area of a public airport, issued by the Civil Aviation Agency of the Republic of Slovenia. Each individual must pass a security background check and attend security and safety awareness training before obtaining an airport ID card allowing unescorted access to the airside.

14.2.2 The applicant completes an ID card application (refer to ID card issuing office), which must be approved by a responsible officer of the Airport operator. In the application, the responsible person of the airport grants access or authorization for individual security areas of the airport, but not to a greater extent than the needs of the workplace require.

14.2.3 For preparation of an airport ID card, it is necessary to schedule an appointment.

Contact details: ID card issuing office
Tel.: +386 4 20 61 463
E-Mail: idooffice@fraport-slovenija.si

The process of preparing and activating the ID card takes about 10 minutes, so please consider the assigned term and do not come unscheduled.

14.2.4 To prepare an ID card, you must bring with you:

- A valid identity document with an image.
- A completed and signed application for issuing an airport ID card.
- A valid permit for movement and physical presence at airports issued by the Civil Aviation Agency - not required for issuance of blue ID card.
- Certificates of completed training (safety, security) - not required for issuance of blue ID card.
- Existing ID card to be returned (even if it is expired), or a statement/receipt of lost or stolen ID card.
- Order form or receipt of payment for the new airport ID card.
- Each time an ID card is produced, the applicant or the card holder must be photographed again.

14.2.5 If you will provide all the necessary documents, the ID card will be prepared immediately otherwise you will need to schedule a new appointment.

14.2.6 The airport ID card contains the following information:

- designation of the airport;
- serial number;
- name and surname;
- name of the institution, company or department where the person is employed;
- photo of ID holder;
- areas where access is allowed and
- validity of the card.

14.2.7 The validity of the ID card is written in large numbers where the first pair of digits represents the month and the second pair of digits the year of expiry (e.g. 03/20 means that the card expires in March 2020).

14.2.8 ID cards are issued in different colours. Access to the different areas is allowed according to the colour of the card and the letter codes shown on the card:

- **Yellow** indicates permission for access to airside and to critical parts of security restricted areas;
- **Blue** indicates permission for access to other parts of the airport (landside, service area) except those which are defined as airside;
- **White with a yellow edge** indicates permission for access to airside and to critical parts of security restricted areas for persons working temporarily in those areas. A card that does not have a yellow edge (**completely white**) is issued for specific delegations. Access to airside by holders of a yellow card or a white card with a yellow edge is only permitted in the presence of an escort with the appropriate ID card.
- **Red** allows visitors to access the airside but they must be escorted by an airport employee with the appropriate ID card.

14.2.9 Individual areas where access is limited:

Area	Slovene	English
MA	manevrske površine	<i>manoeuvring area</i>
R	vse ploščadi	<i>ramps (all)</i>
R1	Glavna letališka ploščad	<i>ramp 1</i>
R2	ploščad Adrie Tehnike	<i>ramp 2</i>
R3	ploščad DHL	<i>ramp 3</i>
R4	Ploščad splošnega letalstva	<i>ramp 4</i>
R5	ploščad LPE	<i>ramp 5</i>
R9	POLF	<i>ramp 9</i>
IH	odhodne čakalnice	<i>international hall</i>
WH	avioblagovno skladišče	<i>warehouse</i>
SA	sortirnici za prtljago	<i>sorting area</i>
CA	prostori catering	<i>catering</i>
ATS	prostori kontrole letenja in meteo službe	<i>air traffic service</i>
FF	skladišče Petrol	<i>fuel farm</i>
NPA	servisno območje letališča	<i>non-public area</i>
PT	potniški terminal	<i>passenger terminal</i>
S	varnost	<i>security</i>
P	policija	<i>police</i>
C	carina	<i>customs</i>

14.2.10 The responsibilities of airport ID card holders are as follows:

- they must receive regular security awareness training;
- when entering airside, the ID card must be shown to security staff;
- the ID card must be worn in a visible place when the person is present in airside;
- to maintain a safe working environment;
- to protect the ID card against abuse;
- to keep ID card and personal (PIN) code separate at all times;
- the loss or misplacement of ID badge must be immediately reported to ID card issuing office;
- to comply with civil aviation regulations in the field of security;
- to report to police or security staff observed infringements of access control procedures, the presence of firearms or other weapons, the finding of unaccompanied baggage in public areas or any suspicious situation or incident that may jeopardise the security or safety of civil aviation.
- reports all occurrences related to the security of civil aviation to the airport operator through the provided reporting methods.

14.2.11 The ID card must be returned immediately to the issuer (Fraport Slovenija):

- upon request of the issuer;
- upon termination of employment;
- upon a change of employer;
- upon a change of access rights to the areas for which the card was issued;
- upon expiry of the card;
- in case a lost ID card is found; and

- in case of withdrawal of an ID card.

14.2.12 The airport identification card can be checked by the contractual security service, police officers, supervisors from the Civil Aviation Agency of the Republic of Slovenia, airport area supervisors of Fraport Slovenija and others in accordance with the applicable legislation

14.2.13 An airport ID card may be withdrawn in the case of infringement of security procedures and measures. This may be done by authorised security service personnel, representatives of the airport police and supervisors from the Civil Aviation Agency of the Republic of Slovenia.

14.3 Airport vehicle permit

14.3.1 Vehicle permits are issued by the Airport operator and allow vehicle access to airside. Vehicle permits shall only be issued in the case of operational need. Vehicles must be security checked by security staff when accessing critical areas. Vehicles accessing airside are subject to random security checks. Vehicles and persons which are defined as an exception in accordance with Airport Aviation Security Programme are exempted from security check.

14.3.2 Vehicle permits to enter airside are intended for vehicles that regularly access these areas or are permanently located there. The vehicle permit contains the following information:

- designation of the airport,
- the company or organisation that owns the vehicle,
- vehicle make/model,
- permit class,
- the registration number or code of the vehicle,
- validity

14.3.3 The vehicle pass is not transferable and is valid to the indicated date on the permit and only for the vehicle for which it was issued. Passes should be displayed in the vehicle in a visible place whenever the vehicle is on airside.

14.3.4 The vehicle permit shall be immediately returned to the Airport operator:

- in the case of infringements of security, safety or other regulations;
- if the vehicle is no longer used in airside and
- after the expiry date.

The issuer of the permit must be immediately informed in the case of the loss or theft of vehicle permit.

14.4 Escorted access and visitors

14.4.1 Crew members who do not have valid airport ID card shall be driven to the aircraft position by crew bus. When walking to nearby positions, they must be escorted by airport staff. Crew members may move unaccompanied in areas intended for passengers or in the immediate vicinity of the aircraft. When moving in the movement area and other operational areas of the airport, they must follow the current valid regulations concerning the use of a reflective vest.

14.4.2 Visitors or persons without a valid airport ID card may move around security restricted areas of the airport only accompanied by persons who have valid airport ID cards. Visitors must be announced in advance at least one business day before the visit. Exceptions may only be exceptional events (e.g. urgent unannounced services), but must be previously approved by the SOC operator.

14.4.3 The number of entries of persons with a visitor card is limited. In principle, a person with visitor card can enter only 3x within a week, a maximum of 5x in one month and 20x times in one year. Upon prior approval by the Head of safety and security or Airport security expert, this number of entries may also be greater due to operational needs (e.g. longer works or maintenance in security restricted areas).

14.4.4 Visitors and other persons who do not have a valid airport ID card are only allowed to access the airside when escorted by a person with a valid and appropriate airport ID card. Access is only allowed through security checkpoints, where they are security screened and security staff issue a visitor's badge. All visitors must be announced 24 hours in advance in writing (see the section "Important telephone numbers and contact persons at Ljubljana Airport")

14.4.5 The name of the person responsible for escorting the visitor must be stated in the announcement.

14.4.6 Private airport guiding or visiting is not permitted. Visitors or other persons who do not have a valid airport identification card can enter the security restricted areas of the airport exclusively for business or commercial purposes.

14.4.7 Employees who escort visitors have the following responsibilities:

- they must have a valid and appropriate airport ID card and must have authorisation to access the area to which they are escorting the visitors;
- to only escort visitors in the area for which authorisation is issued;
- to escort a maximum of 10 people, who must be in their direct line of sight at all times;
- to escort the visitors throughout their stay in the airside and to ensure that visitors do not commit any infringements of rules and regulations;
- to not allow visitors to drive vehicles in the aircraft movement area without the escort of airport security personnel;
- to enter airside only via physically controlled checkpoints. Gates controlled by the access control system may be used on exit, but only by prior arrangement with the Safety and Security department.

14.5 Access control and responsibilities

14.5.1 If the company has a workspace in the airside or if there is access from the public area to the airside through the company's premises, it must control access through these premises in accordance with legislation, the National Aviation Security Programme of the Republic of Slovenia and the Airport Aviation Security Programme.

14.5.2 Companies must prepare a security programme which describes the procedures for control of access to airside and other security measures to protect civil aviation. These programmes should be coordinated with the National Aviation Security Programme of the Republic of Slovenia and the Airport Aviation Security Programme.

Owing to the confidentiality of these documents, companies will receive an appropriate summary of the material.

14.5.3 The security programmes of companies are certified by the CAA, and a certified copy of the programme must be forwarded to the Airport operator.

14.5.4 When checking security measures, the CAA or Airport operator must be provided with access to all information, facilities and services.

15 General regulations on the premises of Ljubljana Airport

15.1 Littering in the passenger terminal is not permitted. All waste (cigarettes butts, chewing gum, etc.) must be separated according to the type of waste and disposed of in the designated bins, which are located at different locations in the passenger terminal. Waste that is placed in waste bins and containers is considered to be the property of the Airport operator. Any removal is prohibited and will be reported to the relevant authorities. Rummaging in rubbish containers or the removal of items such as deposit bottles or other material is also not permitted.

15.2 Vehicles powered by liquid gas are not permitted in parking garages and underground parking garages.

15.3 At the airport feeding of abandoned animals is prohibited because of the intent to reduce their presence at the airport.

15.4 The use of diesel vehicles and generators in closed premises, access tunnels and basement roads are prohibited.

15.5 Lying on the floor and sleeping in the passenger terminal are not permitted.

15.6 Begging, peddling and similar activities are prohibited at Ljubljana Airport.

15.7 Harassment of guests/passengers, in any form, is not permitted.

15.8 Surveys/Market Research - Surveys, polling, market research and petitions are not permitted within the passenger terminal without the prior written consent of the Airport operator.

15.9 Events, cultural, musical or other commercial and social activities are not permitted without the prior written consent of the Airport operator.

15.10 Vandalism and destruction of property within the passenger terminal is not permitted. Instigation to damage to Airport property in general is also not permitted.

15.11 The activation of a fire alarm, first aid call or any other emergency alarm without due cause is not permitted.

15.12 Use of narcotics or excessive consumption of alcohol is not permitted. Persons under the influence of such substances may be removed from passenger terminal premises.

15.13 Dogs and other pets shall be escorted by their owners with a leash, and muzzle if required, or shall be in a cage. Abuse of animals is not permitted.

15.14 Obstruction to entrances/exits, emergency escape routes, corridors and to any other area in the passenger terminal which affect the smooth movement of passengers with baggage, trolleys or any other item is not permitted.

15.15 Use of flammable and odorous substances is not permitted.

15.16 Bicycles and other wheeled equipment (scooters, skateboards), as well as any games that interfere with the smooth operation of the passenger terminal or endangers other terminal and users is not permitted.

15.17 Cursing, altercations and demeaning behaviours in general are not permitted within the passenger terminal.

15.18 Any activity or omission which negatively impacts, directly or indirectly, the smooth operation of the passenger terminal is not permitted.

15.19 Alienation of baggage trolleys from the passenger terminal or abuse of baggage trolleys is not permitted.

15.20 For security reasons, the airport premises and their users are monitored by CCTV.

15.21 A public address system is installed in the Terminal for the purpose of providing flight information and instructions in case of emergency.

15.22 Passengers are only allowed to consume alcohol in designated food and beverage areas.

15.23 Persons who have been requested to leave the premises by the Airport Police or a representative of the Airport operator shall immediately leave the airport. Persons who have been expelled from the passenger terminal by the Airport Police or a representative of the Airport operator, may not re-enter the passenger terminal until 24 hours after their expulsion. Such persons may be exempted if they are passengers travelling on the same day, as confirmed by their airline.

16 Environmental protection

16.1 Introduction

16.1.1 In performing their activities, users shall comply with and observe the legislation in force and other environmental documentation provided by the Airport operator (listed in the section "List of relevant related documentation"). In the event of any noncompliance with the legislation in force or with the environmental documentation, the user concerned shall immediately notify the Airport operator in writing. Immediately after the noncompliance is established and/or a written communication of such noncompliance is issued, the user shall adopt the necessary corrective actions. In the event that the corrective actions have not been effectively implemented, the Airport operator may commence sanctions against the user.

16.2 Preventive actions for prevention of Environmental Pollution, Contamination and Accidents

16.2.1 Users shall adopt all measures, relevant controls and supervision required for tasks which may involve a risk of environmental pollution or may adversely affect natural or living environments due to their effects on the quality of the composition of air, soil or water, or due to the production of excessive noise or vibrations.

16.2.2 Users shall ensure that all persons who perform tasks on their behalf, or under their delegation, which may cause significant impacts on the environment, possess the necessary qualifications with regard to education, training and professional experience. In the event of any established noncompliance, the user concerned shall at the request of the Airport operator submit the relevant certificates attesting to the training and qualifications of the persons performing tasks involving significant environmental impacts.

16.2.3 With regard to installations, facilities and other equipment that could present a threat to the environment, users shall ensure that all professional maintenance required is provided and that records are maintained of the calibration and certification of measuring equipment. All repairs and other maintenance works required shall be carried out immediately and without delay.

16.2.4 Users shall draw up a plan or outline procedures on the handling, storage and/or transportation of dangerous substances and materials and hazardous waste if such a plan or procedures are directly linked to their business operations.

16.2.5 Spill, contamination and soiling on airport premises and in airport facilities are to be avoided. When spill, contamination or soiling occurs, the user that caused the spill, contamination or soiling shall remove it in a professional manner. If it fails to do so, the Airport operator may have the spill, contamination or soiling removed at the expense of the polluter. The Airport Rescue & Fire Fighting department shall be notified immediately in cases of major spill, contamination or soiling.

16.2.6 If a user causes an environmental accident, it shall immediately notify the Airport Rescue & Fire Fighting department and implement all necessary measures to reduce harmful impacts on the environment. The costs of the measures required for the cleaning or remediation of the environment shall be borne by the causer of the environmental accident.

16.3 Noise Protection

16.3.1 Aircraft operators must comply with regulations regarding the avoidance of excessive aircraft noise in populated areas in the vicinity of airport and instructions regarding the execution of run-up tests (trial runs) of aircraft engines and the use of reverse thrust and Auxiliary Power Units (APU), as well as with night flying restrictions as laid down by the Aeronautical Information Publication (AIP).

16.3.2 Aircraft engines should not be run in hangars and workshops. Start-up of engines is only permitted in special cases with the authorisation of the Airport operator.

16.4 Air Pollution

16.4.1 Vehicles and equipment with internal combustion engines which are used on the aprons or in hangars and workshops must be equipped with commercially available safety devices such as exhaust systems with silencers in order to prevent additional air pollution as well as the emission of hot exhaust gases.

16.4.2 The operation of vehicles' motors in idle regime shall be kept to an absolute minimum.

16.4.3 Another measure to reduce carbon emissions is to immediately provide a ground power unit (GPU) to reduce the time spent using auxiliary power units (APU) during stops and landings of aircraft at Ljubljana Airport.

16.4.4 When using ozone-depleting substances and fluorinated greenhouse gases, the user shall comply with the legislation in force and shall, before installing or replacing any equipment containing more than 3 kg of such substances, promptly notify the Airport operator of the quantity and type of the substance used and the manner of disposal of waste substances.

16.5 Waste Management

16.5.1 A waste producer is legal or natural person whose operation or business activity causes the generation of waste (original producer of waste). Therefore, the original producer of waste is every user who is present in premises, facilities or areas owned, leased or operated by Fraport Slovenija d.o.o.

16.5.2 User whose activities generate a total of more than 150 tonnes of waste or a total of more than 200 kilograms of hazardous waste in a calendar year must have a waste management plan in place.

16.5.3 User, where waste oils are produced as a result of activities, regardless of the amount of waste oils, must keep records on the generation of waste oils and have a waste oils management plan in place, which may be an integral part of the waste management plan.

16.5.4 User whose activities generate 10 tonnes of waste or more or any hazardous waste, or who employs ten or more persons regardless of the type of employment in an individual calendar year must keep records on waste generation and management for at least the past 3 years and allow examination of these records at the request of the competent authorities. The amount of waste from the previous sentence does not include the amount of waste that the user must hand over to the collector in accordance with a special regulation governing the handling of individual types of waste.

16.5.5 User whose activities generate 10 tonnes of waste or more or 5 kilograms of hazardous waste or more in previous calendar year, must submit to the competent authorities a report on waste generation and waste management for the previous calendar year by 31 March each year at the latest. The amount of waste from the previous sentence does not include the amount of waste that the user must hand over to the collector in accordance with a special regulation governing the handling of individual types of waste. Regardless of the amount of waste generated, a report on the generated waste and ensuring its handling must also be submitted by the user who

employed ten or more persons in the previous calendar year, regardless of the type of employment, and who sent at least one shipment of generated waste with record sheet.

16.5.6 The collection, separation and disposal of waste (construction waste is exempted) within the airport area and in airport facilities must be carried out in accordance with the "Work Instructions for Waste Management at the airport area" – available on our webpage as well as the pertinent regulations of the waste management legislation.

16.6 Water Protection

16.6.1 The term "waste water" encompasses both water the nature of which has been changed through use (sanitary waste water) and water from precipitation that falls on built-up or paved areas from which it drains and collects (storm water). There are separate drainage systems for each type of waste water at Ljubljana Airport (sanitary sewer system and storm water drainage system).

16.6.2 Written permission must be obtained from Airport operator before discharging anything into these airport drainage systems.

16.6.3 Only water that falls as precipitation may be discharged into the storm water drainage system. Contamination such as wash water, detergents, fuel, faecal matter, etc., must not be allowed to enter the storm water drainage system. The sole exception to this rule are defrosting agents used to defrost surfaces and aircraft during winter (de-icing) operations.

16.6.4 Only ordinary sanitary waste water (from domestic or commercial sources) in accordance with the relevant regulations of waste water legislation may be discharged into the sanitary sewer system. The limit values stipulated in legislation must be observed.

16.6.5 Discharges that constitute neither ordinary sanitary waste water under the relevant regulations of waste water legislation nor storm water require, without exception, written approval from the Airport operator in addition to a permit issued by the competent authorities.

16.6.6 The Airport operator may also issue additional orders and, in particular, limit the amount and type of waste water produced by individual users (e.g. product assessment for detergents and cleansers, type, quantity, analytical testing, etc.).

16.6.7 All users connected to airport drainage systems must immediately report any changes in the quality and quantity of waste water they produce to the Airport operator.

16.6.8 The use of detergents, cleansers and other expendable supplies containing organic halogen compounds is prohibited.

16.6.9 All new connections to drainage systems or modifications to existing connections must be approved in writing by the Airport operator.

16.6.10 The Airport operator must be granted permanent access to the user's operational or working areas for the purposes of supervision and/or elimination of improper discharges.

16.6.11 The transport, storage, warehousing and handling of hazardous substances/materials as well as substances/materials that are a threat to water/groundwater must be carried out in accordance with the relevant regulations.

16.6.12 User must follow relevant regulations to prevent any water contamination. Users are responsible for obtaining the appropriate permit for the storage and handling of hazardous substances, and also for reporting to the competent authorities. The Airport operator must be notified of every permit obtained.

16.6.13 User may only store items which are a threat to water/groundwater with the prior approval of the Airport operator.

16.7 Water Protection Alarm Plan

16.7.1 If spilled substances have reached an above-ground body of water, the airport drainage system or the soil, or substances are found during accidents, construction, or other events on airport premises that pose a threat to water resources (fuel, oil, toxic substances, etc.), or if it is merely suspected that groundwater, above-ground bodies of water, the drainage system or the soil have been contaminated, the Security Operation Centre and the Airport Rescue & Fire Fighting department shall be alerted immediately (see the list of Important telephone numbers and contact persons at Ljubljana Airport).

16.7.2 Accidents that occur outside airport premises but inevitably lead to or could lead to contamination of bodies of water, the soil and the airport drainage systems shall also be reported.

16.7.3 This also applies if the contamination of or risk to a body of water or a drainage system cannot be ruled out for other reasons.

16.8 Hazardous substances and materials

16.8.1 In accordance with the relevant regulations of hazardous substances legislation, the following provisions apply:

- No prohibited materials or products may be used.
- The following must be kept on hand and produced on demand of the competent authorities or the Airport operator:
 - List of hazardous substances
 - This list must precisely indicate which dangers and hazards are connected to the material and where (object or outside location) and in what quantities are materials stored.
 - Investigation and assessment of the risks associated with handling said materials, and
 - A list of measures to be implemented (e.g. display of job-related operation instructions at the place of application).
- If the list of hazardous substances is new or the affected locations have changed, the list must be sent to Airport Rescue & Fire Fighting. The list is to be sent to the Airport Rescue & Fire Fighting once a year in any case.
- The general obligation to provide protection shall be observed. In particular, steps to ward off immediate danger shall be taken immediately and coordinated beforehand with Airport operator

- Work procedures shall be designed so that hazardous gases, fumes or suspended materials are not released, provided that the state of the art makes this possible.

16.8.2 All dangerous goods used at the airport must be recorded in accordance with international and national legislation.

16.8.3 Hazardous substances/materials shall be stored or warehoused in such a way that they do not pose a threat to human health or the environment. Storage and handling hazardous substances/materials of any type must be carried out in accordance with the relevant regulations.

16.8.4 Storage of hazardous substances/materials is only permitted in approved facilities. The approval of the Airport Rescue & Fire Fighting department must be obtained before setting up and operating such storage facilities. Ljubljana Airport has appropriate and approved storage facilities for different classes of hazardous substances.

16.8.5 Fuel shall be kept in stationary or mobile containers equipped with dispensers conforming to relevant regulations.

16.8.6 Fuel overflows and spills should be avoided. If fuel overflows or is spilled, all safety precautions applicable to refuelling and defueling (including establishing an extended safety perimeter, if necessary) shall be observed until the spill has been cleaned up. The Airport Rescue & Fire Fighting department must be alerted immediately.

16.8.7 Adequate quantities of suitable oil-absorbent materials must always be on hand when filling fuel systems and fuel trucks.

16.8.8 Relevant regulations for underground tank systems shall be observed.

16.8.9 In the case of underground storage of hazardous liquids in storage facilities with a capacity greater than 10 m³, a hazardous liquids management plan must be drawn up. The responsible person for the storage facility, appointed by the Airport operator and/or the storage operator, is in charge of the preparation of the plan and adaptations to the relevant regulations.

16.8.10 Maintenance on aircraft, vehicles and equipment may only be performed in areas specially set aside and identified as maintenance areas.

16.8.11 Remains of fuels, oils, lubricants and other hazardous substances must be emptied into suitable containers and disposed of in accordance with relevant regulations. Suitable absorbent material shall be kept in readiness at these containers.

16.8.12 User intending to store hazardous substances/materials must provide the Airport operator with detailed information on quantities and risks.

16.8.13 User is not permitted to store flammable substances or explosives. Exceptions are made for items that are indispensable for carrying out the business activities of the user. User concerned shall make sure that all applicable regulations on fire fighting and fire safety at Ljubljana Airport are observed. If the insurance

premium against fire risk is increased as a consequence of the storage of flammable substances or explosives, the additional costs shall be borne by the user.

16.8.14 Before using or storing hazardous substances/materials, users must appoint a responsible person for hazardous substances, who must notify the Airport operator about all details concerning the use and storage of dangerous goods. In case of incident, the Airport Rescue & Fire Fighting department and the Airport operator must be notified immediately.

16.9 De-icing Media and Defrosting Agents

16.9.1 Aircraft defrosting agents may only be used after approval by the Airport operator and then only in specially designated areas. In the application for approval, the Airport operator must be notified as to the chemical composition of the aircraft defrosting agent, proof of which must be supplied in the form of an expert opinion.

16.9.2 Defrosting agents used on surfaces must be approved by the Airport operator.

16.10 Wildlife Protection

16.10.1 Users may not, in the pursuit of their activities, disturb, threaten or harm wild animal species living in the wider area of the airport.

16.11 Responsible Units/Persons

Integrated Governance System (IGS)

Environmental Expert:

Primož Primožič, Tel. 04 2061 442, primoz.primozic@fraport-slovenija.si

17 Occupational Health and Safety

17.1 Introduction

17.1.1 Staff from a variety of companies work at the airport. Every company must carry out a risk assessment for its field of work in accordance with the law and must use personal protective equipment.

17.1.2 Because of the merging of activities of different companies, certain working processes are intertwined. In this case common rules of operation are used.

17.1.3 In case when maintenance or construction work, external contractors shall be obliged to sign a written agreement on common works with Airport operator.

17.2 Personal protective equipment

17.2.1 Personal protective equipment for anyone present in the area of the airport must be provided by themselves or their employers.

17.3 Safety Clothing

17.3.1 Use of high-visibility clothing (vests) is mandatory on the airport apron, on movement areas, in warehouses and in baggage sorting area – in accordance with

standard EN 471:2003 (at least class 2) or newer. High-visibility clothing must be clean and should not be in a state of wear and tear.

17.3.2 Exceptionally, children's vests can also meet standard EN 17353 Type AB3.

17.3.3 The use of high-visibility clothing is not required:

- in vehicles;
- by passengers entering or exiting an aircraft under the escort of airport personnel and
- fire personnel during the intervention (when using special clothing).

17.4 Hearing Protection in Aircraft Handling Areas

17.4.1 Use of hearing protection is mandatory on the apron during ground handling operations, when an aircraft is using an APU or Air starter unit, or manoeuvring under its own power.

17.5 Protection of construction or work area

17.5.1 In the case of maintenance, construction or other work, the construction or work area must be protected. This category definitely includes construction work, maintenance of surfaces and devices, scaffolding, work at height, excavations, opening of shafts, installation or maintenance of equipment, which may be an obstacle or may be subject to risk and similar. Construction or work area must be adequately protected by installation of a safety fence or straps in such a way as to prevent physical access. If necessary or if there is a higher risk of an accident, a light marking shall be provided during periods of reduced visibility, for example (e.g. at night or fog).

18 Lost property

Lost and found property is subject to the applicable legislation and regulations in Slovenia (Stvarnopravni zakonik and Pravilnik o postopku z najdenimi stvarmi RS). Contact information about responsible departments for lost and found items and airport police can be found in chapter Important telephone numbers and contact persons at Ljubljana Airport.

18.1 Lost property handed in to the Police

18.1.1 This property must be handed in to the Police no matter where it was found. These items are subject to other legislation:

- Illegal substances;
- Weapons or military equipment;
- Cash;
- ID documents;
- High-value items – especially if found in the public area.

If the finder is unsure about the item, the Police must be called and consulted with regard to further action (for contact details please see the list of Important telephone numbers and contact persons at Ljubljana Airport).

18.2 Location of found property

18.2.1 Lost property found in the public part of the terminal or outside the terminal

18.2.1.1 Property found in the public part of the airport must be handed in to the Police.

18.2.1.2 This is the area of the airport that is accessible to both passengers and visitors. The Lost and Found Agent of Fraport Slovenia is not notified about the items found in this area, but directly police. Items found at the public part of passenger terminal or public part of the airport shall be handed over to the airport police, who shall handle these items in accordance with the Rules on the procedure for found items of the Republic of Slovenia in which the procedures of the police and the FURS are determined.

18.2.2 Lost property found on an aircraft

18.2.2.1 It may be assumed that lost property found on board an aircraft belongs to the passengers of the airline in question. Under paragraph 2 of the Rules on the Procedure for Found Items, found property is dealt with according to the carrier's procedure. These items are therefore handed to the lost and found agent of the airline in question.

18.2.2.2 The finder must tell the Lost and Found office what carrier's aircraft the lost property was found on and provide any additional information, such as seat number, flight number, etc. Some airlines provide forms that need to be filled in when lost property is found. Lost property must be handed directly to the airline's lost and found agent by the finder, usually a baggage handler. Items from the paragraph – Lost property handed in to the Police – must be excluded, but the lost and found agent of the airline must be informed for record-keeping purposes.

18.2.3 Lost property found on boarding/deboarding buses

18.2.3.1 This lost property must be dealt with in the same way as if it was found on board an aircraft. The bus driver must check the bus for lost property and hand in the lost property to the lost and found agent of the airline that the passenger travelled with.

18.2.4 Lost property found in the non-public part of the airport

18.2.4.1 The non-public area is defined as the area from (and including) the security control point in the departure hall to the exit from the arrival area (the doors after Customs).

18.2.4.2 The finder shall contact the Lost and Found office of Fraport Slovenija to determine the passenger and the airline he or she travelled with.

18.2.4.3 If the passenger or the airline he or she travelled with cannot be identified, the Police must be contacted to further the search. If the police enquiry fails to locate the passenger or the airline, the Police retain the object for further processing. All information must be recorded and kept at the relevant Lost and Found office.

18.2.4.4 Items from the paragraph – Lost property handed in to the Police – must be excluded, but the lost and found agent of the airline concerned must be informed for record-keeping purposes.

18.3 Storage of lost property

18.3.1 All lost property handled by the Lost and Found office of Fraport Slovenija must be recorded. The lost property record must include the following details: a description of the item, the name of the finder, where it was found, the location where the item is kept and the name of the agent that accepted the lost property.

18.3.2 An attempt shall be made to find the owner. When the owner is found, he or she (or a duly delegated person) must collect the item from the Lost and Found office.

18.3.3 When the item is collected, the signature, date and the name of the agent who returned the item to the passenger must be recorded.

18.3.4 All property must be kept for one year if the owner is not found before this time. After that time the lost property is destroyed.

19 Place of Performance and Jurisdiction in case of legal disputes

19.1 The place of performance of the contractual obligations arising from the Airport User Regulations is the registered office of the company: Fraport Slovenija – Zgornji Brink 130A, 4210 Brnik-Aerodrom, Slovenia.

19.2 The place of jurisdiction in the case of legal disputes in connection with the Airport User Regulations is the Republic of Slovenia.

20 Compliance Management System

20.1 Code of Conduct

20.1.1 In line with our basic values of honesty, integrity, trustworthiness, responsibility, transparency, and fairness, we have high standards for doing business in a manner that is socially, economically, and ecologically sustainable for the future; we view sustainability as shaping the future responsibly. We have defined this responsibility for our employees in the Code of Conduct for employees and the same is expected from our suppliers as prescribed in Code of Conduct for Suppliers.

20.2 Confidentiality and personal data protection

20.2.1 We are committed to transparent communication within the limits of business confidentiality. Our employees agree to maintain confidentiality with regard to business and trade secrets and to comply with the laws on data protection and privacy.

20.2.2 You can find more information on Fraport Slovenija's privacy policy on the company's website, namely: about the controller, types of personal data, legal basis for processing, processing purposes, storage periods, obligations or voluntary data transfer, persons who have access to personal data, your rights regarding personal data and procedures for exercising these rights.

20.2.3 At Fraport Slovenia, we strive to protect the privacy of all our passengers, especially important passengers, so we remind you that in the event of a trip, known or important persons through Ljubljana Airport, any unwanted recording, photography, self-portrait with such a person (so-called selfie) and their publication on social networks or other channels is not allowed.

20.2.4 In the case of special flights or special planes landing at the Ljubljana airport, it is necessary to respect and take into account the wishes and requirements of the client/business partner, therefore taking pictures or publicly publishing such events and circumstances on social networks or other media without express permission of business partner or Fraport Slovenia's Corporate Communication Department is not allowed.

20.3 Reporting of compliance violations

20.3.1 To ensure the effectiveness of the Compliance Management System it is important to receive notifications about compliance violations. Suspected cases must be investigated, possible defective situations must be rectified immediately and identified process weaknesses must be eliminated.

20.3.2 Every employee, supplier, customer and other business partner of Fraport Slovenia is encouraged to report violations, or suspected violations that among others include:

- violation of legal regulations,
- inappropriate behaviour in receiving and handing out gifts, benefits and invitations,
- conflicts of interest,
- corrupt acts,
- violation of personal data protection,
- violation of human rights,
- violation of environmental protection,
- providing confidential business information to unauthorized third parties.

Whistle-blowers will not suffer any disadvantages if their notification is given to the best of their knowledge and on the basis of sufficient evidence.

20.3.3 Whistle-blower may send a notification to Taja Skobir, Local Compliance Officer and Internal Person of Trust at Fraport Slovenia to taja.skobir@fraport-slovenija.si or may use other channels that allow applicant to apply anonymously. More on the website: <https://www.fraport-slovenija.si/content/fraport-company-slovenija/en/about-us/goals-and-values/compliance.html>

21 Infringements of the Airport User Regulations

21.1 Secure area

21.1.1 Security services for Airport operator are provided by a contractual security company.

21.1.2 The Airport User Regulations are regarded as special rules for the purpose of ensuring order in accordance with Private Security Act. The Airport User Regulations are publicly accessible via the company website: <http://www.fraport-slovenija.si/>

21.1.3 In accordance with the Private Security Act, the Airport operator has installed a special sign in a prominent position at the entrance to the secure area with the inscription "SECURE AREA" and, next to it, information on how to access special rules on ensuring order.

21.1.4 In the case of infringement of the special rules on ensuring order (Airport User Regulations), the provider of private security services shall take measures in accordance with the Private Security Act.

21.2 Movement area or other operational areas of the aerodrome

21.2.1 In addition to breaching the regulations for regulating aviation safety, failure to comply with the provisions of the Aerodrome Manual, the Airport User Regulations and relevant related documentation (listed in the section "List of relevant related documentation") also represents an individual infringement of the Aviation Act, and thus also an infringement of penal provisions regulating the operation of a public airport.

21.2.2 In the case of an infringement of the provisions of the Aerodrome Manual, the Airport User Regulations and relevant related documentation (listed in the section "List of relevant related documentation"), and taking into account Regulation (EU) 2018/1139 and the Aviation Act, the Airport operator reserves the right to:

- temporary or permanently remove persons, vehicles or any other equipment from areas operated by the Airport operator;
- temporary or permanently ban access to persons, vehicles or any other equipment from areas operated by the Airport operator;
- suspend or permanently terminate the offending party's operations or activities;
- report an infringement to the responsible authorities;
- initiate a prosecution; and
- apply for damages on account of civil liability and/or damages incurred.

22 Approvals and Permits

22.1 All approvals, permits and authorisations required under these Airport User Regulations must be obtained in advance. Unless otherwise stated, it is necessary to obtain all permits in writing.

22.2 All requirements and instructions issued by the Airport operator must be observed.

23 List of relevant related documentation

23.1 In addition to the Aerodrome Manual, of which the Airport User Regulations are an integral part, the following relevant documents are related to this document:

No.	Document name	Means of access
1.	Charges List Airport Services and Ground Handling Services	On request via aviation.services@fraport-slovenija.si
2.	Regulations on the Provision of Taxi Services at the Airport	Public - Website
3.	General Conditions for the Use of Parking Areas at Ljubljana Airport	Public - Website
4.	Fire Safety Order	Website - password
5.	Work Instructions for Waste Management at the airport area	Website - password
6.	Safety Management System manual	Website - password
7.	Airside Traffic Rules and Safety Regulations	Public - Website
8.	Aircraft Fuelling Procedures	On request
9.	Aircraft De-icing Plan	Public - Website
10.	Main apron management	Website - password
11.	General aviation apron management	Website - password
12.	General Terms and Conditions of Environmental Protection	Public - Website

Appendix 1 – Important Telephone Numbers and Contact Persons at Ljubljana Airport

1. Emergency and other Important Telephone Numbers at Fraport Slovenija

Contact person	Internal numbers	External and Mobile Telephones
Emergency number for the Airport Rescue & Fire Fighting department	112	+386 51 623 176 +386 4 20 61 112
Airport police station	113	+386 4 281 56 10
Emergency number for security incidents	1151	+386 4 20 61 151
Defect and damage reports, Duty Manager (no emergencies)	1206	+386 31 329 206
Head of Corporate Communications, Contact for Media	1110	+386 41 324 219
Contact for Passengers	1981	+386 4 20 61 981
Handling of VIP passengers and general aviation crews	1492	+386 4 2061 492
Reception	1464	+386 4 2061 000
All infringements of regulations to be reported to the Security Operating Centre! Tel. +386 4 20 61 151		

2. Airport Supervision and Technology

2.1 The Head of airport supervision and technology and duty managers are responsible for the safe state and proper operation of the airport. The duty managers are available 24/7 as a coordination and contact point for all people present in the area of the airport.

2.2 Duty managers also act as coordinators in the event of malfunctions, defects and damage reports (not emergencies). Duty managers also need to be informed in the case of traffic accidents airside.

2.3 If written authorisations are required from Airport coordination and supervision (ACS), please contact:

Department/Responsible	E-mail	External and Mobile Telephones
Head of airport supervision and technology	matic.perovic@fraport-slovenija.si	/
Airport Traffic Coordination	dispatch@fraport-slovenija.si	+386 4 20 61 215
Duty Manager	duty.manager@fraport-slovenija.si	+386 31 329 206

2.4 Foreign object debris (FOD) shall not be left lying in the movement areas as it poses a danger to persons and aircraft and can cause significant damage. Although the responsible persons are required to remove FOD, this obligation also applies to all parties using the movement areas. If this is not possible, or if it is prohibited, the Airport area supervisor must be informed:

Department/Responsible	External and Mobile Telephones
Airport area supervisor	+386 41 634 931

3. Turn around coordination

3.1 Contact for Turn around coordination:

Department/Responsible	E-mail	External and Mobile Telephones
Turn around coordinator	loadcontrol@fraport-slovenija.si	Tel. +386 4 20 61 214

4. Security Operation Centre

4.1 The Safety and Security department is responsible for security of civil aviation and safety management system at Ljubljana Airport. All users must ensure safety and security in their workplaces in accordance with applicable rules and regulations available on webpage of Fraport Slovenia and promptly inform the Safety and Security department of any irregularities.

4.2 The Security Operation Centre of the Safety and Security department is available 24/7 as the coordination and contact point for the users of all areas, buildings and facilities at Ljubljana Airport:

Department/Responsible	E-mail	External and Mobile Telephones
Security Operation Centre	security@fraport-slovenija.si	Tel. +386 4 20 61 151

Contact person for safety issues:

Department/Responsible	E-mail	External and Mobile Telephones
Safety	safety@fraport-slovenija.si	/

5. Information technology

5.1 The tenant must immediately communicate any malfunction of information and communications technology equipment to the e-mail address below:

Department/Responsible	E-mail	External and Mobile Telephones
Information technology	helpdesk@fraport-slovenija.si	/

6. Lost and found items or baggage

6.1 Contact information in case of lost or found items or baggage:

Contact person	E-mail	External and Mobile Telephones
Fraport Slovenia Lost & found department	lost.found@fraport-slovenija.si	Tel. +386 4 20 61 226

7. Contact person for environmental issues

7.1 Contact person for environmental issues:

Department/Responsible	E-mail	External and Mobile Telephones
Environmental Expert	primoz.primozic@fraport-slovenija.si	Tel. +386 4 20 61 442

8. Safety and health at work

8.1 Contact details of the airport operator in the field of safety and health at work:

Contact person	E-mail	External and Mobile Telephones
Occupational Safety Expert	boris.mozek@fraport-slovenija.si	Tel. +386 4 20 61 443

9. Maintenance

9.1 Contact person in case of need for maintenance:

Department/Responsible	E-mail	External and Mobile Telephones
Maintenance – Fraport Slovenia	vzdr.helpdesk@fraport-slovenija.si	/

10. Reporting of compliance violations

9.2 Contact person in case of need for reporting:

Department/Responsible	E-mail	External and Mobile Telephones
Head of Integrated Governance System	taja.skobir@fraport-slovenija.si	Tel. +386 4 20 61 440