



2015 Facts and Figures on Frankfurt Airport



Contact

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(Note: the Frankfurt area code is 69 and the international country code for Germany is +49)

FRAINFO: +49 180 6 3724636*

Airport Lost & Found: +49 69 66359;

Fax: +49 69 690 54081; e-mail: lost_property@fraport.de

Lufthansa information: +49 69 86799799

* From landline phones the charge is €0.20/call; mobile phone charges can vary up to a maximum of €0.60/call within Germany

Fraport and Frankfurt Airport on the Internet

- Information on the company, expansion of the airport, social involvement, and sponsoring: www.fraport.com
- Information on travel and shopping, flight arrivals and departures, online travel bookings, conference facilities, cargo, real estate, ways to experience the airport city, and information on FRA as a business location: www.frankfurt-airport.com
- Social media:
 - www.facebook.com/FrankfurtAirport
 - www.facebook.com/FraportKarriere
 - www.twitter.com/Airport_FRA
 - www.youtube.com/user/FraportundFRA
 - www.instagram.com/frankfurtairport
 - www.yelp.de/biz/Frankfurt-Airport-Frankfurt

The “FRA Airport App” with information about Frankfurt Airport and flights is available free of charge for iPhones and Android-based smartphones. You can also download it to your smartphone as a Web app from www.frankfurt-airport.com.

Teletext

Hessen 3 and SWR 3: pages 560 ff.; 3sat: pages 480 ff.

Addresses

Fraport AG

60547 Frankfurt am Main, Germany

Frankfurt Airport

60549 Frankfurt am Main, Germany
(general postal code for the airport)

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Facts on Fraport and Frankfurt Airport

Overview of Frankfurt Airport

Fraport AG owns and manages Frankfurt Airport, Germany's busiest commercial airport. The airport operates on about 21 square kilometers of land. Fraport AG provides facilities to airlines and other tenants as well as a wide range of airport services. Additional services are provided by airport concessionaires. FRA – the international three-letter airport code for Frankfurt Airport – stands for more than just an aviation hub. The airport resembles a bustling city in which a multitude of services and amenities for travelers are available, including entertainment and exclusive shopping throughout the terminals as well as conference and other business facilities.

History of Frankfurt Airport

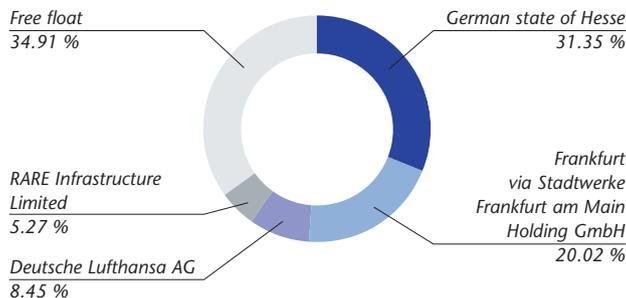
- 1924: Südwestdeutsche Luftverkehrs AG, the forerunner of VAG, FAG, and today's Fraport AG, is founded.
- 1936: Flight operations begin at the Frankfurt Rhine-Main Airport and Airship Base, today's FRA.
- 1945: The U.S. Rhein-Main Air Base is built.
- 1948: The Berlin Airlift, the largest humanitarian airlift in history, begins.
- 1949: A system of parallel runways is completed.
- 1954: VAG changes its name to Flughafen Frankfurt/Main AG (FAG).
- 1972: Terminal 1 opens with an integrated train station.
- 1984: Runway 18 West begins operating.
- 1994: Terminal 2 and the SkyLine elevated shuttle train are inaugurated.
- 1997: – Inauguration of CargoCity South
– Inbetriebnahme Flugsteig D

- 1999: FRA's long-distance train station is inaugurated.
- 2000: – The Pier A extension begins operating.
– The company changes its name to Fraport AG.
- 2001: Fraport makes its IPO on the Frankfurt stock exchange.
- 2005: – FRA hosts the world's first A380 airport compatibility tests.
– The U.S. Rhein-Main Air Base closes.
- 2006: The cargo volume exceeds two million tonnes for the first time.
- 2007: Construction of the AIRail Center (now "The Squire") begins.
- 2008: Pier C/D and the Hall C extension open.
- 2009: Construction work for the airport expansion program begins with the new Runway Northwest.
- 2010: Fraport opens two new apron control towers.
- 2011: – Inauguration of Runway Northwest
– Completion of The Squire
- 2012: The new Pier A-Plus begins operating.
- 2015: Construction of Terminal 3 planned to begin in late 2015
- 2022: Planned inauguration of Terminal 3

Corporate Data

With more than 80,000 employees, FRA is Germany's largest place of employment at a single location.

Fraport AG's share capital of 923.4 million euros is held as follows (as of December 31, 2014):



Development of the Fraport Group's business*

(millions of euros)	2012	2013	2014
Group result	251.5	235.7	251.8
Revenues	2,442.0	2,375.7	2,394.6
Personnel expenses	942.9	928.9	970.4
Depreciation and amortization	352.7	294.3	307.3
EBITDA	848.7	732.9	790.1
Investments	1,059.7	680.3	488.0
Total assets	9,640.6	8,816.8	9,013.2

* Fraport has been applying the new IFRS 10, 11, and 12 financial reporting standards since 2014. The 2013 figures have also been aligned with them to facilitate comparison.

Detailed information is available in Fraport AG's Annual Report, which can be viewed by scanning this QR code:



Sustainability

For detailed information on the topic of sustainability, please refer to the report "2014 Compact – Fraport. Finance. Sustainability" or visit www.fraport.com/en/sustainability.



Workforce

Fraport parent company	2012	2013	2014
Employee satisfaction (on a scale from 1 (excellent) to 6 (poor))	not surveyed	3.12	3.14
Work-related accidents	745	663	742

- In 2013, Fraport introduced Group-wide codes of conduct for employees and suppliers. They include rules pertaining to compliance, working conditions and human rights, and environmental and climate protection.
- Within the scope of its workplace diversity practices, Fraport has set a target of having 25-35% of management positions occupied by women at the Fraport parent company by 2018. As of 2014, a share of 24.3% had been achieved.
- To improve the compatibility of work and family, Fraport provides assistance for planning parental leaves, childcare services, counseling on home nursing, and flexible working hour models.

Environmental and Climate Protection

Fraport parent company	2012	2013	2014
CO ₂ emissions in 1,000 t CO ₂	239.7	243.1	238.2
Energy consumption in GWh	806.0	841.8	760.5
Total water consumption in Mill. m ³ thereof:	1.181	1.151	1.166
– Drinking water in Mill. m ³	0.951	0.864	0.891
– Service water in Mill. m ³ (e.g. rainwater)	0.230	0.287	0.275
Waste in 1,000 tonnes	24.63	26.54	22.47
Recycled or used to generate energy, overall in %	84.9	83.6	90.3

- Fraport AG has been certified since 1999 under EMAS (the EU's Eco-Management and Audit Scheme), the world's strictest environmental management system.
- Targets for reducing CO₂ emissions from airport operations by 2010:
 1. Reduction by 30% per passenger or 100 kg of cargo (compared to 2005)
 2. Reduction to no more than 238,000 tonnes of CO₂ emissions by 2020.
- In 2014, the "E-PORT-AN", a joint project of Fraport, Lufthansa, the German state of Hesse, and the "the Rhine-Main Model Region initiative", won the Green Tec Award, the leading European environmental and business accolade. Goal: to reduce CO₂ emissions from aircraft handling by introducing alternative drive technologies such as battery-powered pallet lift trucks.
- Energy savings by, for example, upgrading the ventilation systems in Terminal 1, optimizing service and administrative buildings, using LEDs for lighting the freight hall of Fraport Cargo Services, optimizing the automatic baggage conveyor system.
- FRA has achieved the second-highest level of the Airport Carbon Accreditation program of Airport Council International Europe (the umbrella association of airport operators). The goal is to convince as many European airports as possible to practice comprehensive CO₂ management and move in the direction of carbon-neutral operations.

Noise Abatement

- Fraport is involved in the initiative "Together for the Region – 2012 Alliance for Noise Abatement" for reducing noise levels in residential areas near Frankfurt Airport.
- Fraport has implemented a globally unique online aircraft noise information system: www.framap.fraport.de.

Details on individual measures, flight paths, etc. as well as contact information is available by scanning the QR code.



Customers

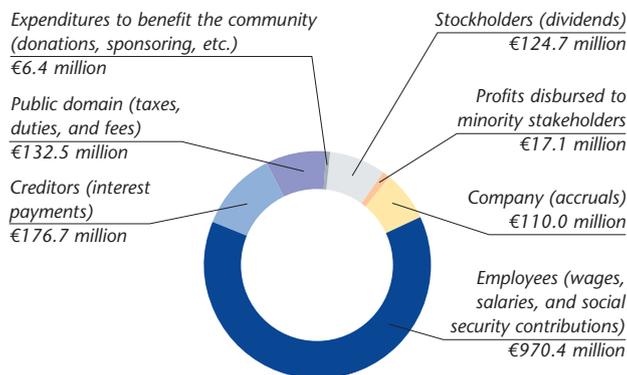
Frankfurt	2012	2013	2014
Global satisfaction in %	80	80	80
Punctuality in %	80.3	82.3	81.1
Baggage transfer rate in %	98.2	98.4	98.6
System availability in %	95.0	94.8	97.8

- Goal: a five-star service standard for passengers. The "Great to have you here!" service initiative, among other things, was launched to achieve it. It has involved, for example, improving signage, remodeling terminal areas, modernizing the sanitary facilities, extending the Wi-Fi offering, providing a range of personalized services, and much more.
- Improvement of the area in front of Terminal 1 for pedestrians and motor vehicles.

Value Creation

- In 2014, 73% of the orders placed by Fraport AG went to companies in the Rhine-Main Region.

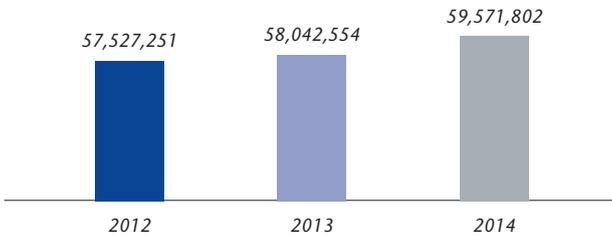
Fraport AG's contributions to private incomes and public revenues: €1,537.8 million



Traffic Statistics

Passengers

1971: More than 10 million passengers
 1985: More than 20 million passengers
 1992: More than 30 million passengers
 1997: More than 40 million passengers
 2004: More than 50 million passengers



Busiest day in 2014: September 26 (213,949 passengers)

In terms of passenger volumes, Frankfurt Airport is the third-largest airport in Europe and number 11 worldwide.

FRA as a Connecting Hub

Frankfurt Airport, with its wide choice of flights and destinations, is one of the world's most attractive transfer hubs. Advanced technology and efficient ground handling, plus an exciting range of shops, restaurants, and other amenities in the growing Frankfurt Airport City, make changing planes at FRA convenient, fast, and attractive.

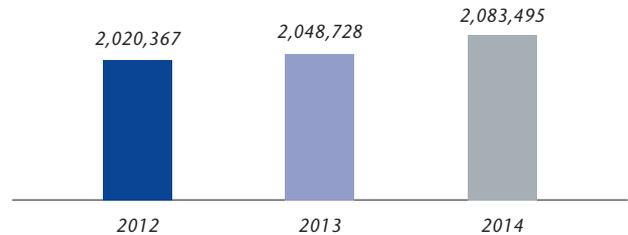
The fully automated SkyLine elevated shuttle train enables convenient transfers between Terminals 1 and 2. Domestic and international passengers travel separately, eliminating the need for transfer passengers to pass through passport and security checks when changing terminals.

- Transfer passengers: approx. 55%
- About 89% of the 59.6 million passengers that pass through Frankfurt Airport each year take international flights and the other approx. 11% domestic flights.
- The passengers for a single A380 flight arrive at or depart from Frankfurt Airport on about 60–80 different connecting flights.

Airmail (tonnes)

2014: 81,165

Cargo (tonnes)



In terms of cargo volumes, Frankfurt Airport is Europe's largest airport and ranks among the top 10 worldwide.

About 60% of the airfreight is carried by cargo planes. The other 40% is transported as belly-hold cargo on passenger flights.

CargoCity Frankfurt

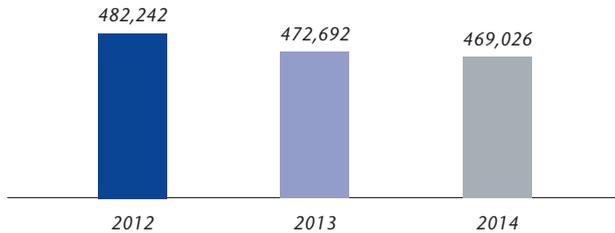
Total area:	149 hectares*
Newly developed area:	27 hectares*
Employees:	Approx. 11,500

* 1 hectare = 2.47 acres

- Customs processing with 24-hour service in CargoCity Frankfurt
- Special facilities such as the Perishable Center, Animal Lounge, and hazardous goods warehouse
- Approx. 250 Forwarders, freight airlines, cargo handlers, and other service providers

Did you know?

- Perishable goods such as fruits, flowers, and seafood are temporarily stored at 20 different temperatures on more than 9,000 square meters of space in the Perishable Center (in CargoCity North).
- Around 2,100 horses, 15,000 pets, and 80 ornamental fish were accommodated in Lufthansa's Animal Lounge in 2014.
- About 50 Lufthansa employees and 25 veterinarians work in the Lufthansa Animal Lounge.
- Nearly half of the total airfreight volume entering and leaving Germany is handled at FRA.

Aircraft Movements

The current record of 1,467 takeoffs and landings on a single day was set on September 12, 2014.

Aprons, Taxiways and Runway**Aircraft parking positions**

The total number of parking positions available depends on aircraft sizes.

Maximum parking capacity:	221
When positions are used by the largest permissible aircraft types, the maximum parking capacity is:	203
– thereof, terminal docking positions:	73

FRA's runway system

- Runway Center:
4,000 meters long, 60 meters wide
- Runway South:
4,000 meters long, 45 meters wide, plus two 7.5-meter-wide shoulders; runway center line separation:
518 meters between the north and south runways
- Runway West (for takeoffs only):
4,000 meters long, 45 meters wide, plus two 7.5-meter-wide shoulders
- Runway Northwest (for landings only):
2,800 meters long, 45 meters wide, plus two 7.5-meter-wide shoulders

Did you know?

- Frankfurt Airport's runway system includes 136 taxiways
- In total there are more than 76.0 km of taxiways at Frankfurt Airport.
- The traffic controllers in the two apron control towers are responsible for aircraft movements on an area of about 10 square kilometers, including all of the taxiways.

Airlines at FRA**Summer 2015 flight schedule****Scheduled passenger services**

– Airlines:	104
– Destinations:	297
– Countries:	104

Scheduled freighter services

– Airlines:	24
– Destinations:	82
– Countries:	46

Scan the QR code to obtain more detailed air traffic statistics.



Frankfurt Airport and Its Employees

There are about 500 employers at the airport.

Total airport workforce: more than 80,000

Employees of the Fraport Group at the Frankfurt site

	2012	2013	2014
Total employees	20,708	20,744	20,956
Fraport parent company	12,134	11,985	11,694
Trainees	374	352	342
Share of women	19.4 %	19.3 %	19.1 %
Women in management positions	20.5 %	22,6 %	24.3 %
Foreigners	1,927	1,807	1,756
Average age (years) (in 12/2013)	43.2	44.3	44.9

Did you know?

- Fraport AG has employees from around 70 different countries.
- The proportion of severely disabled employees in 2014 was about 11.6%.

Where Airport Employees Live

Within approx. 35 km of the airport:	60%
– In the city of Frankfurt	Approx. 16%
– In the Gross-Gerau area	Approx. 16%
– In the Offenbach area	Approx. 12%
– In the Mainz and Wiesbaden areas	Approx. 8%
– In the Darmstadt area	Approx. 6%
– More than 35 km from the airport:	Approx. 40%

Technical Information

Vehicles and Equipment

Total:	19,858
– Mobile equipment (cars, firefighting vehicles, aircraft towers, etc.):	3,234
Thereof, electric vehicles:	433
Thereof, hybrid vehicles:	227
– Trailers (container transport trailers, aircraft stairs, etc.):	10,893
– Changeable mounted implements (snowplows, blowers, etc.):	1,431
– Smaller equipment (bicycles, wheelchairs, mowers, etc.):	1,484
– Baggage carts:	2,798
– Cars for the SkyLine train:	18

(Figures as of March 2015)

Did you know?

- Many aircraft tractors have all-wheel steering. As a result, their turning radius is equal to the vehicle's length.
- There are only five 3-axle Goldhofer AST1X aircraft tractors with 1360 HP in the world. Two of them are at Frankfurt Airport: one belongs to Fraport AG and the other to Lufthansa Technik AG.

Fuel Supply

Aircraft fuel is supplied at Frankfurt Airport by Hydranten-Betriebs OHG (HBG), a joint venture of various oil companies and a Lufthansa subsidiary.

- Via more than 60 kilometers of underground piping, fuel flows from a large central fuel farm on the airport premises straight to each aircraft parking position.
- This underground pipeline and hydrant system is one of the world's most advanced. The system is computer-controlled and can immediately detect leaks as small as one liter per hour. Valves are automatically activated and closed if any leakage is detected.
- There are 10 storage tanks with total capacity of 186 million liters of aircraft fuel.

- The Boeing 747-400 jumbo can hold 225,000 liters of fuel and the Airbus A380 superjumbo almost 310,000 liters.
- HBG has its own port at Kelsterbach on the Main River. From there, a pipeline runs to the HBG fuel farm at FRA.
- There is also a link to the pipeline that Rhein-Main-Rohrleitungsgesellschaft operates between the Dutch border and Frankfurt.
- The system is linked to the CEPS pipeline (of NATO's European-wide pipeline system).

Did you know?

- Aircraft parked at Frankfurt Airport are supplied with an average total of about 14.7 million liters of fuel a day.

Automatic Baggage Conveyor System

Fraport's baggage conveyor and sorting system ensures a high level of service quality and serves as a vital umbilical cord for timely loading of departure and transfer baggage. In terms of its size, capacity configuration, performance, and quality, the system is unique in the world.

- Capacity: approx. 20,500 baggage items per hour.
- Reliability: consistently above 99%
- Essential for FRA's 45-minute minimum transfer time
- Total length of conveyors: approx. 81 kilometers
- Baggage travel speed: 2.5 meters per second on average and up to five meters per second in some sections, such as the high-speed baggage transfer tunnel between the terminals.
- About 12,000 baggage items can be temporarily stored in the early baggage buffer until they can be loaded.
- Up to 20,500 baggage trays are used in the baggage conveyor system.
- 596,728 items of bulky baggage were transported in 2014.

Did you know?

- 28,164,889 baggage items passed through the baggage conveyor system in 2014.
- The current record for a single day (August 2, 2014) is 112,653 items of outbound baggage.

Rescue and Firefighting Services

Airport Clinic and Rescue Services

Emergency outpatient facility (airport clinic)

- Full-time physicians: 2
- Accident physicians: 1
- Part-time physicians (at night and on weekends): 14
- Nurses and paramedics: 8
- Medical assistants: 3
- Medical assistant trainees: 1

Facilities and services

- Emergency outpatient facility with x-ray unit, operating room, and laboratory facilities
 - Quarantine rooms; ENT, ophthalmological, and optometric examination facilities
 - All vaccinations and information about them
 - Various health insurance plans accepted
 - The clinic and medical services are available to everyone who requires medical assistance (visitors, employees, and travelers).
 - Open 24 hours a day
 - Accident physician: Monday to Friday from 8 a.m. to 6 p.m., Saturdays from 8 a.m. to 1 p.m.
- Phone: +49 69 690-66767, fax: +49 69 690-66598

Rescue services and transportation for disabled persons

- Rescue and medical assistants: 68
- Rescue assistant interns and trainees: 12

Vehicles

- Emergency vehicles that serve as intensive care units: 6
- Emergency physician vehicles: 1
- Ambulance-lift vehicles (raisable to aircraft door sill height) for travelers with disabilities: 2
- Equipment vehicles (including trailers) for major accidents and medical care for up to 200 patients: 1
- Vehicles for transporting persons with disabilities: 3
- Ad-hoc emergency vehicles for medical coordinators and emergency physicians: 2

- Offroad ambulance with trailer (mobile treatment unit): 1
- Rescue vehicle for underground and multilevel parking structures 1

Airport Fire Services (Fraport)

- Responsibilities: rescue, firefighting, emergency services, fire prevention, rescue for road accidents at and around the airport, training, consulting, technical assistance for aircraft rescue equipment worldwide, special training for firefighters
- Status: Company fire department
- Employees: 336
- Shifts (24-hour operation): 2
- Fire stations: 4
- Emergency vehicles: 60
- Automatic fire alarms: Approx. 55,000
- Central fire alarm indicator boards: Approx. 300
- Sprinkler systems: Approx. 650
- Gas extinguishers: 205
- Foam extinguishers: 23
- Communication units: 2,600
- Powder extinguishers: 14
- Fire hydrants: Approx. 2,500
- P50 extinguishers: Approx. 210
- Handheld fire extinguishers: Approx. 8,900
- Number of alarms in 2014: Approx. 5,500

Southern part of FRA: firefighter training center with mobile training simulator.

Did you know?

- *The airport fire department must be able to reach any place on the apron within 3 minutes.*
- *The water cannons on the roofs of the wide-body aircraft fire trucks at Frankfurt Airport must be able to deliver at least 5,300 liters of water per minute over a distance of more than 80 meters.*
- *The airport fire department's trailers for heavy loads are even capable of carrying an A 380.*

Emergency Numbers at FRA

- Dial 112 (for fire/medical rescue services)
- From mobile phones: +49 69 690-44444

Agencies and Organizations

Aircraft Noise Commissioner

Hessian Ministry of Economics, Energy, Transport and State Development

Phone: +49 69 690-66062, Fax: +49 69 690-48211

E-mail: flsb@wirtschaft.hessen.de

DFS Deutsche Flugsicherung – German Air Navigation Services

- DFS's 5,900 employees ensure safe, punctual flights.
- Each year, DFS controls about three million flights in Germany's airspace.
- Control centers in Langen, Bremen, Karlsruhe, and Munich plus control towers at all 16 international airports in Germany
- Represented at the EUROCONTROL Upper Area Control Center at Maastricht
- Other divisions: Aeronautical Solutions (Consulting) and Aeronautical Information Management (aviation data)

Headquartered in Langen just south of Frankfurt, DFS Deutsche Flugsicherung GmbH is Germany's provider of air navigation services. It is a company under private law and wholly owned by the Federal Republic of Germany.

Phone: +49 6103 707-0, Fax: +49 6103 707-1396

E-mail: info@dfs.de, Website: www.dfs.de

German Flight Scheduling Coordinator

Commissioned by the German Federal Ministry of Transport, Building, and Urban Development to coordinate commercial and noncommercial IFR flights at Germany's commercial airports.

Phone: +49 69 690-50271, Fax: +49 69 690-50811

Website: www.fhkd.org

Hauptzollamt – German Customs

- Checking and clearance of cargo and baggage entering Germany

Terminal 3: the Region's Future Calling Card

When completed, the new Terminal 3 (T3) in the southern part of Frankfurt Airport will join Runway Northwest, inaugurated in 2011, as one of the major milestones of the airport's expansion. It is being built in two phases, beginning with the main terminal building and two piers. To consolidate and strengthen Frankfurt Airport's position as an international aviation hub, it is essential to adjust the terminal facilities' overall capacity to meet growing demand. The focus is on enhancing passenger convenience and comfort in the terminals, chiefly by adding adjacent aircraft parking positions – above all for wide-body aircraft.

- The annual passenger volume at Frankfurt Airport is predicted to increase to between 68 and 73 million in the year 2021.
- Between them, Terminals 1 and 2 have a maximum handling capacity of around 64 million passengers a year. If this limit is exceeded, the quality of service will decline, greatly in some cases.

- The first construction phase for Terminal 3 will generate additional capacity for 14 million passengers a year.
- The area occupied by T3 will amount to 90,000 square meters, the equivalent of about 19 soccer fields.
- One of the first two piers built will have a length of 400 meters and the other will be 600 meters long.
- Between them, the two piers will have 24 aircraft parking positions.
- With an investment volume of 2.5 to three billion euros, Terminal 3 is one of Germany's largest infrastructure projects.
- The work being contracted out within the scope of a bidding process will mainly benefit small and mid-sized companies in the region.
- Earthmoving and construction work will begin in 2015.
- The new terminal is scheduled to begin operating after seven years of construction, in time for the 2022 summer flight schedule.

This visualization shows T3 after completion of the first construction phase, while indicating what will be added in the second phase.



- Inspections to ensure compliance with prohibitions and restrictions

Phone: +49 69 257829-0, Fax: +49 69 257829-4000

E-mail: poststelle.hza-ffm@zoll.bund.de

Bundespolizei – German Federal Police Federal Police Headquarters at FRA

Border policing responsibilities

- Passport checks under the rules of the Schengen Agreement
- Prevention of illegal immigration
- Border investigations
- Asylum/airport procedures
- Deportation of foreigners by air
- Document advice overseas
- Fighting crime (e.g. smuggling)

Aviation security responsibilities

- Checkpoints and patrol operations
- Screening of individuals and baggage
- Special protection measures
- Measures against terrorist threats and unidentified objects
- Aviation security
- Security checks of transfer cargo

Railway policing responsibilities

- Investigation of criminal offences and protection from threats at FRA's regional and long-distance train stations

Contacts

Phone: +49 69 3400-4999, Fax: +49 69 693075

National hotline: +49 800 6888000

Airport hotline: +49 69 78578

E-mail: bpold.frankfurt@polizei.bund.de

Police emergencies: Dial 110 from any service telephone at the airport

Deutsche Post – German Postal Service

Franchised postal store in Terminal 1, Concourse B, Arrivals

The International Postal Center and Frankfurt Airmail Center (a joint venture with Fraport) are centralized integrated facilities for sorting and handling all incoming and outgoing air-mail for flights to and from destinations around the globe.

General Services

Other Services

- Two pharmacies, one in Terminal 1 (Shopping Boulevard in Departures Hall B) and the other in Terminal 2 (Shopping Plaza on Level 3 on the way up to the SkyLine station), phone: +49 69 6958070
- Optician in Terminal 1 in the Shopping Avenue on Level 2, phone: +49 69 690-70540
- Two dentists: Frankfurt Airport Center 1, phone: +49 69 690-70558, and The Squire, phone +49 69 64355

Conference Rooms/Facilities

- Nine conference facilities with more than 200 conference rooms
- Rooms for up to 1,200 participants

Visitor Services

Airport Tours for Individuals Without Advance Booking

Individuals, families, and small groups of fewer than 25 persons can go on a 45-minute airport tour without the need to book them in advance. Tickets can be purchased at the tour counter in the Airport City Mall Frankfurt on Level 0 beneath Terminal 1. Tours leave daily at 1 p.m., 2 p.m., 3 p.m., and 4 p.m. There are additional tours starting at 11 a.m. and 12 noon on weekends and holidays and during school holidays in Hesse and neighboring states. The tour counter is open daily from 10 a.m. to 5 p.m.

Airport Tours for Groups with Advance Booking

For groups of 25 or more persons, various tours lasting between 45 minutes and three hours can be booked. Phone: +49 69 690-70291, fax: +49 69 690-53341
E-mail: rundfahrten@fraport.de
Website: www.sightseeingtours.frankfurt-airport.com

Did you know?

- *Around 150,000 guests went on roughly 5,200 tours in 2014.*

Airport Tours for Individuals with Advance Booking

For individuals, families, and small groups, tours can be booked for certain dates:

www.sightseeingtours.frankfurt-airport.com

Visitors' Terrace

For information on the current hours of the Visitors' Terrace, go to www.visitorsterrace.frankfurt-airport.com.

Parking

Terminal Parking: close and convenient

- Book early online and save up to 61%.
- Weekend rate from Friday to Monday; park for two days for as little as 29 euros
- Parking spaces for persons with disabilities are available in Terminal 1 in parking bay 225 (entrance P4) and in Terminal 2 in parking bay U417.
- There are reserved parking spaces for women in Terminal 1 (parking bays 124, 225, 324, 1210, and 1310) and Terminal 2 (parking bay U215).

Holiday parking on the airport premises:

- 1,500 spaces in the southwest of the airport, with free shuttle buses to the terminals. Prices for eight days start at 39 euros.

Business parking: extra-wide spaces with separate access

Corporate parking: monthly flat rate

Premium parking: reserved parking spaces at top locations

Secure parking: guarded parking spaces with additional services as wished

Website: www.acs-airport.de, Phone: +49 69 690-27901

Information and bookings: www.frankfurt-airport.com,
E-mail: parken@fraport.de

Did you know?

- *The current time record in Fraport's parking facilities is 26 months.*
- *Each year more than three million vehicles park at the airport.*

There are a total of 15,100 public parking spaces in multistory parking structures, in underground garages, and on outdoor lots:

- Terminal 1: 9,100 spaces
- Terminal 2: 3,300 spaces

Dog Hotel

Passengers can leave their dogs here while traveling and know that their four-legged companions will be professionally cared for.

Access via CargoCity South

Phone: +49 69 690-66542, Fax: + 49 690-59995

E-mail: hundepension@fraport.de

Open to the public from Monday to Friday between 8 a.m. and 4 p.m. and on weekends and holidays from 9 a.m. to 12 noon.

Special Assistance

Special personalized assistance at Frankfurt Airport can be arranged through FRACareServices GmbH for passengers who have reduced mobility or medical or health issues, senior citizens, minors traveling without an adult, and travelers unfamiliar with FRA or airports in general. This service must be booked via your travel agent or airline. Under EU regulations, special assistance for passengers with reduced mobility is free of charge. Information on fees for other special services is available from the airlines that provide them.

Phone: +49 69 690-69106

E-mail: fracares-info@fracares.de

VIP Services

Any passenger at FRA can book Fraport's VIP Services, which provides individualized services and use of the VIP lounge for departing, arriving, and transferring passengers. Passengers are escorted to and from their flights while avoiding the regular routes through the terminals. Departures and arrivals: the fee is €298 for the first person and €150 for each additional person. Transfers: €320 for the first person and €240 for each additional person. All prices include value-added tax.

Phone: +49 69 690-70366

E-mail: vip-services@fraport.de

Shopping

An international shopping world awaits travelers in Terminals 1 and 2: about 230 stores and services, including some 23 Duty Free and Travel Value shops. Many attractive retail outlets are located in the presecurity areas where they are accessible to the general public. The available services include a hairdresser's, a nail salon, Internet lounges, dry cleaning, and wellness facilities.

Banks

There are banks, currency exchange offices, and self-service ATMs throughout the terminals. Several major German banks offer a wide range of domestic and international services at their branches in the Frankfurt Airport Center 1 (FAC 1) opposite Terminal 1.

Restaurants

There are 78 restaurants and cafés in the terminals offering fast and slow food for every taste. Their offerings range from coffee and local specialties to international and gourmet cuisine.

Did you know?

- *The shops, restaurants, cafés, and bars in both terminals together occupy around 37,000 square meters and Shops and restaurants are open seven days a week.*
- *Occupying about 2,000 square meters of floor space, the Duty Free Shop in Pier Z is the largest store at Frankfurt Airport.*
- *There is a well-stocked supermarket in the Airport City Mall on Level 0 below Concourse C in Terminal 1.*

Hotels

- 8 airport hotels
- Around a dozen hotels in the area offer direct shuttle bus services to FRA's terminals.
- The hotel reservations counter at the "Welcome Center" in Terminal 1 (Concourse B, Arrivals level) is open daily from 6 a.m. to 10:00 p.m.
Phone: +49 69 690-70402
E-mail: hotelservice@fraport.de

Lounges

Terminal 1 has 19 airline lounges including the Luxx Lounge, which can be used by any traveler for a fee. There are 7 lounges in Terminal 2, including the Sky Lounge, which anyone may use for a fee. More information on lounges is available at www.frankfurt-airport.com.

Counters

Terminal 1

- Check-in counters: 274
- Ticket sales and reservation counters: 191
- Airport Travel Market on the mezzanine in Concourse C, Arrivals, Terminal 1: 62
- Additional counters for travel agencies, information, the DB Service Point of German Rail (Deutsche Bahn), information on regional public transportation (RMV)

Terminal 2

- Check-in counters: 136
 - Ticket sales and reservation counters: 72
- Some airlines have automated check-in and ticketing machines in the terminals.

Evening-Before Check-In

Various airlines at FRA let departing passengers check in the evening before their flight. To do so, passengers need their tickets and passports. Times and locations differ depending on the airline, and some airlines charge extra for this service. More information is available at www.frankfurt-airport.com.

Check-In at the AIRail Terminal

A number of airlines let travelers arriving at Frankfurt Airport's long-distance train station use the conveniently close AIRail Terminal. They include Lufthansa and airlines handled by Fraport. Passengers arriving by rail can check their baggage right away at the counters there. On the way to Terminal 1, they only need to follow the "AIRail Check-In" signs. The Fraport counters are open from 7 a.m. to 9 p.m. The counters of Lufthansa and its partners operate from 7 a.m. until 8 p.m.

Luggage Services

Luggage Services

Terminal 1: Arrivals Hall B, phone: +49 69 690-70786
 Departures Hall B/C, phone: +49 69 690-73277
 Terminal 2: Area D, Level 2, phone: +49 69 690-72860
 E-mail: gpa@frasec.de

Cost per regular luggage item

Up to 2 hours of storage	€4.50
2 to 24 hours	€7.00
Bulky item for 24 hours or less	€9.00
Article of clothing for 24 hours or less	€2.00
Document storage for 24 hours or less	€4.00
Shrink wrapping (regular bag)	€8.50
Shrink wrapping (bulky bag)	€12.50

Porter service

Regardless of the airline, porter services are available for a fee to take passengers and their luggage to any desired location within the presecurity areas of FRA's terminals. For advance bookings and more information, contact:

- Securitas: phone: +49 69 690-22999, fax: +49 69 690-28668, e-mail: dispo@securitas24.de
- AHS: phone: +49 69 690-22122, fax: +49 69 690-28032, e-mail: fraserices@ahs-de.com
- FraSec Fraport Security Services: Fax +49 69 690-59222, e-mail: myairportguide@frasec.de; must be reserved at least 48 hours prior to arrival at the airport

Other Facilities

Terminals 1 and 2

- 5 play areas for children in Terminal 1 (Transit A, Transit B, Transit C, and Transit Z)
- 4 play areas for children in Terminal 2: Departures D and E and in the Food Plaza on Level 4
- Dry cleaners: Level 0 (Area C of the Airport City Mall), phone: +49 69 690-24441
- Casino: Level 2, Transit B
- Hair salon: Level 0 (Area C of the Airport City Mall), phone: +49 69 690-29781

- Lost & Found: Level 0 (Area A of the Airport City Mall), phone: +49 69 690-66359, fax: +49 69 690 54081, e-mail: lost_property@fraport.de
- Chapel: Terminal 1, Departures B (daily religious services)
- Prayer rooms: Terminal 2, Departures D (after the passport and customs checks)
- Travelers Aid: Departures B, Gallery, phone: +49 69 690-50201
- Showers/bathtubs in Terminal 1: Departures B, Transit A, Transit B, and Transit Z)
- Showers/bathtubs in Terminal 2: Departures D (Transit)
- Rooms for changing diapers and breastfeeding
- Waiting areas, toilets, wheelchairs, and telephones for persons with reduced mobility
- Excess baggage handling (Terminal 1, luggage storage service between Concourses B and C),
- FRASec Fraport Security Services, phone +49 69 690-73277

Airport Expansion

To ensure Frankfurt Airport's global competitiveness in the future, it was essential to build a fourth runway in the northwest of the airport premises. It is also necessary to add a third terminal in the south of FRA on land formerly occupied by the U.S. Rhein-Main Air Base. It is predicted that FRA will eventually handle some 700,000 flights and 88 million passengers a year.

Runway Northwest

The new 2,800-meter-long Runway Northwest (for landings only) is located parallel to Runway South and Runway Center, 1,400 meters from the center line of Runway Center. It was completed in time for the 2011/2012 winter flight schedule.

Terminal 3

The plans call for Terminal 3 to be built in two phases. When completed, it will feature 75 aircraft parking positions and be connected to the SkyLine elevated shuttle train and the airport-wide automatic baggage conveyor system.

History of the Expansion Program

- 1997: Discussions on expansion of the airport begin.
- 1998: The mediation process begins.
- 2000: June: Basic political decision in favor of expansion
September: Fraport's Supervisory Board opts for expansion and prepares for the zoning procedure.
November: Scoping for the regional planning procedure
- 2001: April: Scoping for the zoning procedure
October: Regional planning documentation submitted
- 2002: April: Hearings on the regional planning procedure
June: Completion of the regional planning procedure with a decision based on state planning requirements

- 2003: September: Zoning documentation submitted for completeness review
- 2004: November: Zoning documentation submitted for viewing
- 2005: January/February: Public viewing of the zoning documentation
September: Hearings on the zoning procedure begin.
- 2006: March: End of zoning procedure hearings
- 2007: Spring: Required changes to zoning plans submitted
December 18: Zoning approval from the government of Hesse
- 2008: January 8: Presentation of the zoning approval document to all involved parties
- 2009: Construction to expand the airport begins (Runway Northwest).
- 2010: February: Groundbreaking ceremony for the new fire station number 4 at the Runway Northwest
June: Pouring of concrete begins for Runway Northwest.
- 2011: October: Runway Northwest begins operating.
- 2012: October 10: Pier A-Plus is inaugurated.
- 2015 April 14: After thoroughly evaluating the need for Terminal 3, the Supervisory Board confirms its decision to move forward with the construction of Terminal 3.
- 2015 Late 2015: Planned start of work to build Terminal 3
- 2022 Planned inauguration of Terminal 3

Importance for the Region

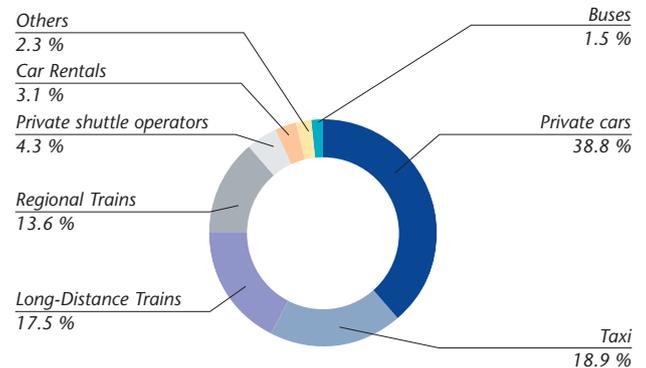
With its excellent infrastructure, Frankfurt Airport is the most important factor driving the economy of and attracting companies to the Frankfurt/Rhine-Main Region and the state of Hesse.

- Due to its geographically favorable location in the middle of Western Europe and its excellent links to all transportation modes, Frankfurt Airport can be reached from all major European economic centers in just a few hours.
- Optimal connectivity and intermodal transportation are essential prerequisites for the success of any export-oriented economy. Frankfurt Airport ideally enables Germany and the entire region to meet these requirements.
- The demand for airfreight is growing steadily. Thirty percent of all goods (in terms of value) transported across national borders already travel by air.
- A large share of highly export-oriented German companies as well as the German and European branches of many large foreign and multinational enterprises have set up branches at or near the airport:
 - The European Central Bank would not be in Frankfurt if it weren't for Frankfurt Airport with its intercontinental connections.
 - Because Korean automotive companies and Samsung, the world's biggest chip manufacturer, have established branches here, Frankfurt and the Rhine-Main region now boast the largest Korean community in Europe and have gained around 5,000 new jobs.
 - The international business auditing company KPMG has moved its European headquarters from London to FRA. The options it considered were not "Paris, Munich, or Berlin" but "Amsterdam Airport versus Frankfurt Airport".

Ground Transportation

Located at the heart of Europe and in the middle of Germany and the Rhine-Main-Neckar Region, FRA is a central hub for intermodal transportation. Frankfurt Airport offers optimal links between air, rail, and road networks, thanks to its strategic location at the Frankfurt motorway interchange and extensive regional and European train services.

Modes of transport used to access FRA



Private Cars

Frankfurt Airport is located right at the Frankfurt motorway interchange with optimal connections toward the east and west (A3) and north and south (A5). It takes only about 15 minutes to drive from FRA to downtown Frankfurt.

National/European Rail Services

FRA's Long-Distance Train Station

More than 170 long-distance trains depart daily for Germany's most important cities as well as major urban centers in neighboring countries.

AiRail Service

A special premium service for passengers who take ICE trains to FRA from the Stuttgart, Cologne central stations via Siegburg/ Bonn, Düsseldorf, Kassel, or Karlsruhe:

- A joint venture of Deutsche Bahn, Lufthansa, and Fraport
- The AiRail Service allows air travelers to check in at the Cologne or Stuttgart central station (until 15 minutes before the train's departure).
- Travelers also receive their airline boarding passes for their FRA flight.
- Baggage claims (with customs checks for arriving baggage) are located in the AiRail Terminal at FRA's long-distance train station.
- Tickets can be obtained from Lufthansa and all travel agencies representing it.
- First and business class travelers can use the DB Lounges at the Cologne and Stuttgart central stations and FRA's long-distance train station.
- 1st and 2nd class seat reservations can be made in ICE trains.

AiRail Service between FRA and Stuttgart (ZWS) central station:

- Travel time: 73 minutes
- Frequency: once an hour

AiRail Service between FRA and Cologne (QKL) central station:

- Travel time: 55 minutes
- Frequency: once an hour

AiRail Service to and from Siegburg/Bonn

- Travel time: 39 minutes
- Frequency: every 2 hours

AiRail Service to and from Düsseldorf

- Travel time: 72 minutes
- Frequency: once an hour

AiRail Service to and from Karlsruhe

- Travel time: 66 minutes
- Frequency: every 3 hours

AiRail Service to and from Kassel

- Travel time: 98 minutes
- Frequency: every 3 hours

Regional Rail Services and Buses**FRA's Regional Train Station**

More than 220 regional train connections (regional, express, and commuter trains) per day at FRA's regional train station provide convenient mobility throughout the Frankfurt/Rhine-Main Region. The S8 and S9 commuter trains arrive and depart FRA at 15-minute intervals: eastbound to Frankfurt, and westbound to Mainz and Wiesbaden.

- Travel times (S8)

FRA–Frankfurt (M) central station	12 minutes
FRA–Mainz central station	26 minutes
FRA–Wiesbaden	41 minutes
- Travel times (S9)

FRA–Hanau	41 minutes
FRA–Wiesbaden	34 minutes
FRA–Mainz-Kastel	25 minutes

Buses

- Direct regional connections and airport shuttle buses
- Long-distance buses and Lufthansa airport buses serve various destinations.
- Hotel shuttle services
- Frankfurt Exhibition Grounds (Messe): for larger trade shows there are shuttle buses straight to the exhibition grounds and from there to hotels.

Car Rentals

- Car rental agencies are located in Terminal 1 (Airport City Mall, Concourse A, Level 0) and in Terminal 2 (Arrivals).

Taxi

- There are taxi stands in front of Terminals 1 and 2.

This & That

Did you know?

- There are more than 39,000 runway edge lights at Frankfurt Airport.
- The Fraport Communication Center received more than 715,000 phone calls in 2014.
- In 2014, Fraport placed 56,500 orders for goods and services worth nearly 712 million euros, of which more than 520 million euros went to companies in the Rhine-Main Region.
- About 410 service staff are deployed to assist passengers and visitors and answer their questions.
- In 2014, Fraport supported approx. 1,600 projects of various associations and facilities with donations and sponsoring activities worth a total of 5.2 million euros.
- Fraport's Winter Service, nearly 1,400 staff and 358 pieces of special equipment and vehicles, is on call to clear snow and ice from the airport's roughly 8.1 million square meters of runways and apron areas, 608,000 square meters of roads, 130,000 square meters of sidewalks, and 200,000 square meters of parking lots in the publicly accessible parts of the airport.
- The lost & found service processed 20,500 items in 2014.
- Since 1997, Fraport's environmental fund has provided more than 35 million euros for more than 850 environmental projects in the region.
- The "jumbo hangar" is so huge that the tower at the Frankfurt Exhibition Grounds would fit inside it if laid on the ground.
- The Squire above the airport's long-distance train station measures 660 meters long by 65 wide with a height of 45 meters.
- There are 1,749 clocks at Frankfurt Airport.
- There are about 120 baggage cart dispensers in the terminals.
- Europe's largest aircraft hangar is due to be completed by the end of this decade. It will measure 350 by 140 meters, large enough for four A380 aircraft to be serviced at the same time.
- The building management department of Fraport AG organizes the cleaning of about 0.78 million square meters.
- By volume, only about one percent of all goods moved in the world go by airfreight, but they account for 35 percent of the total in terms of value.

The Executive Board of Fraport AG



Chairman of the Executive Board (VV):
Dr. Stefan Schulte

Central Units

- Global Investments and Management (BET)
- Corporate Compliance, Risk and Values Management (CWR)
- Legal Affairs (RAV)
- Internal Auditing (REV)
- Corporate Development, Environment and Sustainability (UEW)
- Corporate Communications (UKM)



Member of the Executive Board and Executive Director Operations (VO):
Anke Giesen

Strategic Business Units

- Airport Security Management (ASM)
- Airside and Terminal Management, Corporate Safety and Security (FTU)
- Retail and Properties (HVM)

Central Units

- HR Top Executives (PFK)



Member of the Executive Board and Executive Director for Labor Relations (VA):
Michael Müller

Strategic Business Units

- Ground Services (BVD)

Central Units

- Human Resources (PSL)
- Central Purchasing, Construction Contracts (ZEB)



Member of the Executive Board and Executive Director Controlling and Finance (VF):
Dr. Matthias Zieschang

Service Units

- Real Estate and Facility Management (IFM)
- Information and Telecommunications (IUK)
- Corporate Infrastructure Management (ZIM)

Central Units

- Controlling (FCO)
- Finance and Investor Relations (FIR)
- Accounting (REW)

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