

## CPH Go operational Q&A

### *Operational questions to CPH Go asked by airlines and answered by CPH*

Question	Answer from CPH
<b>Check-in</b>	
Self check-in: why is it 90 %?	A high percentage of self-service check-in is a requirement to optimize utilization of the airport infrastructure and thus keep costs low.
How will the common use check-in be solved if airlines are using different handlers?	<p>All handlers will be using the same Bag drop Graphical User Interface, which will give the handler the possibility to accept bags for all CPH Go airlines.</p> <p>Different handlers sharing operations in common areas are not unknown in CPH, where handlers today are doing this in different areas of the baggage handling operations.</p> <p>If the airlines operating out of CPH Go will choose to work with two or more different handling companies, CPH will facilitate a cost effective joint working structure in the specific check-in setup.</p>
Do you offer the same facilities in all check-in counters?	<p>Yes. The basic hardware used for the efficient bag drop – touch screens and 2D scanners are part of the standard CUTE equipment and available in all counters. Due to CPH's expertise in Airport processes and knowledge of coming systems, CPH chose a hardware combination for the CUTE setup that supports efficient processes. Our common use bag drop solution will be available to all Airlines/handlers who wish to participate in a common use solution.</p>
<b>Departing baggage</b>	
<p>Why is transfer baggage not allowed as departing baggage on CPH Go?</p> <ul style="list-style-type: none"> <li>Is there a difference, regarding transfer, if a local departing flight choose to only use baggage chute?</li> </ul>	<p>CPH Go is a simple product dedicated to airline using basic facilities very efficiently. Transfer inherently increases complexity, which in turn increases the risk of operational mistakes and human errors. Thus resulting in higher level of operational problems which is subsequently likely to penalize other airlines attempting to make use of the facility. We have therefore decided to impose a simple rule which avoids the potential pitfalls.</p> <p>At present we are not aware of any local departing flights using single baggage chutes which include transfer baggage, but the answer would be the same: CPH Go is designed for highly efficient simplified operations, and its operational model is not consistent with complexities produced by transfer operations.</p>

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If only one chute per departure is used are you allowed to tag baggage to several destinations?	No, it will not be possible to tag baggage to several destinations. CPH Go is a simple product, and transfer inherently increases complexity. Complexity increases the risk of operational mistakes and human errors, and is not consistent with the basic but highly efficient CPH Go operational model.
Sorting box closes 25 minutes before STD: Please explain what is the current procedure? Why the difference? If an airline wants to reach the 30 min turnaround target, shouldn't it be in the airline's own interest to manage its timings correctly?	This term is mentioned to ensure the 30 minutes turnaround. By closing the chute 25 min. before STD, the bag will be able to be loaded on time. Once again we are seeking to promote the discipline necessary for the facility to be used efficiently for the benefit of all CPH Go airlines.
Sorting box opens 150 minutes before STD: Please explain what is the current procedure?	Airlines/ground handlers can choose at what time check-in and sorting box opens in the standard facilities at CPH. The most common pattern is that check-in and sorting box opens 120 min. before STD. However, based on our analysis of CPH passengers' arrival pattern data, it has become clear that opening 150 min. before STD creates a more efficient use of the airport's infrastructure. We have therefore specified it as the operating standard for CPH Go.
Why should CPH Go using BF 2 have a better baggage product (faster process time)	The BF2 sorting system is not a better baggage product – it is a simple and less expensive facility, which makes it suitable for a point to point product, and entirely consistent with the CPH Go philosophy.
<b>CPH Go pier</b>	
<p>Why no non-EU flights on CPH Go?</p> <ul style="list-style-type: none"> <li>There are airports outside EU that are “clean airports / EU approved airports” – are they allowed at CPH Go?</li> </ul>	<p>There will be no Security check on arrival passengers and that prevents non-EU flights.</p> <p>We considered the possibility of introducing arrivals security but rejected it in view of the additional complexity and cost which it would cause.</p> <p>Airports in countries that are part of the European Free Trade Area (EFTA) are considered exempt from security check on arrival and flights to these airports can be operated from CPH Go. At this time, in addition to all EU countries, the countries in question are: Iceland, Norway, Switzerland and Lichtenstein. The Danish CAA determines which airports are exempt from security check on arrival.</p>
45 minutes announcement: If this follows existing procedures, then please explain why including it as a	This Term is mentioned to emphasize an existing standard of announcement 45 minutes prior to estimated arrival particularly for new airlines wishing to use CPH Go. This is another part of a process

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criterion specific to CPH Go?	of promoting discipline in operations where meeting standards is essential for the benefit of all users
<b>Apron</b>	
Why is there no use of containers for baggage allowed?	The Baggage factory in Terminal 2 cannot generally support operations with use of ULD – this is unchanged by the introduction of CPH Go.
Turnaround: why 30 minutes?	Based on the performance of airlines in general, CPH has decided that a 30 minutes turnaround is realistic and achievable. It will deliver the necessary cost efficiency for a point-to-point product.
Boarding while fuelling: Is this allowed for all airlines regardless of the pier they use? If not, why not?	<p>Boarding during fuelling is permitted at all piers, and makes fast turn rounds possible - though a number of precautions must be carried out (e.g. use of forward and aft stairs is mandatory and continuous contact between fueller and pilot must be established). It is the policy of the airline that determines whether boarding can be performed while fueling, based in part on whether fast turn-arounds are a high priority.</p> <p>At CPH Go, where fast turn rounds are essential, boarding while fuelling is required from all operators.</p>
ICAO aircraft C: why this type?	<p>Type C aircraft maximizes the cost efficiency and the throughput at CPH Go, thus enabling a competitive price compared to rival airports marketing to similar traffic.</p> <p>Aircraft larger than type C are not facilitated by the size of the stands.</p> <p>Aircraft smaller than type C will not ensure us the best usage in regard to number of pax and size of boarding lounges in the CPH Go pier.</p> <p>However we will keep this under review for future developments. If there turns out in the future to be a substantial market segment for flights with fast turn-rounds in simple facilities utilizing larger (or smaller) aircraft, then we will look at how to meet it – possibly through further specialist facilities..</p>
How will the stands be allocated?	Airport Coordination Denmark (ACD) will allocate the stand slots in terms of capacity. CPH will allocate the stands in daily operation.
Will CPH buy handling equipment to provide at the stand?	<p>No.</p> <p>Standard CPH Go stand infrastructure:</p> <ul style="list-style-type: none"> <li>• Ground Power (400 Hz fixed installation) (including 12 meters of cable)</li> </ul>

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	<ul style="list-style-type: none"> <li>• A-VDGS</li> <li>• Fixed fuel supply on right hand side</li> </ul>
<p>What will happen when there is not space enough at CPH Go during peak hours?</p> <ul style="list-style-type: none"> <li>o Will airlines have to use existing premises on the capacity that cannot be allocated to CPH Go?</li> <li>o What will airlines be charged for the capacity that cannot be allocated to CPH Go?</li> <li>o Will airlines have to deal with two different products at CPH, One with “common check-in” on flights that will depart from CPH Go with a low price, and with regular check in on the flights that cannot be allocated to CPH Go with a higher price?</li> </ul>	<p>There will not be allocated more CPH Go slots to the CPH Go pier than the pier can accommodate at all hours. Airlines without a CPH Go slot will have to use the normal facilities at the standard price.</p> <ul style="list-style-type: none"> <li>• A CPH Go slot will grant the departing flight the CPH Go price</li> <li>• In case of irregularities, an aircraft can on a strictly case by case basis and only to the extent necessary be positioned elsewhere (incl. stands with jet-bridge) and still maintain the CPH Go price</li> </ul> <p>Airlines may choose to work with both CPH Go and non-CPH Go operations if they do not meet the CPH Go criteria on all flights or the CPH Go capacity is used up. However if single approach is important for cost or marketing reasons, the airline will always have the alternative of using the current facilities for all of their flights.</p>
<p>How will CPH allocate the capacity at CPH Go?</p> <ul style="list-style-type: none"> <li>• Would it be 2 sets of slots (runway and parking)?</li> <li>• Who is going to allocate the CPH Go parking capacity, slot coordination or CPH airport?</li> <li>• Who will cover the cost of the allocation to CPH Go?</li> <li>• Will CPH then attend the Slot conference?</li> <li>• How do the Grandfather rights going to work?</li> <li>• If we assume to similar carriers; who will get the CPH Go stand if there is only one stand left?</li> </ul>	<p>Airport Coordination Denmark (ACD) will allocate the stands coordinated with the runway slot.</p> <p>CPH will pay the costs necessary to establish the system; the operational expenses will be decided by the ACD board of directors.</p> <p>CPH will participate in the ACD conference as usual.</p> <p>The criteria established by ACD will come into effect in a situation with capacity shortage.</p> <p>CPH Go grandfathering rights will be handled in the same way as grandfathering rights on runway slot.</p>
<p>How will night stop be executed and what rules apply?</p>	<p>There is no night limitation as far as the use of CPH Go is concerned. However the limited number of stands will, depending on the actual</p>

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	<p>number of overnight CPH Go operations, cause a number of towings to remote parking after arrival on the airlines account. Towing is billed to the airline.</p> <p>Overnight parking on CPH Go will be after the last in first out principle. If more than six aircraft have short night stops a rotation plan will come into use.</p>
<p>How can we change crew and have firebreaks during mid day?</p>	<p>CPH will allow 15 minutes scheduled longer stay per day per stationed aircraft for Airlines based in CPH.</p> <p>The "Firebreaks" must be places within the time slot from 12 noon to 3 pm for the winter program 2010 which is off peak.</p> <p>For the summer program 2011 the "Firebreaks" can be placed at any given time during the day.</p>
<p>What are the CPH Go boarding area dimensions?</p>	<p>CPH Go is dimensioned for boarding 6 ICAO category C flights simultaneously.</p> <p>The individual CPH Go boarding lounges are 220-240 m2.</p>
<p>If you have a CPH Go slot, but for some reason it is not available, will you pay the CPH Go price?</p>	<p>Yes.</p>
<p>Turnaround: Please explain how will the 30 minutes be measured?</p>	<p>The 30 minutes will be measured by our new DGS system on all CPH Go stands.</p> <p>The DGS system will contain a precise motion detection device, which will measure the exact time an Aircraft will stop (aircraft on block) and pushback.</p> <p>The time will begin measuring, when the aircraft is on-block.</p> <p>Actual time and scheduled times will be compared to monitor differences/irregularities as in the rest of the airport.</p>
<p>How will CPH handle flights that arrive late?</p>	<p>The late arriving aircraft will be parked on a CPH Go stand if there is space and if it is not going to impose a capacity restriction for the next coming flights in which case it will be parked remote or on another CPH stand.</p>
<p>How is towing of aircraft from the Hangar area to piers effected?</p>	<p>Normal practice; coordination between airline, Naviair and stand allocation.</p>
<p>Does the CPH Go pier or any criteria, effect the deicing activities?</p>	<p>De-icing will not be affected by the CPH Go location or operation.</p>
<p>Can you please describe how you are going to make sure that capacity issues (when the new pier is</p>	<p>Airport Coordination Denmark (ACD) will allocate the stands slots coordinated with the runway slot.</p>

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congested during specific time periods) at CPH Go will be dealt with in an objective, transparent and non discriminatory way.	ACD criteria will be decisive in the event that more users wish to have access to CPH Go than is possible due to capacity constraints
Are there limits to the departures and arrivals ?	Maximum of two departures per rolling 10 minutes. Maximum of two departures at same STD. Maximum of three operations per 10 rolling minutes. Equal the limitation of 6 stands.
Which turn around status is allowed ?	Only to/from Schengen and/or non-schengen can be aproved. In other words no turnarounds with domestic or non EU.
<b>Arriving baggage</b>	
Why 20 min. after ONB?	This will ensure the most efficient use of Racetrack capacity
Last bag on belt and Baggage reclaim criteria: Please explain what is the current procedure? Why the difference?	<p>These Terms will ensure the most efficient usage of the racetrack and also to make sure that the Airline and thereby the handler is committed to clearing the racetrack and having staff available for passenger enquiries.</p> <p>An important factor is ensuring that the belts are available for other flights at a potentially very intensively used facility.</p> <p>The efficiency enhancing effect of the criterion, especially when linked to the criterion “race track must be emptied after all flight arrivals and no later than 60 min. after ONB”, should be stressed.</p> <p>Thus, these criteria ensure the efficient usage of the facilities within the airport and the optimization of performance.</p>
<b>General questions to Terms of Use</b>	
How will the Terms of Use be measured?	<p>A strict monitoring scheme will be designed.</p> <p>The specific measuring method will depend on the individual criteria, using automated data capture, manual procedures or spot inspection.</p>
How will breaches of the Terms of use be handled? How will responsibility for breaches be placed?	<p>An evaluation will be completed each calendar month and if the airline company fails to comply with the access conditions, access to operate in the CPH Go pier and corresponding CPH Go slot will no longer apply.</p> <p>The airline company will be granted a recovery period of one calendar month. If the airline company, after the recovery month, is still non-compliant, access to operate in the CPH Go pier and corresponding CPH Go slot will no longer apply as from middle of the following month.</p> <p>Non-compliance will only be concluded if the airline company and/or the airline company’s subcontractors have caused the non-compliance.</p>

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	At any time the airline company may once more request CPH for permission to use CPH Go pier once again. However, the airline company's request for prequalification must include a plan for initiatives safeguarding future compliance on those access conditions which the airline company previously has failed to comply with. If the plan provides insufficient safeguarding for future compliance, CPH reserves the right to continue to bar access.
Are transfer passengers allowed if they only have carryon luggage or baggage is transferred on ramp (between A/Cs parked next to each other)?	No, we are not prepared to accept transfer on the ramps. CPH Go is a simple product, and transfer inherently increases complexity. Complexity increases the risk of operational mistakes and human errors, thus possibly challenging the efficiency of the CPH Go operations.  Self-transfer by passengers, on the other hand, is not restricted in any way.
Linking	All operations must be linked SCR format to Airport Coordination Denmark ACD