



# CPH GUIDE FOR GROUND HANDLING



# WELCOME

## Introduction

Dear ground handler in CPH.

In an area like CPH with high safety standards, special requirements, permits and a large operation, there are many things to take into account when operating.

We hope this guide can help you to operate in CPH and get an overview of the organization. The Guide for ground handlers is a tool containing relevant information on rules and regulations, as well as CPH contacts, services and products.

**The guide is organized in 4 main sections:**

- **Access Requirements:** explains the certificates and process for getting started
- **Rules for operating in CPH:** Lists the rules and regulations including contacts and explanations.
- **Services in CPH:** are additional services and some of our partners' services
- **Cooperations and contacts:** an explanation of some selected meeting fora and a list of contacts in Copenhagen Airport.

This will help guide you through the necessary information regarding operating in CPH, and will also help you to find the right contacts and way into our organization. The first section of the guide, explains the required permits for operating in CPH.

Please do not hesitate to contact Director of Airline Sales Morten Mortensen, +45 2239 1918, email: [morten.mortensen@cph.dk](mailto:morten.mortensen@cph.dk) or one of the contact persons listed in the contact list on the last page of the guide.



## ACCESS REQUIREMENTS

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- Apply for ID-card
- Security awareness test

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- Baggage Reclaim Area
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## SERVICES IN CPH

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- Handling of Scheduled and Charter Flights
- Handling of Cargo
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- Other Contacts

# Access requirements

LICENSE TO OPERATE

ID CARD

PERMITS

COURSES

AUTHORITY APPROVAL

## License to operate

All ground handlers must obtain a license to operate from CPH before gaining access to and carrying out any ground handling services at Copenhagen Airport.

Please note, that if granted, the license only entitles the ground handler to carry out handling services which are explicitly listed in the license. The ground handler is not entitled to carry out any other services or commercial business of any kind at Copenhagen Airport without the prior written approval of CPH.

The License is non-exclusive and non-transferable and subject to the terms and conditions stipulated in the Terms of Use.

Please note that for safety and security reasons, and in order to enable CPH to fulfill its regulatory obligations, third-party ground handlers and self-handlers are required to provide documentation for their activities at the airport as required in the application forms. To find application forms click here.

SELF HANDLING



NEW HANDLER



EXISTING HANDLER



The forms and documentation must be submitted to  
Director of Airline Sales  
Morten Mortensen,  
tel: +45 2239 1918, email:  
**[morten.mortensen@cph.dk](mailto:morten.mortensen@cph.dk)**

The ground handler will receive a reply within two weeks after submitting the application and documentation.

# Access requirements

LICENSE TO OPERATE

ID CARD

PERMITS

COURSES

AUTHORITY APPROVAL

## 1. Registration

After you have obtained a license to operate you may apply for a security pas (ID-card) in order to gain access to the airport.

The first thing you need to do is register your company in the CPH database and appoint a staff member to be responsible for the company's ID-cards (an ID-card administrator). This is done by filling out Form 10 "Company Application".

[CLICK HERE TO REGISTER YOUR COMPANY](#)

Please note that it may take up to 10 weekdays to register your company.

[READ MORE](#)

## 2. Apply for an ID-card

After you have registered your company and appointed an ID-card administrator, you may apply for the number of ID-cards required for your company.

[CLICK HERE TO APPLY FOR ID CARDS](#)

Please note that each employee must be approved by the national police authorities, which may take up to three weeks. If you have any questions concerning the above process please contact [idkortkontoret@cph.dk](mailto:idkortkontoret@cph.dk)

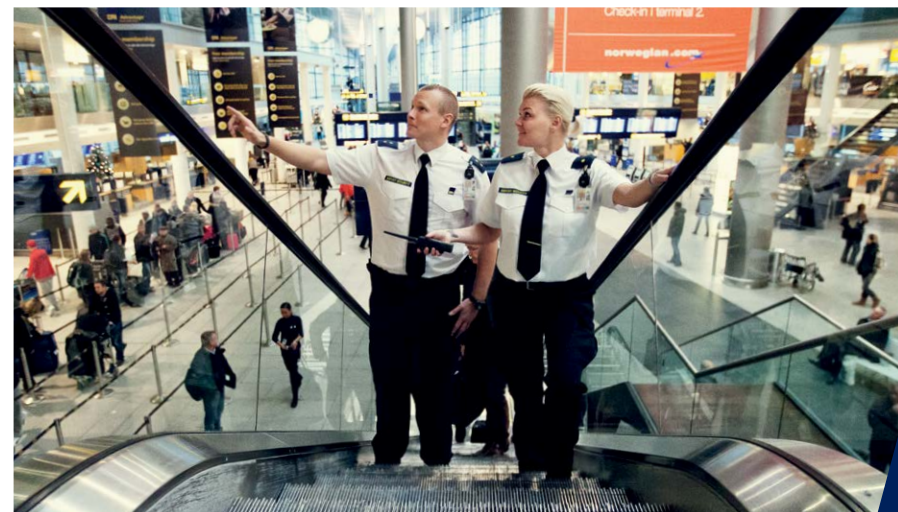
## 3. Security Awareness Test

Each employee must take a Security Awareness Test before picking up the ID card in person.

[CLICK HERE TO TAKE THE SECURITY AWARENESS TEST](#)

[READ MORE](#)

If you have any questions concerning the above process please contact [idkortkontoret@cph.dk](mailto:idkortkontoret@cph.dk)



# Access requirements

LICENSE TO OPERATE

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AUTHORITY APPROVAL

## Vehicle Permit

Every registered motor vehicle that passes in and out of the airport's restricted areas must be equipped with an electronic vehicle permit.

[CLICK HERE TO APPLY FOR A VEHICLE PERMIT](#)



## Tool Permit

In order to be able to carry tools within the restricted areas of Copenhagen Airport you must sign a declaration which states that your company informs and instructs its employees on how to carry and store different tools and articles within Copenhagen Airport and how to make sure passengers do not gain possession of tools or articles within the various passenger restricted areas (CSRA).

[CLICK HERE FOR THE DECLARATION](#)



The declaration must be read thoroughly before signed and returned to CPH by email at: [idekortkontoret@cph.dk](mailto:idekortkontoret@cph.dk)

## Certificate for operating jet-bridges

### Passenger loading bridge operators' and DGS (bridge operator) training

Only certified bridge operators (i.e. registered with CPH/Airside Safety) are permitted to operate the passenger loading bridges and DGS at Copenhagen Airport.

The handling companies shall carry out training of their own bridge operators, and this also includes the subsequent practical proficiency check of each operator. The quality standard of the training is checked by CPH through regular safety auditing.

It is solely the registration with CPH which provides evidence of certification. The previous yellow paper certificates are no more valid.

[READ MORE](#)



## Permit to Handle Weapons

Handling and transport of weapons to and from an aircraft requires a permit from the national police authority and from CPH.

# Access requirements

LICENSE TO OPERATE

ID CARD

PERMITS

COURSES

AUTHORITY APPROVAL

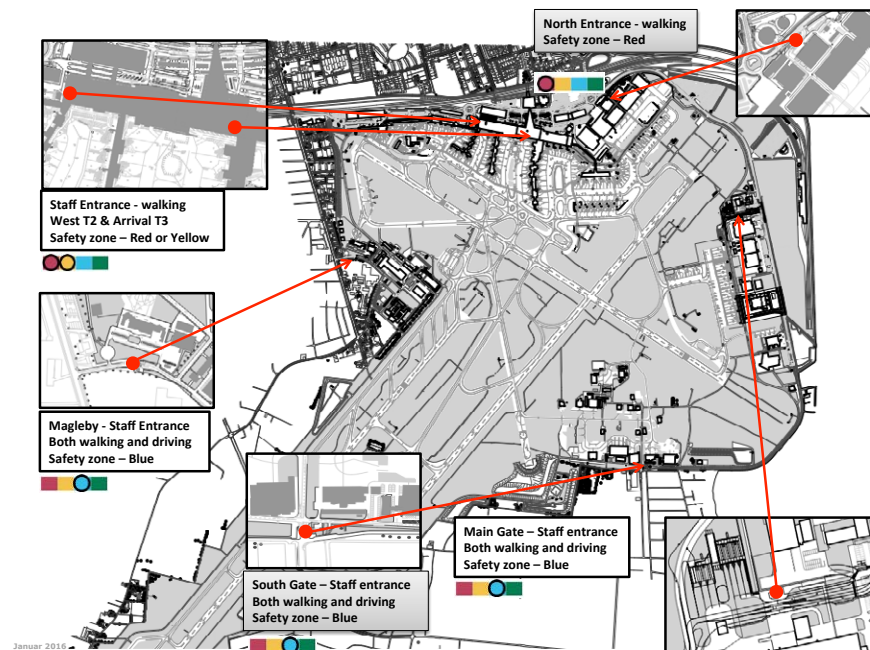
## Visitor Course

Holders of valid ID-cards must complete a visitor course before they are allowed to bring guests into the restricted areas of the airport. The visitor course is available in an online version only. The course can be completed in Danish or English and all registrations must be in writing. To register the ID-card administrator from your company needs to send an email with the employee's full name and ID-card number to the following email: [visitor-kursus@cph.dk](mailto:visitor-kursus@cph.dk)

## Driving Course

In order to drive motor vehicles within the airport's restricted areas you have to pass a driving course and get a license. To sign up for the course please contact [apron.safety.kursus@cph.dk](mailto:apron.safety.kursus@cph.dk)

CLICK HERE FOR  
OTHER COURSES





## Authority Approval

CPH is subject to a vast array of Danish and International regulations. Most rules and procedures regarding the operation and management of an international airport are adopted in the United Nations International Civil Aviation Organization (ICAO) or/and the EU and incorporated into Danish law. The Danish Transport Authority (civil aviation authority) is the authority responsible for transforming international and/or regional standards into Danish law and for the certification and supervision of Danish airports, airlines and other companies within Danish civil aviation.

The Danish Transport Authority may require specific certification of ground handlers operating at CPH, i.e. of ground handlers who provide catering services or carry goods, see below.

For further information please go to the Danish Transport Authority's website at [www.trafikstyrelsen.dk](http://www.trafikstyrelsen.dk) or contact the Danish Transport Authority at:

**Phone:**

(+45) 7221 8800 (Monday - Friday 9 AM - 3 PM)

**Office hours:**

Monday – Thursday 9 AM - 4 PM Friday 9 AM – 3:30 PM

E-mail: [info@trafikstyrelsen.dk](mailto:info@trafikstyrelsen.dk)

### Catering Suppliers

All catering suppliers operating at Copenhagen Airport require a security clearance from the Danish Transport Authority.

[CLICK HERE TO APPLY FOR A CLEARANCE](#)



[CLICK HERE TO READ MORE ABOUT CARGO](#)



[CLICK HERE TO APPLY FOR A CLEARANCE AS CARGO AGENT](#)



### Carriers

Carriers who transport goods subject to security control but which do not fall under the definition Cargo Agents, also require a security clearance from the Danish Transport Authority.

[CLICK HERE TO APPLY FOR A SECURITY CLEARANCE AS CARRIER](#)





# Rules for Operating in CPH

REGULATIONS

SAFETY MANAGEMENT

SCHENGEN/NON-SCHENGEN

TERMINAL OPERATIONS

VARIOUS

## Regulation

### **Executive Order no. 933 of 9 December 1997 on Access to Ground Handling Markets at Danish Airports**

Executive Order no. 933 contains provisions on ground handlers basic right to free access to the ground handling markets at Danish Airports. Executive Order no. 933 implements EU Directive 96/67 from October 1996, which essentially stipulates that at the larger EU airports access to the ground handling market is free. Pursuant to Directive 96/67 and Executive Order no. 933 the aerodrome management is responsible for the administration and management of the airport infrastructures and operations, including the coordination and control of the activities of the ground handlers present at the airport. Executive Order no. 933 section 20 further stipulates that the aerodrome management may establish conditions for ground handlers' access to the airport infrastructure, provided such conditions are relevant, objective, transparent and non-discriminatory.

[CLICK HERE FOR THE REGULATION](#) 

### **Executive order no. 321 on order regulations for Danish Aerodromes**

Executive order no. 321 establishes the overall general provisions on traffic and safety within the aerodrome area and provides the legal basis for the Danish Transport Authority to issue more detailed Aerodrome Regulations for individual Danish aerodromes, containing detailed order, traffic and safety provisions.

[CLICK HERE FOR THE REGULATION](#) 

### **BL-11-1 The Transport Authority's Aerodrome Regulations for Copenhagen Airport**

BL 11-1 is issued by the Danish Transport Authority pursuant to executive order no. 321 and contains detailed order, traffic and safety provisions for Copenhagen Airport.

[CLICK HERE FOR THE REGULATION](#) 

### **Local Regulations**

CPH Local Regulations are issued by CPH pursuant to BL 11-1, paragraph 1.9 and annex 3 and are applicable to anyone operating airside at Copenhagen Airport. The Local Regulations contain all relevant safety and security related rules, including special road traffic rules in aircraft movement areas, special road signs and markings used only on airside, self-reporting duty in case of incidents and accidents on airside and users of airport facilities, rules for road traffic operators, requirements regarding personal training, insurances and responsibilities, vehicle pass rules, airside traffic permits and sanctions in case of rule-violations, personal protection equipment and environmental requirements.

[CLICK HERE FOR THE LOCAL REGULATIONS](#) 

### **Terms of Use for ground handlers**

CPH has adopted a set of standard Terms of Use for ground handlers which are applicable to all ground handlers, including all self-handlers, operating at Copenhagen Airport. The Terms of Use contain the conditions for providing ground handling services at Copenhagen Airport, including safety management requirements, security requirements, environmental requirements, insurance requirements as well as rules on submitting information and data on airport operations and services to CPH.

[CLICK HERE FOR THE TERMS OF USE](#) 

## Safety Management

All ground handlers at CPH must have a Safety Management System (SMS) in place, containing the elements specified to the right. The SMS has to be approved by CPH's Safety Manager.

For further information please contact CPH's Safety Manager Thomas Lau Christensen, tel: +45 32312614, email: [thomas.christensen@cph.dk](mailto:thomas.christensen@cph.dk)



### The Safety Management System must contain the following:

- A Safety policy clearly stating how the company manages safety. The Safety Policy must describe a "just safety culture", as this is central to the flight safety work at CPH
- A dedicated person, responsible for the Safety Management System at CPH
- A process for performing risk assessments. All operational changes, that can affect flight safety, must be risk assessed. Your company must be able to demonstrate your safety management approach taken to comply with our safety requirements.
- A process for reporting safety occurrences, incidents and accidents within the company and how these are forwarded to CPH.
- A process for reporting safety occurrences, incidents and accidents within the company and how these are forwarded to CPH. CPH applies a sanction-free environment for reporting of breaches of safety processes and procedures. The ground handlers' reporting process must ensure that all reports are forwarded to the CPH Safety Department. The sanction-free clause requires reporting within 24 hours. The ground handler must also have an investigation procedure in place to identify root causes to any incidents and accidents. Such reports must be forwarded to CPH once completed.
- Ground handlers must have an investigation procedure in place to identify root causes to safety occurrences, incidents and accidents. Such reports must be forwarded to CPH once completed.

## Schengen Handbook

To help operators in CPH handle Schengen traffic CPH has issued a handbook describing the rules on handling passengers within the Schengen area. The Handbook is issued in co-operation with the police and a representative group of ground handlers.

The Schengen Agreement contains rules on terminal status, transfer flights, GA flights and crew, as well as special agreements with the police, including agreements regarding PRM, VIP and CIP customers.

The Schengen handbook is not available online. To order a copy please contact:  
Dorte Bangsbostrand; [d.bangsbostrand@cph.dk](mailto:d.bangsbostrand@cph.dk) in CPH Customer Care who will be happy to help you.

## Non-Schengen arrivals

Arriving passengers from non EU / Non Schengen destinations, which do not have special agreements with the EU, must be separated from passengers and personnel with EU status within the airport.

These arrivals are specified as Status 3 – arrivals:

- Status 1 = EU status passengers
- Status 2 = EU / Non Schengen status passengers = passport check
- Status 3 = Non EU / Non Schengen status passengers = passport check / security screening

All status 3 arrivals are supervised by CPH Security. All status 3 arrivals can only be initiated by CPH Security personnel (Gatekeeper). The current relevant gates are:

**Pier C gates, C20 – C26 – C28 – C29 – C30 – C32 – C33 – C34 – C35 – C36 – C37 – C39.**

For further information please contact CPH Security Quality Management, Frank Lønstrup Christensen: [frank.christensen@cph.dk](mailto:frank.christensen@cph.dk)



# Rules for Operating in CPH

REGULATIONS

SAFETY MANAGEMENT

SCHENGEN/NON-SCHENGEN

TERMINAL OPERATIONS

VARIOUS

## Signage and branding

In CPH we want to maintain free passenger flows and a calm, clean and orderly atmosphere in the passenger terminals. The following rules on signage and branding placement in the terminals apply to all airlines and ground handlers at Copenhagen Airport.

### General rules for Airline Branding

- Branding material and equipment may be used at your own preference and cost in the defined check-in and gate areas. (See: branding placement on next page)
- Airlines/and ground handlers must remove and store the equipment when check-in closes, or when the passenger process is completed at the gate.
- CPH has equipment, which is available for use by airlines or ground handlers. Such equipment includes signposts, hand baggage size gauges, signs, retractable belt posts, and dynamic signs. The terms and conditions for the use of said equipment is described in the following section regarding Branding Placement Rules.
- Branding may not be put on floors (apart from up-right signage placed on floors and carpets), neither must it be placed on architectural elements i.e. pillar or fixed interior elements, check-in or gate counters. Furthermore, the signs may not interfere with CPH signage or advertisements.



# Rules for Operating in CPH

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## Signage and branding

### Branding Placement Rules

#### Check-in:

- Based on IATA standards and benchmarks CPH has decided on a general flow width of 6 meters for areas landside with flows in both directions. In order to ensure the necessary flow width, the areas for branding are defined as the width of the counter multiplied by the length of 7.5 m from the counter and the height of 2.2 m (width x 7.5 x 2.2= branding area). Any branding material wishes to use must be placed within the defined area and only during the counters' opening hours.

#### Signs behind check-in counters:

- Signs behind check-in counters must comply with the measurements 44 cm x 184 cm and may be stored behind counter 110 in Terminal 2.

#### Pylon branding:

- CPHs signs are designed with a magnetic fastening.
- To fit the pylon, all signs must comply with the measurements of the designated space: 500 x 500 mm or 500x 100 mm

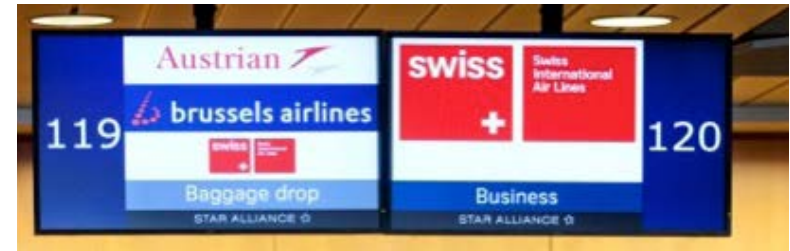
For assistance with the mounting of signs please contact Dansign at [dansign@dansign.dk](mailto:dansign@dansign.dk)

#### Retractable belt posts:

- CPH provides retractable belt posts for queue management. CPH has carts for posts located under the staircases.
- CPH Posts can be placed under staircases in the terminals with or without carts.

#### Gates

- The gate area is defined as the area not interfering with the pier passenger flow. In this area it is allowed to use hand baggage size gauges with airline branding.
- If you wish to place a newspaper stand in the gate, you will have to make your own arrangements with inflight media. Cleaning and removal of newspapers in the gate is the airline/handlers responsibility. For further information please contact CPH Customer Care, Jette Girgin [jette.girgin@cph.dk](mailto:jette.girgin@cph.dk)



## Signage and branding

### Airline logos on CPH dynamic signage (monitors)

CPH monitors displaying airlines' logos are available in the following formats:

- Check-in counters full screen
- Overview signs
- Outdoor pylons
- Gate signage

The signs on the check-in monitors are based on templates. The dynamic sign on the check-in monitors is based on templates provided by CPH. The design of the templates makes it possible to present the company logo and various information simultaneously, including passenger class information.

A standard check-in sign must comply with the following requirements: logo size format 960x192 pixel and 480x192 pixel in the graphic format

Full screen logos for dynamic signage are available against payment and must comply with the following requirements:

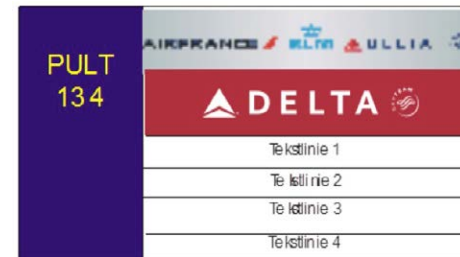
Graphic format for a full screen logo	GIF, PNG, JPG
Size for a full screen logo	960*768 pixel
Price for each full screen logo layout	DKK 5000*

\*Changes to an existing layout is considered to be a new layout and prices may vary.

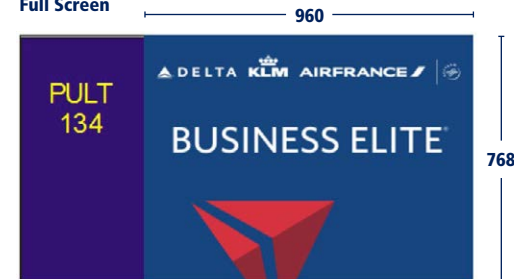
#### Information

It is the ground handlers job to upload the airlines' logos to CPHs IT system.

#### Standard



#### Full Screen





## Check-in Counter Allocation

For the purpose of optimizing airport infrastructure check-in counters are allocated by CPH in close dialog with airlines and ground handlers to ensure optimal access, opening hours and queueing conditions.

Check-in-counters and opening hours are allocated on the basis of the following parameters:

- The expected passenger show-up profile for check-in
- Number of departures with simultaneous check-in
- Number of local departing passengers and number of passengers with baggage
- The average process time – incl. passengers using self-service and the process in the counters (i.e. passport/visa check, APIS, onwards passengers)
- An even load and spread of passengers on the infrastructure – incl. access areas, queue areas, flow areas and take-away capacity on the baggage plant

### Information

The daily counter allocation in Terminal 2 and 3 can be accessed online by all airlines and ground handlers on the CPH Network. Counters are allocated a week before operation. Please note that changes may occur due to changes in the traffic program.

The allocated counters may only be used for check-in and/or baggage drop. Other activities are referred to the ticket offices, ground handler offices or mobile service counters.

**Questions and request regarding counter allocation and access to the CPH Network can be directed to Jette Girgin from Customer Care: [jette.girgin@cph.dk](mailto:jette.girgin@cph.dk)**

## PRM – person with reduced mobility

The rights of disabled persons and persons with reduced mobility in air transport are regulated by Regulation EC no. 1107/2006.

CPH is mindful of its obligations to ensure the rights of PRMs and provides assistance to PRM's on departure, arrival and during transit in cooperation with Falck.

Falck and CPH provide assistance to passengers with reduced mobility.

**CLICK HERE TO READ  
MORE ABOUT PRM**





## Self-Service Products

### Common Use Self-Service (CUSS)

Common Use Self Service (CUSS) kiosks are run and owned by CPH. All airlines may join the CUSS check-in program free of charge. The logos of airlines, which join the CUSS program, will be displayed on the screen of the kiosks. In order to ensure fair competition no airline specific branding is allowed on the kiosk machines.

#### Responsibilities

- CPH is responsible for the hardware, the LAN connection and the CUSS platform, and the maintenance of the machines.
- The Airline is responsible for providing the CUSS application and the network connection to CPH from the airlines systems.

**Questions and request regarding CUSS can be directed to Morten Mortensen, Director of Airline Sales, tel: +45 2239 1918, email: [morten.mortensen@cph.dk](mailto:morten.mortensen@cph.dk) or Jette Girgin, email: [jette.girgin@cph.dk](mailto:jette.girgin@cph.dk)**

### Self Service Bag Drop

The self-service bag drops were recently launched by CPH to give passengers the opportunity to hand in their bags without or with very little handler assistance. The bag hand-in time is about 17 sec per bag and helps ensure a fast passenger flow.

#### Benefits

- Reduction of handler personnel in check-in counters -> operational cost reduction
- Passenger time through check-in decreases -> process improvement



## Self Service Products

### Self Boarding Gates (e-gates)

CPH has installed Self Boarding Gates (e-gates) in a number of gates, which makes it possible for passengers to board the aircraft by scanning their boarding pass themselves.

#### Requirements for use of e-gates

- 1) The Airline DCS System must comply with AEA standards, to utilize the gates.
- 2) If the new boarding procedures introduced by the e-gates, has a significant impact on the current boarding procedures, it is necessary to notify the Danish Transport Authority and obtain an approval from the Danish Transport Authority. Please notice: this can take up to 6 weeks.
- 3) Staff must be trained in the use of the E-Gates.



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## Baggage Reclaim Area

In order to ensure free passenger flows and easy access to the baggage reclaim carrousel, the following guidelines are made for the handling companies and other operators in the Baggage Reclaim Area.

### General guidelines for the Baggage Reclaim Area

The area should be kept clean and neat, allowing free passenger flows and easy access to collect baggage from the carrousel.

All waste, cardboard boxes and empty damaged bags should be immediately disposed or kept within the operators facilities.

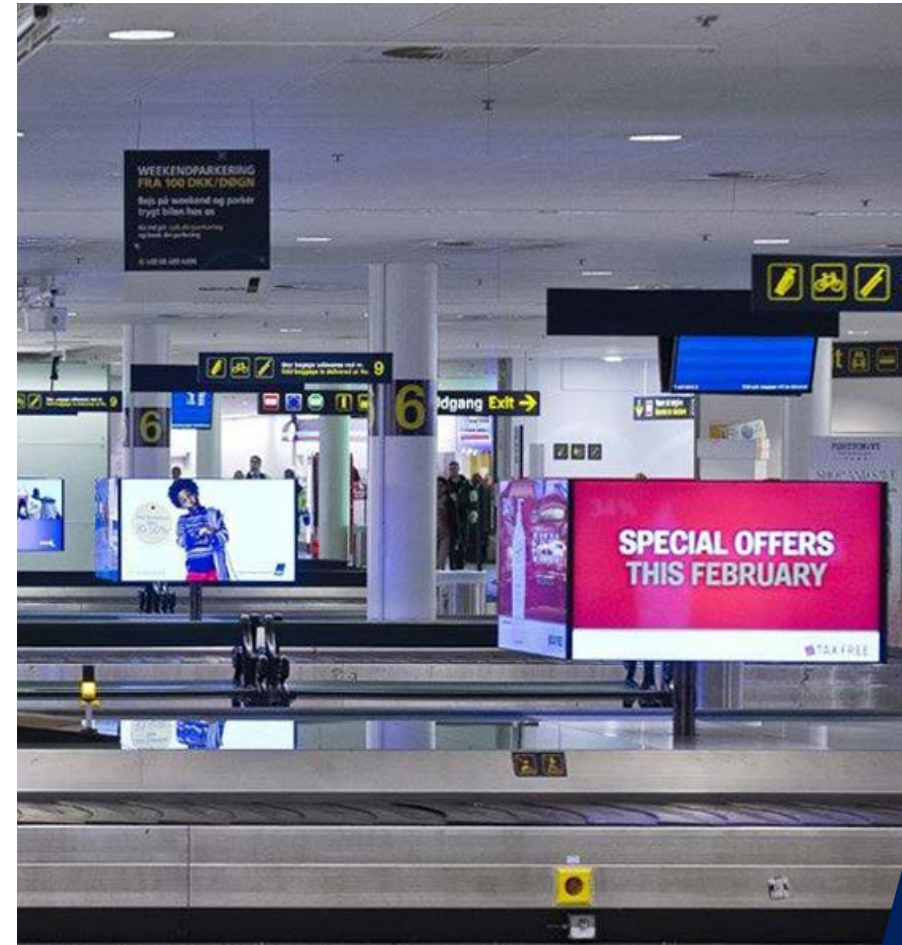
Charging of equipment should be done within operators facilities.

Baggage requiring storage and manual handling should be stored within the handlers' facilities.

Baggage requiring temporary storage in the Baggage Reclaim Area should be placed in dedicated areas and clearly marked with tensa barriers.

Empty baggage carts should be stored within the handlers' facilities.

Baggage, equipment and commercial items should not disturb the flow of passengers or hinder access to passenger services, facilities and commercial activities.



## Silent Airport Rules

CPH is a "Silent Airport", with the aim to provide passengers with a calm and quiet environment in the terminals. To that end airlines and ground handlers must comply with the rules for using CPH's public announcement system below and to the right. At Copenhagen Airport, Silent Airport means that boarding call announcements are not allowed with some exceptions. The concept has been worked out together with the ground handlers.

### General Rules:

- Only the ground handler personnel are allowed to use the microphones in the gates
- The ground handlers are responsible for following the guidelines for standardized calls and number of calls allowed (see rules on the right)
- 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 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.



## 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 CPH's Operations Center or Customer Care.

### 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."



## Baggage Handling

In CPHs sorting areas, there are rules and processes to which must be followed. Below is a short abstract of some of the rules and regulations. To find all the rules for the areas and to read about guidance to the baggage systems – Please go to “Lokale Bestemmelser – Appendix 20” on **CPH.dk**

### Rules in the baggage sorting area:

- Driving speed no more than 5 km/hour in the sorting areas
- Every Monday evening the BAG hall must be cleared of equipment to make room for cleaning
- Max. 6 trolleys or 3 containers in each train
- No pedestrian access
- No stacking of bags in belt

### BAG Contacts in CPH

- Faults to the equipment in the BAG hall and BAG facilities
  - please call 32313275 (BAG operations)
- Faults to the collision impact, building or damage to gateways
  - please call 32313600 (Technical services)
- In case you wish to change arrival tracks – please call 32313275 (BAG Operations)
- Anything concerning toilets in the baggage hall – please call 32312462 (CPH Cleaning)



## Emergency Response Plan 410

Emergency Response Plan 410 covers standby situations and aircraft accidents at Copenhagen Airport and the surrounding areas of Amager, Saltholm and Oresund within the priority area of the Danish Maritime Search and Rescue Service

### Ground handlers handling passengers, baggage or freight/mail

Ground Handling companies are obligated to designate a responsible manager who shall be a member of the Emergency Management Group (Beredskabsgruppen)

The purpose of the emergency response plan 410 is for everyone to be ready for an emergency. All involved parties have to know what to do and have an overview of the responsibilities and tasks in an 'alert situation'. Involved parties must have an emergency plan which is aligned with the other parties' plans.

For further information, contact CPH Security Quality Management, Frank Lønstrup Christensen  
[Frank.christensen@cph.dk](mailto:Frank.christensen@cph.dk)



### Members of the Emergency Management group

Naviair, Air Navigation Services (Control Tower)

Copenhagen Airports A/S (CPH)

Ground handling companies

Emergency Call Centre 112

Tårnby Fire Brigade

Dragør Fire Brigade

Copenhagen Fire Brigade

Emergency Medical Coordination Centre – Copenhagen Region

Control Centre – Copenhagen Region

Emergency Response Unit - Copenhagen Region

Emergency Management Agency – Zealand

Joint Rescue Coordination Centre

Maritime Surveillance Centre South

Accident Investigation Team for Civil Aviation,

Total Defence region – Zealand

Copenhagen Police Department

# Rules for Operating in CPH

REGULATIONS

SAFETY MANAGEMENT

SCHENGEN/NON-SCHENGEN

TERMINAL OPERATIONS

VARIOUS

## Rental and User Permits

Any changes to rented premises must be preapproved by CPH. CPH may require any documentation and information with regards to the contemplated changes, including:

- 1) Drawings of premises before and after the construction
- 2) Description of projects
- 3) Time schedule
- 4) Electricity work s
- 5) Delivery of materials through Security

To apply for an approval from CPH to make changes please contact [lejerbrugersag@cph.dk](mailto:lejerbrugersag@cph.dk) and you will be guided through the process.





## CPH Real Estate

When operating at CPH you may need a sales office, hangar, crewbase or other establishments.

At Copenhagen Airport it is possible to lease premises from whole buildings, hangars and lounges to smaller rooms and storage facilities. If you wish to set up in or around the airport or require a more customized solution, please contact CPH Real Estate Sales Department.

### Benefits

- Close contact to passengers and daily operations
- Chance of close association with more than 700 companies
- Unique transportation options
- Facility management around the clock
- Employee benefits

To make everyday life easy for you as a tenant, CPH offers a full service solution including:

- IT solutions
- Cleaning
- Parking

**READ MORE** ➔

For further information please contact CPH Real Estates Sales at: [realestate@cph.dk](mailto:realestate@cph.dk)



## IT Service and Support

### IT Services

CPH offers a variety of IT-services to airlines, ground handlers and other tenants in the airport, including:

- Internet connection
- Local Area Network (Your own VLAN on the CPH network)
- PDS and fiber cabling
- VPN connections
- WiFi Connections
- Electronic tracking of your assets
- Traffic information monitors
- Server hosting
- IP TV (with different packages of TV channels)

In order to provide competitive pricing CPH are benchmarking prices to the IT-industry every year.

**For more Information please contact our IT-department.**

Mr. Jan Zachø, Head of IT Operations, [jan.zacho@cph.dk](mailto:jan.zacho@cph.dk), phone +45 2125 3681

### Telephony & Access Control etc

Avoid the cost of building your own systems in the airport. CPH IT already have systems which can support your business. Instead of for example establishing your own telephone exchange, you can save cost by renting a number of local extensions in the CPH telephone system including your inbound telephone number.

Moreover, if you want electronic access control on the doors to your rented space in the airport, CPH offers a system allowing the CPH ID card to be used as a key for your own premises. You can decide who is allowed to your facilities and in which hours during the day.

The same applies to our camera infrastructure, alarm system etc.

Please feel free to contact CPH IT if you have any questions.

**For more Information please contact our IT-department.**

Mr. Jan Zachø, Head of IT Operations, [jan.zacho@cph.dk](mailto:jan.zacho@cph.dk), phone +45 2125 3681



## Other CPH Products

Besides the services already mentioned on the previous pages CPH offers a large variety of products designed to add value to your operations.

Click on the link below to find CPH's product catalog.

**READ MORE** 

Should this catalog not contain the products please hesitate to contact Morten Mortensen, Director of Airline Sales, tel: +45 2239 1918, email:

**[morten.mortensen@cph.dk](mailto:morten.mortensen@cph.dk)**

He will help you with any requests you might have.



## CPH Services

### Projects to reduce operating costs

In CPH we work actively to reduce the costs of your operation through Total Cost of Operations (TCO) projects.

TCO projects are characterized by providing quantifiable benefits for your business, being either cost-saving/cost-avoidance activities and/ or activities.

Before initiating a TCO project you must commit to the TCO project Key Performance Indicators.

For further information please contact: **[morten.poulsen@cph.dk](mailto:morten.poulsen@cph.dk)** or **[Kamilla.olsen@cph.dk](mailto:Kamilla.olsen@cph.dk)**

## Fire & Rescue Courses

For many years now CPH Fire & Rescue Department has offered a variety of courses to our business partners. Amongst our specialties are airport sea rescue and maritime experience.

We offer the course participants unique training facilities with some of the best instructors in the country.

All our instructors are continuously trained and educated in their specific subjects. When they are not working as instructors they are part of the CPH Fire & Rescue team, which is why we can guarantee that course participants will always be taught by an instructor with real life professional experience.

**CLICK HERE TO SEE THE COURSES WE SELL**



### Contact and booking:

Asst. Fire Chief Max Bøgemose P: +45 3231 2427 E: [m.boegemose@cph.dk](mailto:m.boegemose@cph.dk)

Sea Rescue Coordinator Theis Jensen P: +45 3231 2362 E: [theis.jensen@cph.dk](mailto:theis.jensen@cph.dk)

## Travelers with Animals

For travelers with animals CPH offers a state-of-the art veterinary control station with animal stables and quarantine facilities. CPH animal keepers are experienced in handling all kinds of animals from mice to elephants and from aquarium fish to horses.

The center is an approved EU Border Inspection Post (BIP), which means that animals arriving from non-EU countries will be checked by the veterinary authorities before being granted entry to the EU.

**CLICK HERE TO READ MORE ABOUT THE FACILITIES AND THE RULES AND REGULATIONS ON THE AREA**



**Contact the Veterinary Centre** via e-mail: [cph-vet@cph.dk](mailto:cph-vet@cph.dk)

Veterinærcenteret

Kystvejen 16

2770 Kastrup

Telephone +45 32 31 20 36

Telefax +45 32 31 20 38

## Professional Temporary Recruitment Solutions

Lufthavnsvikar gives your company professional temporary recruitment solutions. We have expert knowledge in almost any field of a complex airport environment and offer a vast variety of products, solutions and aids to airlines seeking additional support in any area of its operation. This including following:

- Visitor Escort Services
- Online Courses
- Representation and Supervision
- Campaigns
- Safety & Security
- Quality & Process optimization
- AOG services
- Goods Delivery
- Guards & Aircraft protection

There will always be 100% focus on your company's needs regardless.

We have the most competitive prices compared to the quality. Our prices reflect the substance of the assignment and not the size of your company.

We have only devoted candidates with a vast variety of skills in our database.

**READ MORE**

or contact:

Terminal 3, 1. sal Vest

2770 Kastrup

CVR: 30809548

TLF +45 21 39 00 80

Mail: [support@lufthavnsvikar.dk](mailto:support@lufthavnsvikar.dk)



## Handling Companies

Handling companies are in charge of handling passengers, baggage and cargo etc. Currently three handling companies at Copenhagen Airport service scheduled and charter flights: Aviator, SAS Ground Handling (SGH) and Copenhagen Flight Services (CFS)

For all-cargo airlines there are four handling companies: Swissport, Spirit Air, DHL and World-wide Flight Services. In addition there are several other companies, which handle executive jets.

Information and contact details can be found here:

**READ MORE**

## Service Partners

Different service partners are available in the airport. In this link you will find information about De-Icing, Catering, Cargo, Fuelling, Aircraft Wash and Cleaning and Line Maintenance:

**READ MORE**

## Airside Safety Operational and Technical Committee

Airside Safety Operational and Technical Committee (ASOCT) is a committee making sure that the daily operational management airside proceeds in an efficient and responsible manner taking into account safety, capacity / regularity, environment and economy, in that order.

### The Committee:

- Is led by CPH Traffic Department and meets twice a year.
- Aims to involve the users of the airport to harvest practical experience as well as experience from other international airports.
- Audits safety standards and checks if rules are in compliance with in the daily operations
- Evaluate incidents and propose solutions and changes to prevent recurrence
- Identifies possible defects in operational equipment, rules, procedures, manuals etc. and come with proposals for solutions.

Everyone operating in the CSRA are invited to the meetings.

## PULS Meetings

To keep the 'pulse' of CPH and understand the weekdays operations and challenges, CPH facilitates a "PULS- Meeting" of 15 min, 9AM all workdays in the Apron Tower.

At the meeting, a cross functional group of internal CPH employees and our operational partners meet and go through the status of the past 24 hours and discuss the coming 24 hours challenges.

### Participants:

- CPH Customer Care
- CPH Traffic
- CPH BAG
- CPH Assets (Projects, Cleaning, IT)
- Ground handlers

Others may come on the day to provide other relevant information like Health and Safety, FOD etc.

All ground handlers are welcome to join the meeting.

## Airline Operators Committee

The airline operators committee (AOC). This is a forum for regular and continuous dialogue between CPH's management and the airline operators at the airport. .

The AOC is the airlines' forum for a constructive dialogue where all parties delivering service to the passengers are gathered; airlines, ground handlers and CPH.

Selected ground handlers are invited to the meetings and receives access to the CPH Extranet where operational data is uploaded. The AOC board plans the monthly meetings which takes place in CPH. Airlines and handlers receive operational information from CPH concerning security, safety, baggage, etc. Following the updates, operational concerns and suggestions are discussed. Minutes of meetings are then posted on the Extranet.

For more information, please contact chairman of the committee:  
Johnny Rasmussen [JRasmussen@airgreenland.dk](mailto:JRasmussen@airgreenland.dk)





# Cooperation and Contacts

## MEETINGS AND COMMITTEES

## CONTACTS

CPH Contacts			
Customer Service (call center)	+45 3231 3231	customerservice@cph.dk	6.30-22.30
Customer Care Director	+45 3231 2274	thomas.andersson@cph.dk	9.00-16.00
Lost and Found	+45 3231 2284	hittegods@cph.dk	9.00-13.00
Traffic Department Director	+45 3231 3333	d.meinke@cph.dk	9.00-16.00
TRA Airside Safety	+45 3231 2338	Lars.iversen@cph.dk	8.00-16.00
Account Receivables	+45 3231 2252	debitor@cph.dk	8.00-15.00
Account Payables	+45 3231 2270	kreditor@cph.dk	8.00-15.00
Assets and Technology	+45 3231 3600		24/7
External Relations	+45 3231 2555	kasper.hyllested@cph.dk	9.00-16.00
Security Director	+45 3231 2390	johnnie.muller@cph.dk	9.00-16.00
Security (Operations Center)	+45 3231 3500		24/7
Airline Sales, Morten Mortensen	+45 2239 1918	morten.mortensen@cph.dk	9.00-16.00
Real Estate Sales		res@cph.dk	9.00-16.00
Baggage Control Center	+45 3231 3275		24/7
Legal	+45 5151 9336	morten.mortensen@cph.dk	9.00-16.00
IT sales	+45 3231 3689	jan.zacho@cph.dk	9.00-16.00
IT support	+45 3231 3000		24/7
Assets Cleaning	+4 53231 2462		24/7
Handling of Scheduled and Charter Flights			
Aviator Copenhagen Airport Terminal 2	+45 3247 4725	www.aviator.eu	8.00-16.00
SAS Ground Handling	+45 3232 0000		8.00-16.00
Copenhagen Flight Services	+45 2181 2644	torben.andersen@nordicaero.com	
Menzies Aviation	+45 2215 7635	Jakob.boandersen@menziesaviation.com	9.00-16.00
ASE Handling	+45 2068 5928	www.asehandling.com cph@asehandling.com	06:00-23:00
Handling of Cargo			
Spirit Air Cargo Handling Denmark A/S	+45 3232 3232	www.spiritaircargohandling.com spiritcph@sas.dk	M-F: 6.00-23.00 S+S: 8.00-22.00
DHL Aviation	+45 3248 4848		
Worldwide Flight Services Denmark A/S	+45 3246 5052	www.wfsdenmark.com cargo.ops@wfsdenmark.com	M-F: 5.00-1.00 S+S: 5.00-19.00

Service Partners			
De-icing			
Menzies Aviation	+45 2215 7635	Jakob.boandersen@menziesaviation.com	9.00-16.00
Copenhagen Flight Services ApS	+45 2181 2644	torben.andersen@nordicaero.com	8.00-16.00
SAS Ground Services Denmark A/S	+45 3232 3628	Morten.Kongstad@sas.dk	
PlusPartner ApS (CVR 31779065)	+45 2612 7600	post@pluspartner.dk	
Catering			
LSG Skychef	+45 8871 1869		
Gate Gourmet	+45 3247 0888		
Fuelling			
Danish Refuelling Services	+45 3250 0220		8.00-16.00
Shell-Statol-Total	+45 3250 0312		8.00-16.00
Aircraft wash and cleaning			
Danish Aircraft Wash ApS	+45 4016 8421	daw@aircraawash.dk www.aircraawash.dk	
Copenhagen Flight Services	+45 2181 2644	torben.andersen@nordicaero.com	8.00-16.00
Sodexo	+45 4077 9990	martin.olsen@sodexo.com www.Sodexo.dk	
Europe Handling	+45 7172 5656	js@europehandling.com www.europehandling.com	
Aircraft Maintenance			
SAS Technical Operations	+45 3232 2579	Jens.Larsen2@sas.dk	
Swiss Technical Services	+45 3231 4207	chresandersen.thykjaer@swiss.com	
Northern Aerotech ApS	+45 2230 1022	info@northern-aerotech.com www.northern-aerotech.com	
Authorities			
Trafikstyrelsen-Danish Transport Authority	+45 7221 8800	info@trafikstyrelsen.dk www.trafikstyrelsen.dk	9.00-15.00
Naviair-Headquarters	+45 3247 8000	naviair@naviair.dk	
Police	+45 3245 1448		
Customs and Tax Administration	+45 7237 1182		8.00-16.00
Border Veterinarian Inspection Post	+45 3246 0099	Click here to read more about travelling with animals	
Plant Authorities (e.g. import restrictions)	+45 2090 0972		8.00-16.00
Ministry of Transport and Energy	+45 3392 3355	trm@trm.dk www.trm.dk	8.30-16.00 (Fri 15.30)
Other Contacts			
Airport Coordination Denmark	+45 3231 4280	scr@airportcoordination.com	9.00-15.00
Board of Airline Representatives in Denmark - BARD	+45 3232 4010		