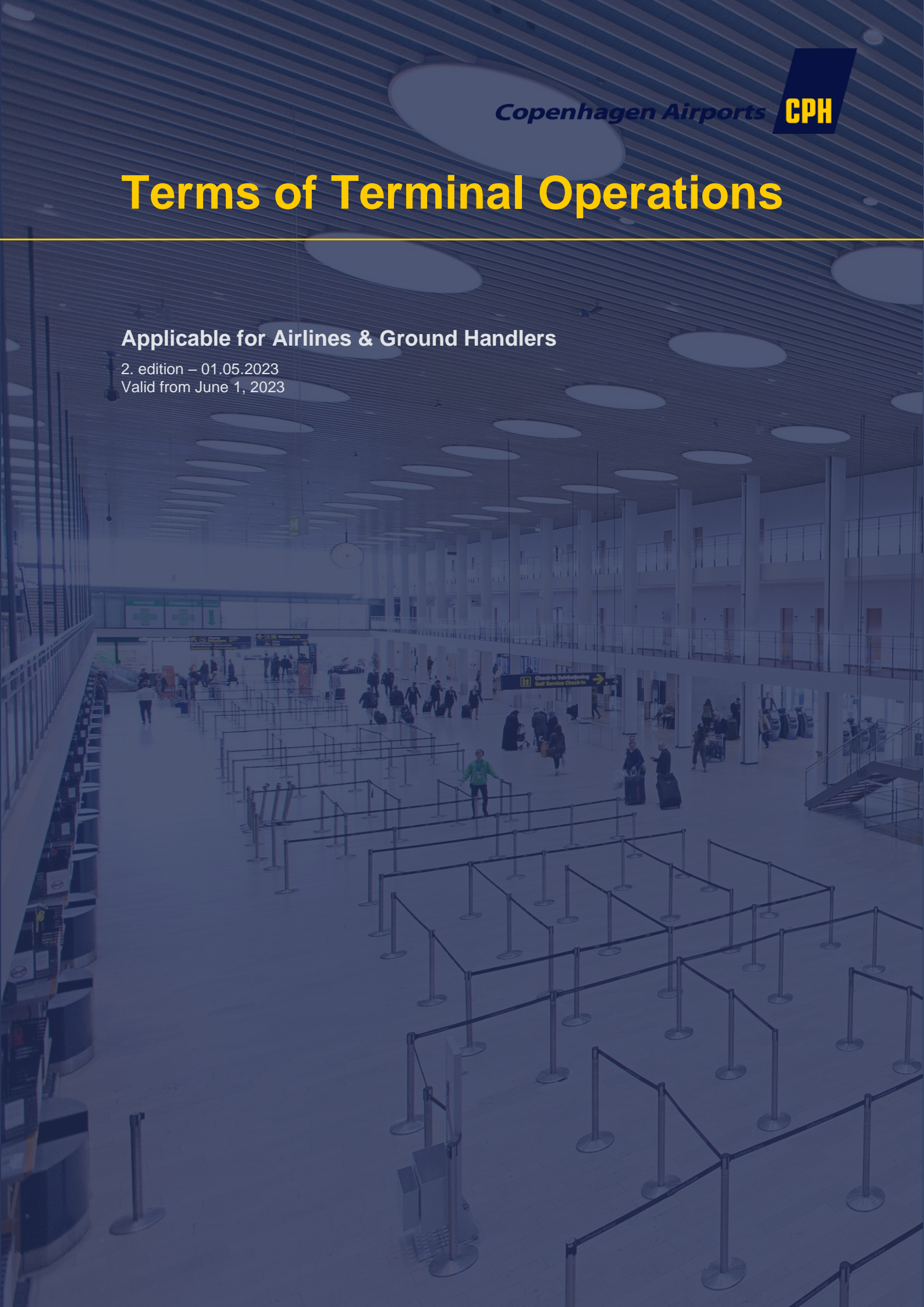**Copenhagen Airports** | **CPH**

Terms of Terminal Operations

Applicable for Airlines & Ground Handlers

2. edition – 01.05.2023
Valid from June 1, 2023

Contents

1. Purpose

1.1 PURPOSE

These "Terms of Terminal Operations" is a sub-document to Terms of Use for airlines and ground handling respectively.

The purpose of this document is to outline the specific operational and technical terms and conditions regarding the handling of passengers and their baggage in the terminal facilities at Copenhagen Airport Kastrup.

Efficient use of the terminal facilities, e.g. (for example, or including but not limited to) check in counters, bag drop, transfer service center and baggage reclaim area, has a direct effect on passenger satisfaction, airport punctuality and airline operating costs.

Thus, the use of these facilities should be efficiently planned to meet the needs of airlines, ground handling companies and passengers – especially during peak hours.

Implementation of the terms will improve the efficiency of operations and prevent bottleneck situations. An improvement in efficiency will benefit all stakeholders, and it is crucially important that everyone contributes to the implementation hereof - both for their own sake but in particular for the community and our common goal of providing a good service to passengers.

2. The Check-in Process

The Danish Civil Aviation Authority has approved check-in facilities as centralized infrastructure, which provides for CPH to manage the use of these counters.

CPH requires that ground handlers and airlines provide a seamless passenger experience based on standardized check-in procedures through use of common use systems. It is our aim to be able to use common use facilities for as many airline customers as possible, to ensure effective utilization of the available check-in counters, short check-in waiting times, and an efficient flow of passengers in the check-in areas.

2.1 CHECK-IN COUNTER ALLOCATION

CPH is responsible for the allocation of check-in counters to airlines, and thereby providing access to the infrastructure necessary to perform check-in and baggage drop.

Use and location of these check-in counters in the terminals are allocated according to the following criteria:

- The expected passenger appearance profile for check-in.
- The number of departures with simultaneous check-in and ability to use common use facilities.
- The number of locally departing passengers and number of passengers with baggage.
- The average process time including number of passengers checked in by self-service and the processes in the counters (i.e. passport/visa check, APIS, onwards passengers).
- An even load and spread of passengers on the infrastructure, including access areas, queue areas, flow areas and take-away capacity on the baggage handling system.

Separate agreements, e.g., between airlines and ground handlers on allocation of counters are not valid.

The allocation may be adjusted by CPH if necessary, e.g. in accordance with changes in traffic, changes in check-in processes in an ongoing dialogue with airlines.

CPH may be consulted to help airlines assess optimal opening hours for check-in as well as for queue set-up in front of counters.
The daily counter allocation for Terminal 2 and 3 can be accessed online by all airlines and handlers. The allocation is made on Thursdays for the coming week and is subsequently corrected for changes in the traffic program.
Change requests before 72 hours prior to departure must be sent to CPH at departure@cph.dk.

Change requests with less than 72 hours to departure must be sent to CPH Passenger Service Duty Managers: ptpdm@cph.dk
.

2.2   PURPOSE AND USE OF CHECK-IN COUNTERS

The CPH check-in counters may only be used for the checking of travel documents, the issuance of boarding passes, and check-in of baggage.

Changes to tickets and sales of special services of any kind (e.g., payments for excess baggage and surcharge payments for upgrades) are not allowed at check-in counters.

These kinds of activities must be referred to the ticket offices, ground handler offices, or mobile service counters.

2.3   COMMON-USE SELF-SERVICE

As a part of CPH's overall common use passenger strategy, the Common Use Self Service (CUSS) kiosks in the airport are owned by CPH.

All airlines are encouraged to join the CUSS check-in program. The logos of airlines who are using the CUSS program, will be displayed on the screen of the kiosks.

Questions and requests regarding CUSS can be directed to email: departure@cph.dk

CPH is responsible for the hardware, the LAN connection, and the CUSS platform, and the maintenance of these counters. The airline is responsible for reporting any faults to CPH. The airline is also responsible for the communication line from the CPH LAN to their host, and for the airline CUSS application. If, for some reason, the Airline CUSS application malfunctions, CPH reserves the right to set the application as "Inactive", until the problem is solved.

2.4   COMMON-USE BAG DROP

For a seamless passenger experience, bag-drop in CPH is based on a common-use principle. Airlines will be allocated common-use bag drop areas, where passengers for flights from multiple airlines can drop their baggage at the same time. Common bag drop areas will be based upon the ground handler used; airlines will use the same ground handling agent, but may not necessarily share other characteristics (e.g., airline alliance).

All common use airline logos will be displayed on all of the screens above the counters of the bag drop area in question.

Exceptions from being in a common-use area include, but are not limited to:
- Technical abilities of airline IT systems
- Extended document check requirements
- Security requirements for specific destinations or airlines

- Baggage volumes
- Passenger characteristics (volume, check in profile timewise, self-service proficiency)

Exceptions from being in a common use area are only granted by CPH in special circumstances.

In conjunction with the common-use bag drop area, check-in counters corresponding to actual demand may be allocated for premium check-in (business / first class).

Counters will be shared by the airlines using the common-use bag drop area. During time periods with no premium passengers being processed, these counters must be used for the processing of passengers from the general bag drop area.

2.5 SELF-SERVICE BAG DROP

The Self-Service Bag-Drop (SSBD) points give passengers the opportunity to check in their bags with very little, or with no, handler assistance.
By using SSBD facilities, airlines and ground handlers can reduce operational costs as fewer handler personnel are required at check-in counters, and the check-in process is improved as passenger time through check-in decreases significantly.

For any questions or requests regarding the SSBD program at CPH, please contact departure@cph.dk

3. The Boarding Process

3.1 SILENT AIRPORT

CPH is a "Silent Airport" which among other things imply that boarding call announcements are not allowed – except in special cases.

Therefore, the following applies:
- Only ground handler personnel are allowed to use the microphones in the gates
- The ground handlers are responsible for using standardized calls only (see standard in Appendix A)
- Calls must be kept as short as possible to avoid blocking others' calls
- No more than 3 calls per departure are allowed.

Generally, calls can only be in English or in a Scandinavian language.

However, if it is likely that passengers on a specific flight/route do not understand English or a Scandinavian language, ground handlers can request making calls in other languages.

Exceptions:
If CPH's information systems (Signs and monitors) are out of order, the rules of "Silent Airport" do not apply and all departures are called.

When to make a call:

Departure Calls (max. 3 calls/departure):

It is only allowed to make general calls or name calls if:
- The departure gate changes from what has been announced
- Passengers have not shown in gate 20 minutes prior to EDT
  - Exceptions are gates: C15 – C40, D101 – D104 and F1 – F10 where it is allowed to call 25 minutes prior to ETD.

Personal calls: (max. 5 passengers for the departure)
It is allowed to make personal calls:
- In IRR situations (delivery of food vouchers)
- In special circumstances (if a passenger's route changes, lost items etc.)

Other calls:
Recorded messages (safety, irregular weather, etc.) will be announced in accordance with standardized procedures.

These calls are administered by CPHs Operations Center or Passenger Service.

3.2 ACTIVATION OF "GO-TO-GATE".

Go-to-gate requirements ensure that passengers get through various touch points in a timely manner. The requirements must be followed to avoid operational conflicts and secure a good passenger experience.

The requirements depend on whether the destination country has Non-Schengen or Schengen status, and whether the flight is carried out by narrow- or wide body aircraft.

Narrow Body Departures (NON-Schengen)	Wide Body Departures (NON-Schengen)
Go To Gate: 60 minutes before departure Boarding: 40 minutes before departure Closing: 20 minutes before departure	Go To Gate: 90 minutes before departure Boarding: 60 minutes before departure Closing: 30 minutes before departure
Narrow Body Departures (Schengen)	Wide Body Departures (Schengen)
Go To Gate: 45 minutes before departure Boarding: 30 minutes before departure Closing: 15 minutes before departure	Go To Gate: 60 minutes before departure Boarding: 45 minutes before departure Closing: 15 minutes before departure
Finger F - GO (Schengen/NON-Schengen)	
Go To Gate: 50 minutes before departure Boarding: 40 minutes before departure Closing: 20 minutes before departure	

4. The Transfer Process

4.1 PERSONAL ASSISTANCE IN THE TRANSFER CENTER

For any airlines who have connecting passengers at CPH, ground handlers are required to provide services to transferring passengers and to passengers affected by irregularities.

At Copenhagen Airport, this service and assistance are provided in the Transfer Center, where passengers must receive personal and effective assistance. Therefore, the ground handlers must be physically present in the Transfer Center during a specified time frame.

The specific time frame will be agreed upon between CPH and the ground handler. The time frame may vary according to data and the summer/ winter schedule. Additional staff must be deployed in case of irregularities.

It must be ensured that passengers who arrive outside the defined timeframe will receive the required service or referral to appropriate assistance.

Ground handlers may choose to cross-represent each other at the transfer center in the above-mentioned time-period.

Self-service solutions may be used to support the staffing in the Transfer Center and contribute to efficient and easy handling of the passengers in question.

CPH

5. The Arrival Process

Copenhagen Airport is open 24 hours a day, and the ground handler shall be able to provide handling services 24 hours a day, 365 days a year to the handlers' customers.

5.1 FREE FLOW IN THE BAGGAGE RECLAIM AREA

The ground handler shall ensure a clear access for passengers in the baggage reclaim area, and especially around the baggage reclaim belts, at all times. Therefore, the following apply:

- Baggage reclaim belts in the terminal must be emptied no later than 35 minutes after last bag – applies to all aircraft types.

- The area around the baggage reclaim belts must always be kept neat and tidy – please see map in Appendix B.

- Baggage that requires storage or manual handling must be stored in the handlers' facilities and processing areas

- Baggage that requires temporary storage in the baggage re-claim area must be placed in dedicated areas according to the emergency plan and the Clean Arrival concept stated in the Terms of Use for Ground Handling, Chapter 6.c. Please see map in Appendix B.

5.2 PERSONAL ASSISTANCE IN ARRIVAL SERVICE

Personal and effective assistance (e.g., in connection with lost luggage) must be offered to arriving passengers up to 30 minutes after the handler's last bag time - also in the event of flight delays.

As an alternative, ground handlers may choose to install self-service solutions, e.g., self-service kiosks. These solutions must also be available in connection with irregular incidents.

5.3 THREE DAILY ACCESS TIME SLOTS TO THE BAGGAGE RECLAIM AREA

To ensure that passengers with delayed and/or lost luggage are reunited with their luggage without undue delay, the ground handlers must

have at least three fixed times per day where passengers are escorted into the baggage reclaim area.
In addition, local ground handler personnel can make a bilateral agreement with the passenger regarding collection of baggage.

6. Failure to comply

6.1 MONITORING PERFORMANCE

CPH will regularly carry out an evaluation of the ground handlers' compliance with the CPH Terms of Terminal Operations.

CPH will base the evaluation on documented monitoring.

6.2 REMEDIAL MEASURES

If the ground handler fails to comply with its obligations, CPH reserves the right, at CPH's sole discretion, to order the ground handler and/or airline to:

(a) Identify the root cause of the poor performance;
(b) Define a corrective action plan; and
(c) Demonstrate the corrective action implementation to the satisfaction of CPH within a period set by CPH.

In case the ground handler or airline fails to submit an acceptable corrective action plan, or to perform the corrective action within the set period, CPH reserves the right to take further action.

6.3 CPH ASSISTANCE

6.3.1. AGREEMENT-BASED ASSISTANCE

If a ground handler, in extraordinary situations, is lacking resources, e.g., in the arrival process, but do not have the opportunity to obtain sufficient staff, CPH may help arrange for assisting personnel based on a specific agreement between the ground handler and CPH.

The assistance will be invoiced based on actual costs from the provider in question, including a one-off administration fee of DKK 10,000 *per instance of assistance requested.*

CPH must be notified of such need of assistance minimum 72 hours in advance.

6.3.2. MANDATORY ASSISTANCE

In extraordinary situations, where time and circumstances do not allow waiting for a remedial process, CPH may decide to deploy assistant staff to the ground handler or other necessary actions, including assigning storage facilities for baggage.

These extraordinary measures will be invoiced based on the actual costs associated with this deployment.

Appendix A- Silent Airport

CPH is a "Silent Airport" to provide passengers with a calm and quiet environment in the terminals. This means, that airlines and ground handlers must comply with a set of general rules for using CPH's public announcement system, and that as a rule, boarding call announcements are not allowed – except in special cases.

The concept has been developed in close collaboration with the ground handlers at Copenhagen Airport.

A.1   GENERAL RULES:

- Only ground handler personnel are allowed to use the microphones in the gates

- The ground handlers are responsible for using standardized calls only (see rules below)

- Calls must be kept as short as possible to avoid blocking others' calls

- No more than 3 calls per departure are allowed.

- Generally, calls can only be in English or in a Scandinavian language. However, if it is likely that passengers on a specific flight/route do not understand English or a Scandinavian language, ground handlers can request making calls in other languages.

Exceptions to the rules: If CPH's information systems (Signs and monitors) are out of order, the rules of "Silent Airport" do not apply and all departures are called.

A.2   WHEN TO MAKE A CALL:

Departure Calls (max. 3 calls/departure)

It is only allowed to make general calls or name calls if:

- The departure gate changes from what has been announced

- Passengers have not shown in gate 20 minutes prior to EDT
  - Exceptions are gates: C15 – C40, D101 – D104 and F1 – F10 where it is allowed to call 25 minutes prior to ETD.

Personal calls: (max. 5 passengers for the departure)

It is allowed to make personal calls:

- In IRR situations (delivery of food vouchers)

- In special circumstances (if a passenger's route changes, lost items etc.)

Other calls:

Recorded messages (safety, irregular weather, etc.) will be announced in accordance with standardized procedures. These calls are administered by CPHs Operations Center or Customer Care.

A.3 HOW TO MAKE A CALL:

To ensure coherence in the announcements made at Copenhagen Airport the following text must be used:

General call for departure:

DK: "Må vi bede de sidste passagerer rejsende med "fly nummer" " (it is allowed to mention alliance partners) til "by" om at gå til gate "gatenummer" hvor flyet er klar til afgang, tak."

UK: "May we kindly ask the remaining passengers travelling on "fly nummer" (and alliance partners) to "by" please go to gate "gate number", your flight is ready for departure, thank you."

Name calls:

DK: "Personlig meddelelse: hr. Olsen og hr.…. rejsende med "fly nummer" (and alliance partners) til "by" bedes venligst gå til gate "gatenummer", hvor flyet er klar til afgang, tak."

UK: "Personal call to: Mr. ….and Mr... travelling on "flynummer" " (and alliance partners) to "by" please go to gate "gate number" your flight is ready for departure, thank you.

Appendix B
– Temporary Baggage Storing
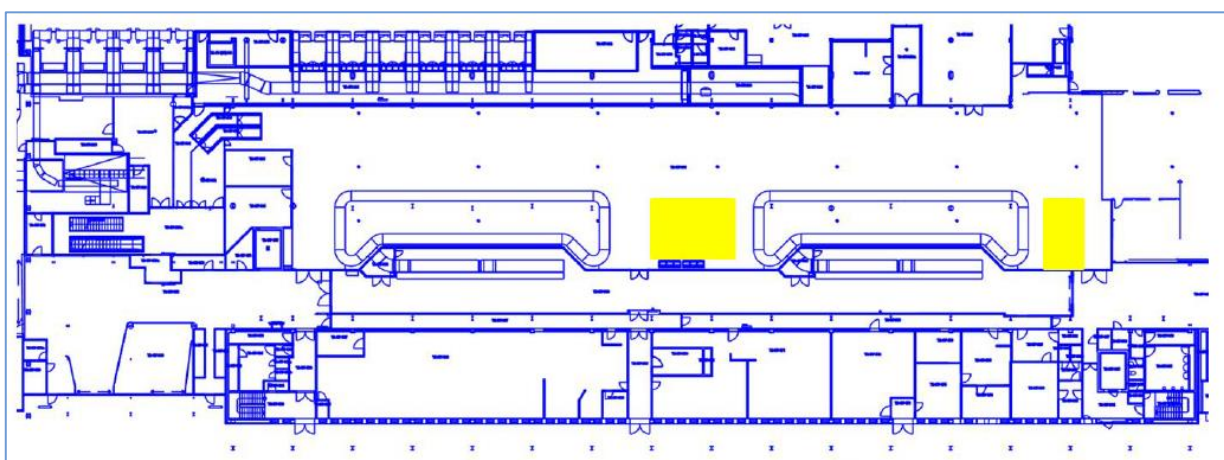
B.1 TEMPORARY BAGGAGE STORAGE AREAS

The areas marked with yellow may be used for storing baggage during irregular operations.

The areas are suitable for storing baggage for a limited time period. Ground handlers are responsible for removing baggage within the areas as soon as possible so that it does not restrict passenger flow.

Belt 3-8

Belt 1-2

B.2   INSTRUCTIONS FOR USE:

- All fire exits must be kept clear in their full width

- Fire pressure must not be blocked

- Hose winch cabinets must not be blocked

- Baggage must not block the flow of passengers

- All baggage trolleys along the southern wall must be parked at an angle

- Baggage along the northern wall must not go further into the flow than the width of sales units

- Baggage may not be stored between the belts (e.g. between belts 7/8)

- Baggage must not block access to baggage belts or parts thereof

- Baggage areas must be demarcated with tensa barriers and signage (e.g. "No admittance for passengers")

- Baggage must be stored on baggage carts

CPH

CPH