

**FRAPORT TWIN STAR AIRPORT MANAGEMENT AD
BURGAS AIRPORT**

Airport User Regulations

Revision 7.0
Valid from 01.06.2024

Airport User Regulations

Burgas Airport



APPROVED BY:

A blue ink signature of Frank Quante, written in a cursive style.

.....
Frank Quante
Chief Executive Officer

Fraport Twin Star Airport
Management AD

A blue ink signature of Rossen Philipov, written in a cursive style.

.....
Rossen Philipov
Chief Financial Officer

Fraport Twin Star Airport
Management AD

A large, stylized blue ink signature of Vasil Atanasov, written in a cursive style.

.....
Vasil Atanasov
Director of Burgas Airport

Fraport Twin Star Airport
Management AD



Table of Contents

1. Description of the Airport

- 1.1. Official name
- 1.2. Airport Operator
- 1.3. Position and distance from Burgas city
- 1.4. Height above mean sea level (MSL)
- 1.5. Reference temperature
- 1.6. Operating hours
- 1.7. Aircraft types
- 1.8. Further details
- 1.9. Details of air traffic facilities and declared distances
- 1.10. Take-off and landing runways
- 1.11. Declared distances
- 1.12. Apron
- 1.13. Airport classification
- 1.14. Centralized infrastructure at Burgas Airport

2. Description of Terminal 2

- 2.1. General details of the building
- 2.2. Structure
- 2.3. Location of retail services
- 2.4. Escape routes
- 2.5. Access for tenants, food and goods supply
- 2.6. Winter / Summer operation of Terminal 2

3. Scope of application of the Airport User Regulations

4. Usage by Aircraft Operators and Suppliers of ground-handling services

- 4.1. Authorization for take-off and landing
- 4.2. Rules and criteria for flight schedule coordination and slot allocation
- 4.3. Taxiing and towing aircraft
- 4.4. Aircraft parking
- 4.5. Noise control
- 4.6. Parking, storage and repairs of automobiles, GSE and other equipment
- 4.7. Maintenance work, washing and de-icing
- 4.8. Disabled aircraft
- 4.9. Ground Handling
- 4.10. Administrative charge in case of damages, caused by the Airport Users

5. Entry

- 5.1. Roads, premises and entrances
- 5.2. Vehicular traffic and parking
- 5.3. Restricted Areas
- 5.4. Apron

6. Commercial Activities at Burgas Airport

- 6.1. Exploitation of trade activities
- 6.2. Rentals
- 6.3. Advertising and distribution of printed media
- 6.4. Public and employees parking
- 6.5. Construction works
- 6.6. General rules for photo shooting and filming

7. Safety regulations

- 7.1. Airside safety
- 7.2. Emergency and evacuations
- 7.3. Smoking ban
- 7.4. Alcohol and drugs ban
- 7.5. Working with aircraft engines
- 7.6. Handling fuel and operating fluids
- 7.7. Vehicles and machinery with internal combustion engines
- 7.8. Working in technical rooms
- 7.9. Storing materials, equipment and garbage
- 7.10. Warehousing
- 7.11. Firefighting
- 7.12. Ambulance services
- 7.13. Safety management system (SMS)
- 7.14. Violation of safety regulations

8. Security regulation

- 8.1. Introduction & General principles
- 8.2. Security areas
- 8.3. Access right and Airport ID passes
- 8.4. User's guide and useful information
- 8.5. IDs issuance laboratory

9. House rules

10. Environmental protection

- 10.1. Waste separation
- 10.2. Soiling
- 10.3. Air pollution
- 10.4. Effluents
- 10.5. De-icing media
- 10.6. Noise monitoring system (NMS)
- 10.7. Responsible units

11. Lost property

12. Place of Settlement and Jurisdiction

13. Contraventions of the Airport User Regulations .Permissions

14. Definitions

1. Description of Burgas Airport

1.1. Official name

Burgas Airport
ICAO abbreviation: LBBG
IATA abbreviation: BOJ

1.2. Airport Operator

Fraport Twin Star Airport Management AD

Postal address:

Burgas 8016
Burgas Airport
Tel.: +359 56 870 201
Fax: +359 56 870 203
SITA: BOJKOXH, BOJOCXH, BOJKKXH, BOJKLXH, BOJLLXH, BOJFFXH

1.3. Position and distance from Burgas city

Burgas Airport is situated 12 km north east of the city of Burgas

Coordinates: 42°34'12.24294"N; 27°30'54.56134"E
(Following the reference point of BOJ measured in World Geodetic System 1984 - WGS -84)

1.4. Height above mean sea level (MSL)

41m

1.5. Reference temperature

28.72°C

1.6. Operating hours

24 hours

1.7. Aircraft types

Aircrafts up to code "E" and An-124(code „F“) may be operated at Burgas airport. All aircraft owners or aircraft operators, who want to operate at Burgas airport, must receive a written prior consent of the Airport Operator (PPR).

1.8. Further details

For further details, please refer to Aeronautical Information Publication of the Republic of Bulgaria.

1.9. Details of air traffic facilities and declared distances

Abbreviations used:

PCN	pavement classification number
TORA	take-off run available
TODA	take-off distance available
ASDA	accelerate-stop distance available
LDA	landing distance available
Take-off and landing runways	

1.10. Take-off and landing runways

Name	Dimensions [m]	Maximum load rating PCN value	Surface
RWY SPECIFIC DATA 04 / 22	3200 × 45	60/R/B/X/T	reinforced concrete

1.11. Declared distances

Name	TORA [m]	TODA [m]	ASDA [m]	LDA [m]
RWY 04	3200	3260	3260	3200
RWY 22	3200	3260	3260	3200

1.12. Apron

- 1.12.1. The apron areas are used for taxiing and handling of aircrafts. The Airport Operator's prior consent is required for any other use, for instance for aircraft parking, or for maintenance works.
- 1.12.2. Aircraft stands are allocated by the Airport Operator and are identified by suitable markings and signage.
- 1.12.3. The permissible time spent for parking at the apron is two hours. Any extension of this parking period requires the Airport Operator's explicit consent.
- 1.12.4. For details of the position, load ratings and surface of the apron, please refer to AIP of the Republic of Bulgaria.

1.13. Airport classification

ICAO classification reference code - code number 4, code letter E (ICAO Annex 14)

1.14. Centralized infrastructure at Burgas Airport

Definition: „Centralized infrastructure“ means specific installations and/or facilities at Burgas airport which cannot, for technical, environmental, cost or capacity reasons, be divided or duplicated and whose availability is essential and necessary for the performance of subsequent ground handling services.

1.14.1. List of Centralized infrastructure at Burgas Airport:

- Check-in and gate counters and their facilities (check-in counters and gate counters including their information displays, queuing area, IT hardware installed at the counters, communication network used at each counter)
- Baggage sorting areas;
- Baggage conveyor system;
- Baggage reconciliation system;
- Garbage facilities;
- Communication system TETRA
- Fresh Water Supply Facilities & Toilet Waste Facilities;
- De-icing infrastructure;
- Centralized Infrastructure facilities management;
- Fueling storage (*where applicable*)

1.14.2. Centralized Infrastructure equipment/facilities are exclusively provided, administered, and operated by the Airport Operator or by parties acting under its authority.

1.14.3. The Centralized Infrastructure equipment/facilities must only be used with the prior written consent of the Airport Operator.

2. Description of Terminal 2

2.1. General details of the building

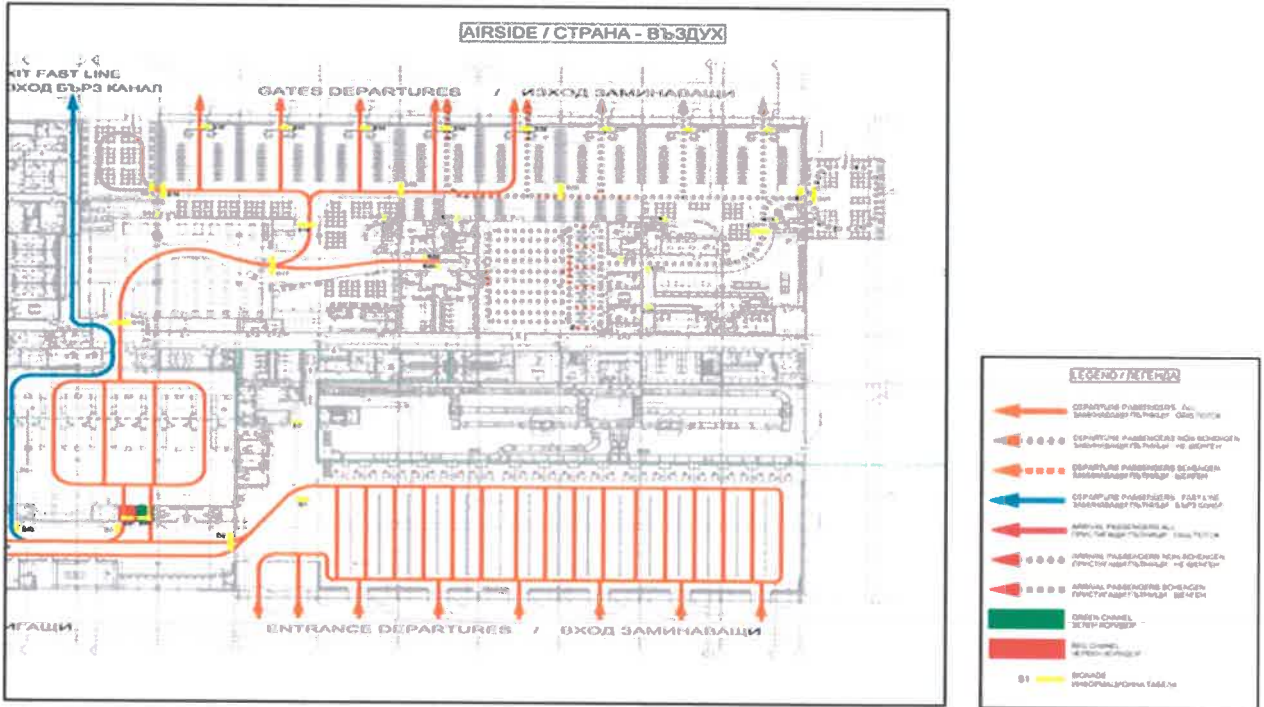
Terminal 2 is located on an area of 21 000 square meters. The annual capacity of Terminal 2 is 2.7 million passengers. The new facility has large areas for arriving and departing passengers, state-of-the-art baggage and passenger handling systems, attractive shopping areas, extended to an area of about 2000 square meters. All processes in the new terminal building are automated.



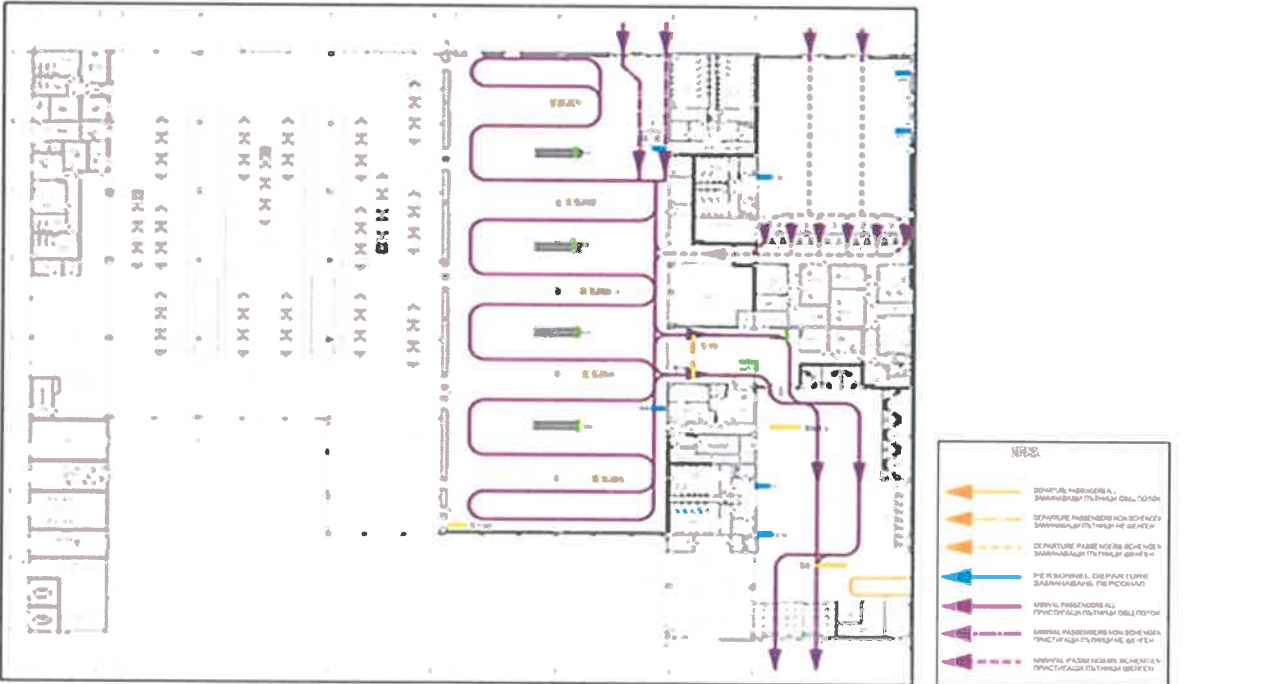
2.2. Structure

Terminal 2 is divided in arrival and departure area. Both arrival and departure areas are split in Schengen and Non-Schengen zones.

Terminal 2 Departure – layout and flows



Terminal 2 Arrivals – layout and flows



2.3. Location of retail services

Terminal 2 offers a variety of commercial options and services:

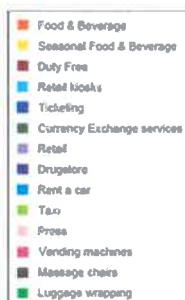
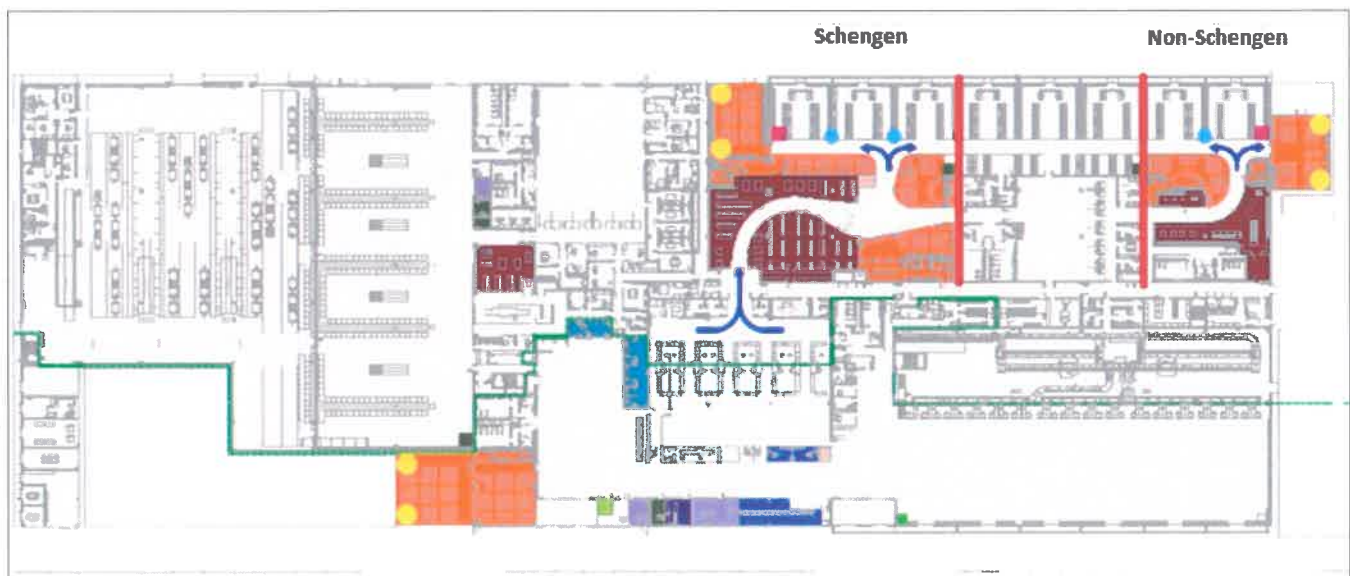
2.3.1. Arrival:

- **Public area:** 1 Cafeteria, 8 Rent-a-car offices, 4 Airlines representative offices, Taxi services, 1 Currency exchange office, 1 ATM
- **Security restricted area:** 1 Duty-paid shop, 3 Currency exchange offices, 2 ATM, Pre-paid Sim card office (Yettel)

2.3.2. Departure:

- **Public area:** Airlines representative offices, Bank services, 1 ATM, 1 Convenience shop, Souvenir shop, Fresh bar, 2 Baggage wrapping, 4 Ticketing desks, 1 Ticketing office
- **Security restricted area:** 2 Duty free shops are opened at both areas – 1 in Schengen and 2 in Non-Schengen. The Schengen area offers a 2 fast food restaurants, a coffee shop, a bar with a terrace and Hudson store. In the Non-Schengen area you can find a coffee-shop and a bar with a terrace as well. Kids' fun zone is available for passengers convenience.

Location of retail services



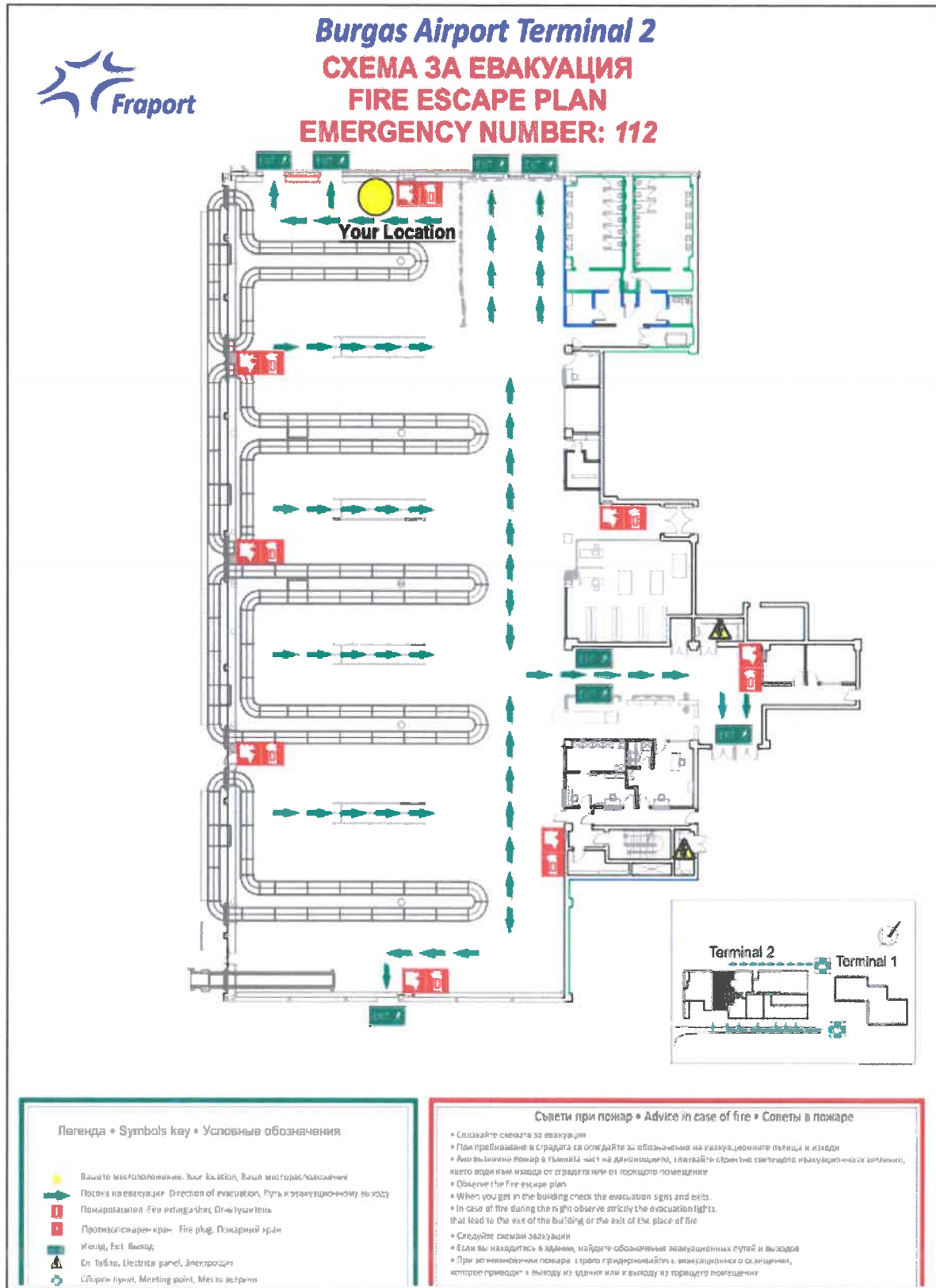
Location of retail services

- | | |
|-----------------------------|------------------------------|
| 1. Ginger coffee shop | 9. Rent-a-car offices |
| 2. McDonald's | 10. Taxi front office |
| 3. Beer bar | 11. Premium tobacco shop |
| 4. Airlines representatives | 12. Money Exchange |
| 5. Onda Coffee | 13. Rent-a-car office |
| 6. Vodka bar with a terrace | 14. Airlines representatives |
| 7. Beer bar terrace | 15. Convenience Shop |
| 8. Duty free shop | 16. Airlines representatives |

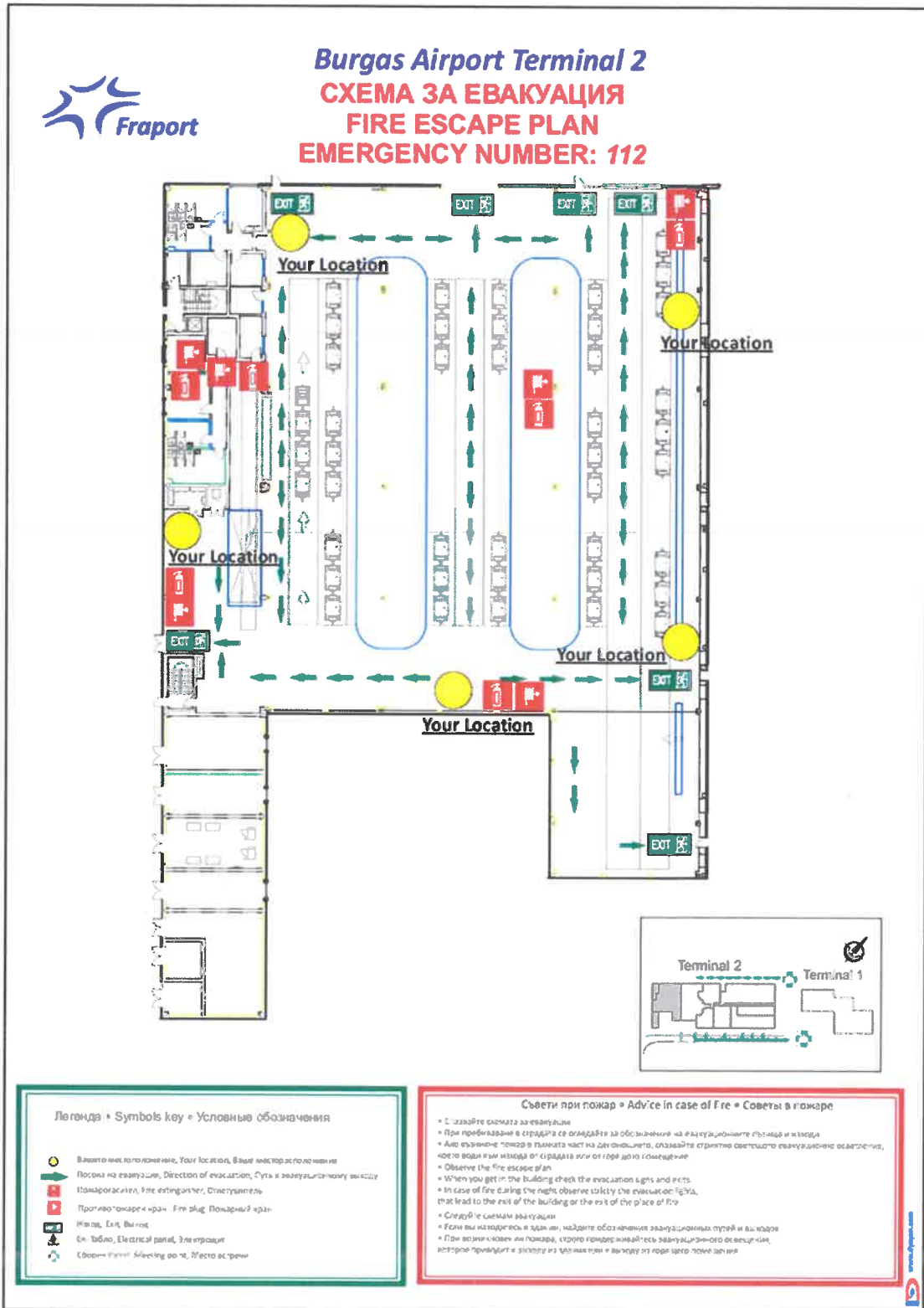
2.4. Escape routes

In case of fire (see 7.12.) or accident, the escape routes and the instructions of the airport staff shall be followed using the green lines.

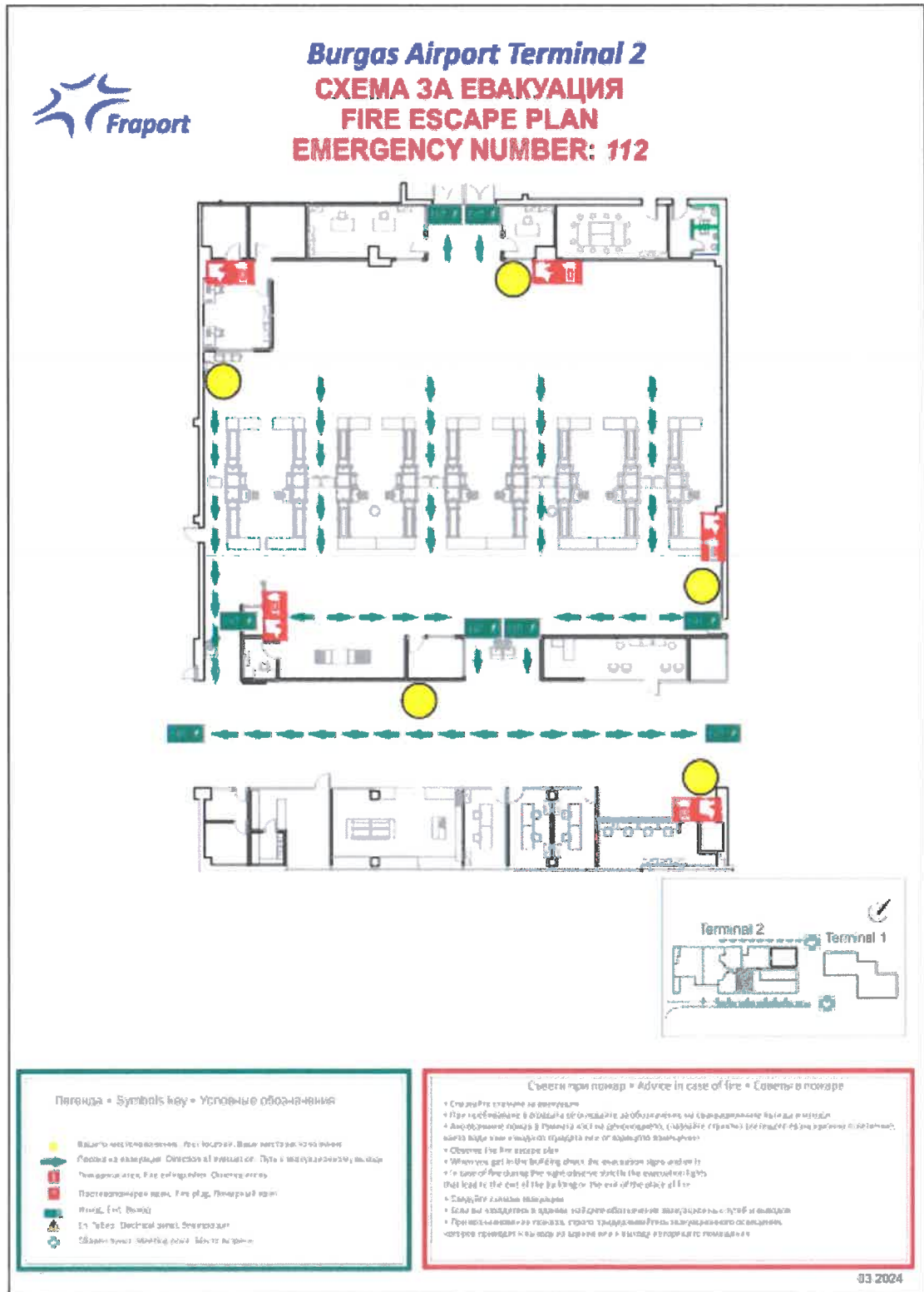
Terminal 2 Baggage claim area



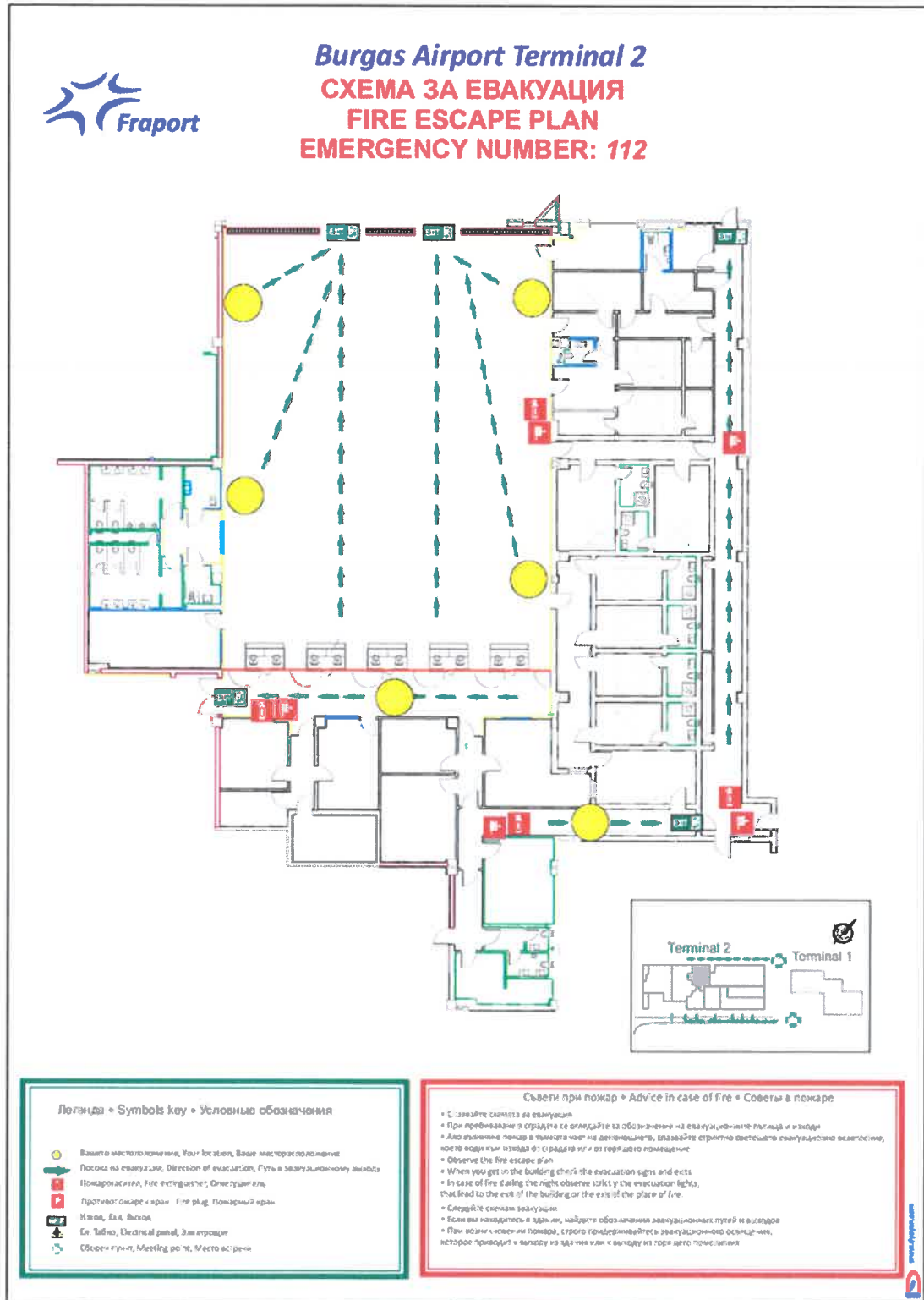
Baggage sorting area



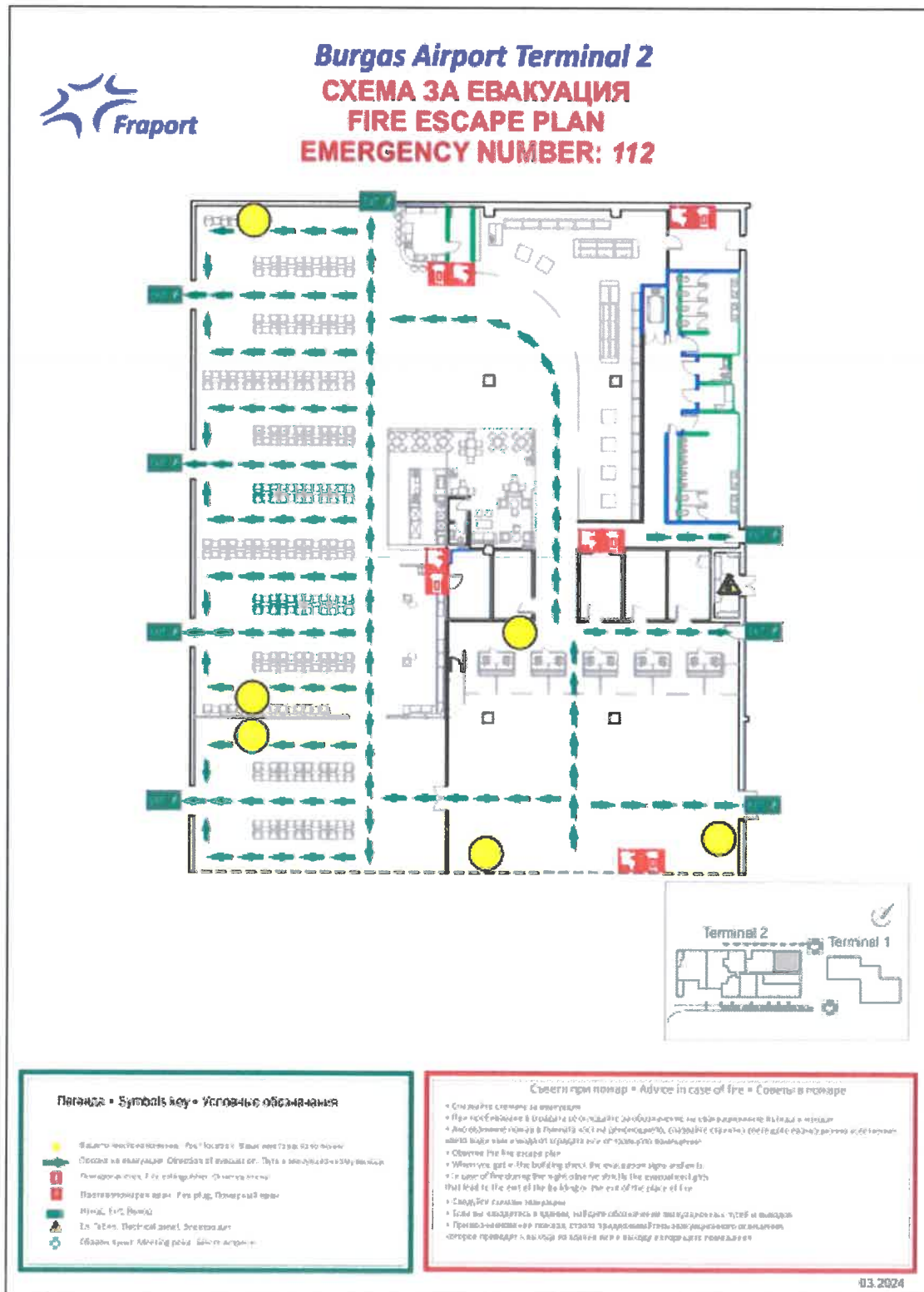
Terminal 2 Security check area



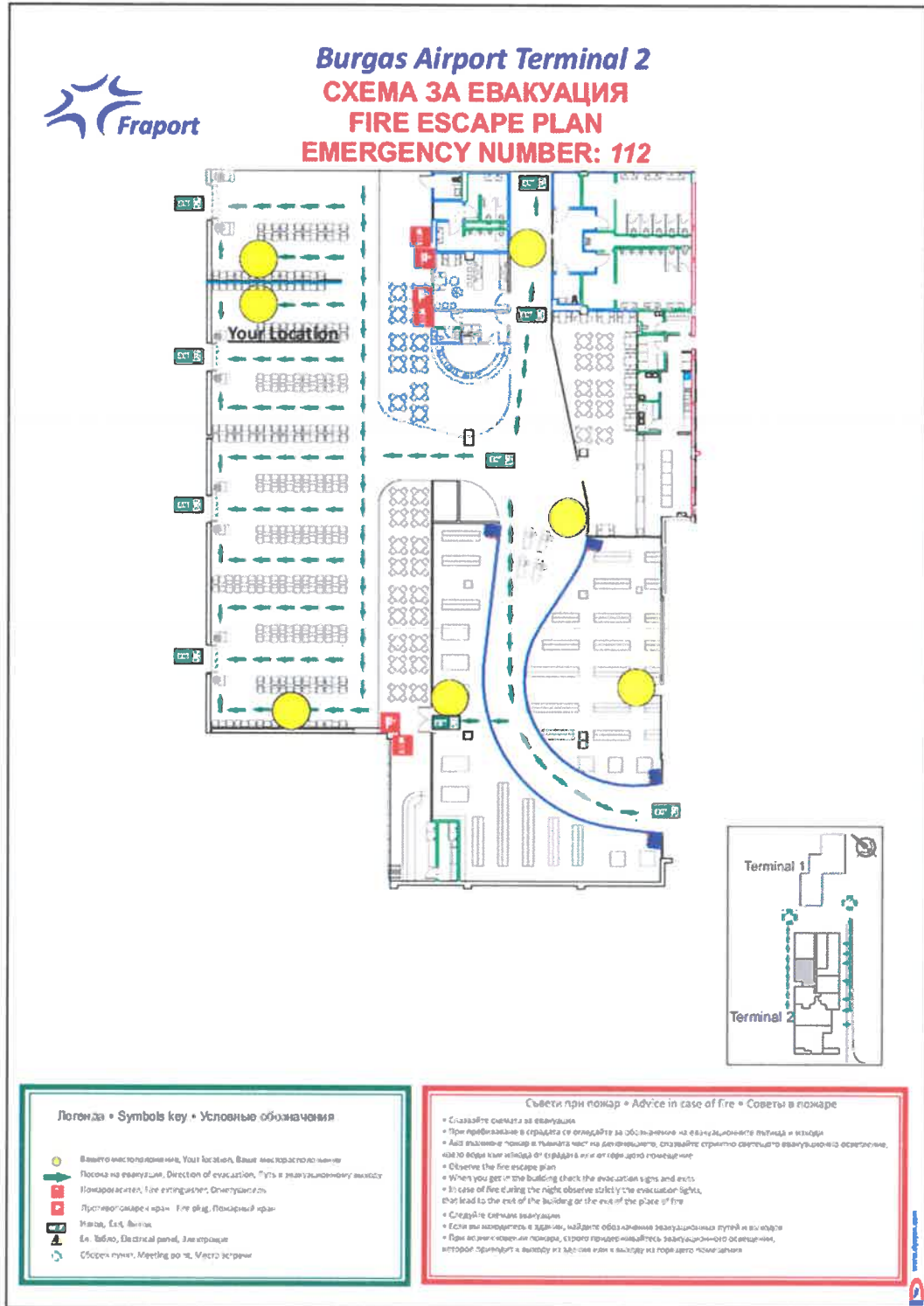
Terminal 2 Arrival non-Schengen



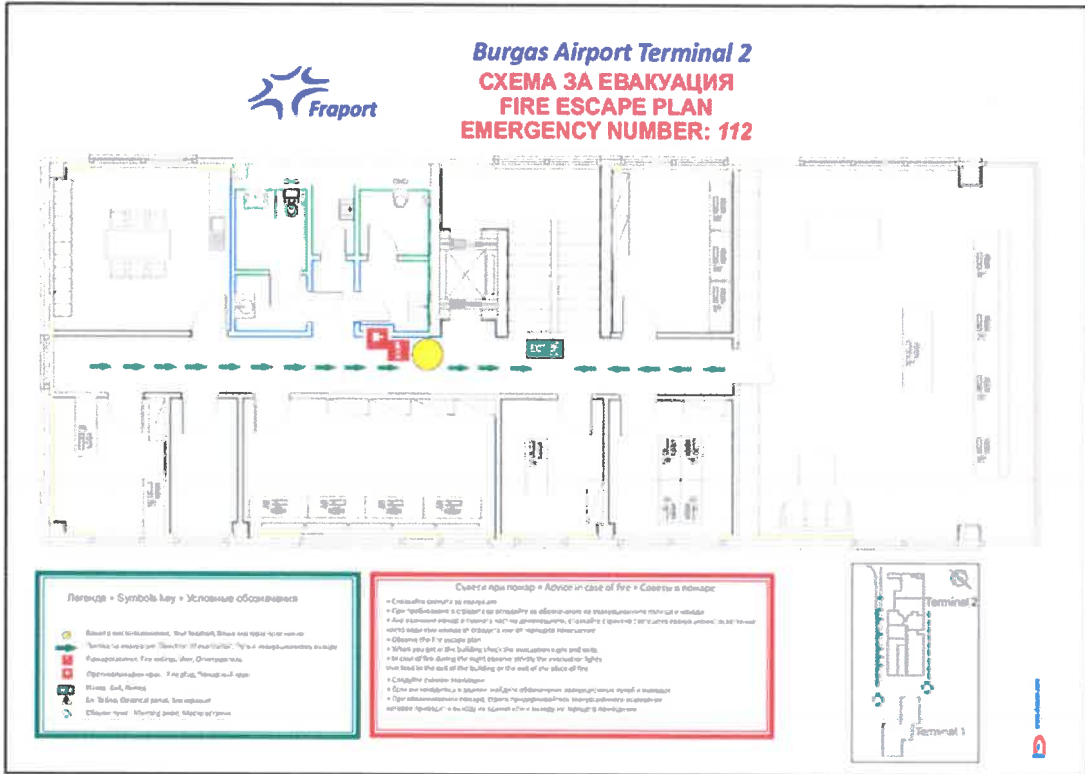
Terminal 2 Walk through and gate lounge area (Gate 5 - 8)



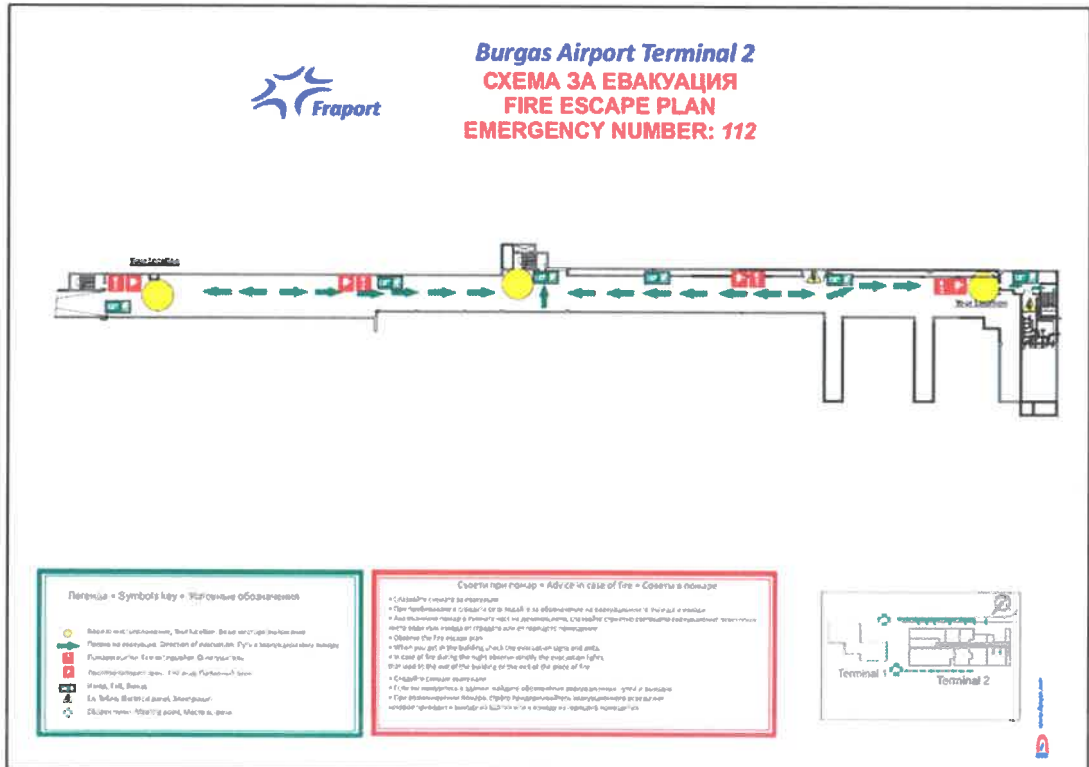
Terminal 2 Walk through and gate lounge area (Gate 1 - 4)



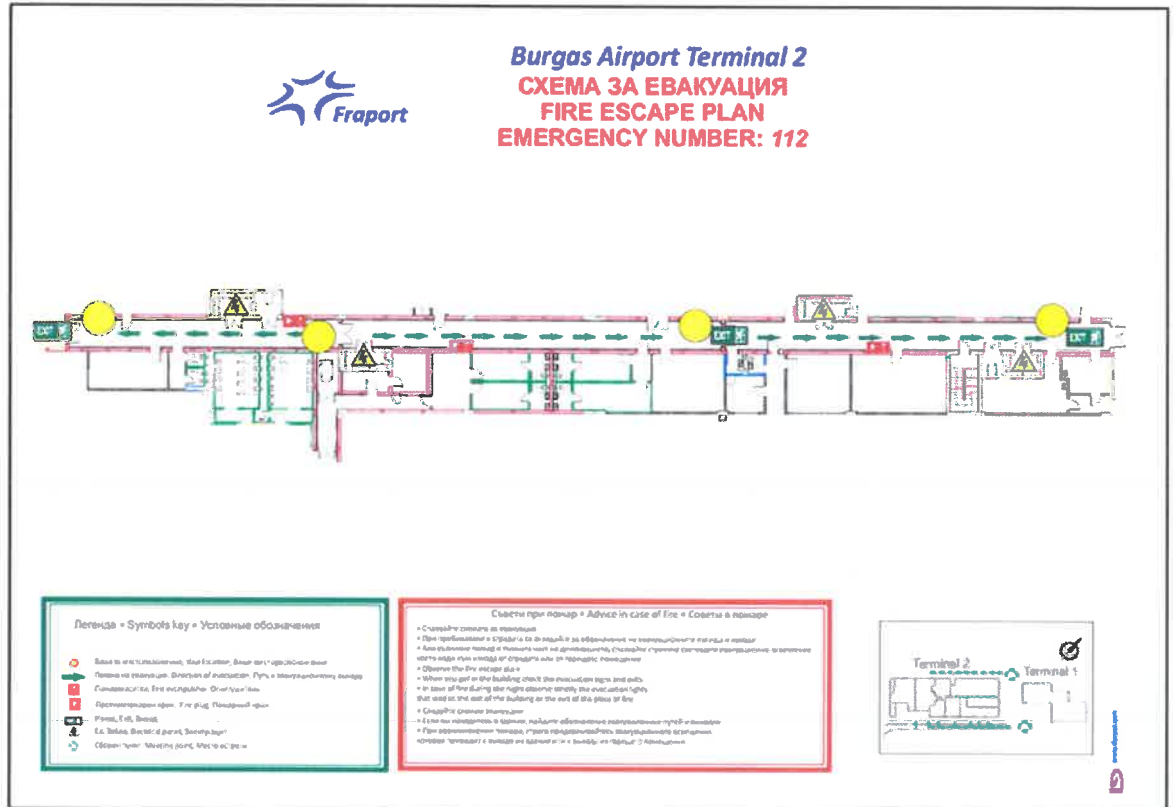
Terminal 2 Airport Operations Centre



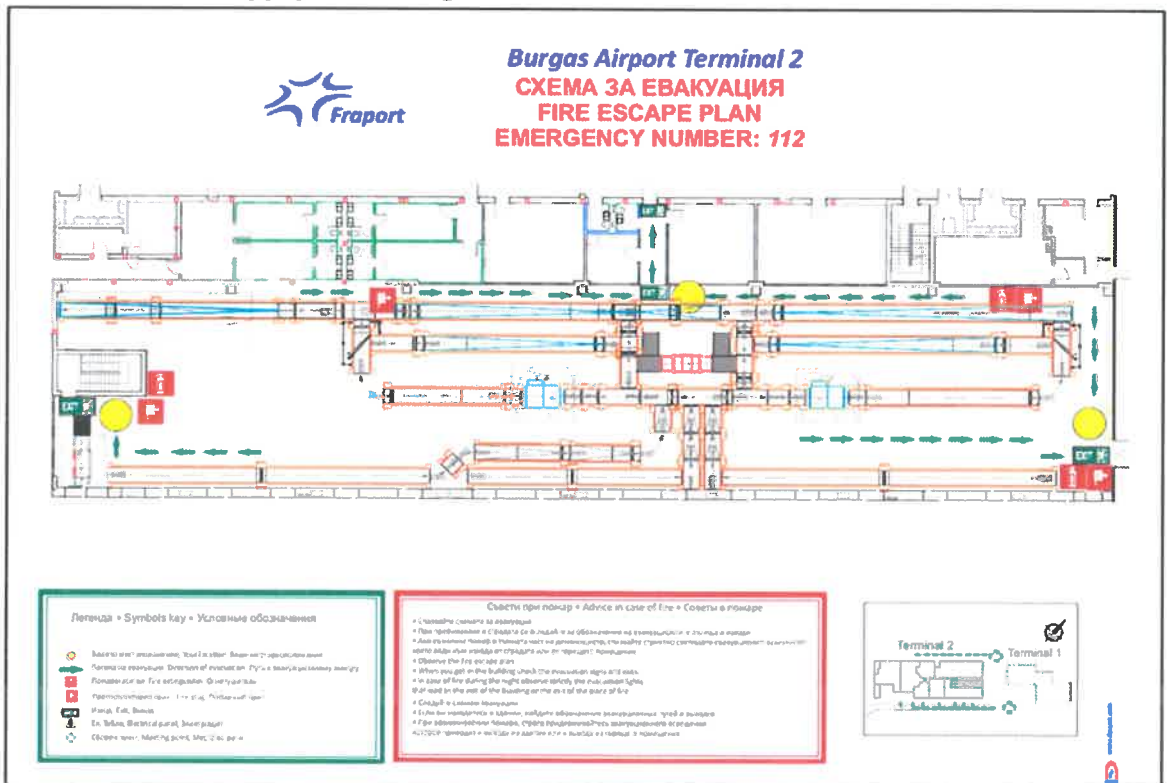
Terminal 2 Basement corridor



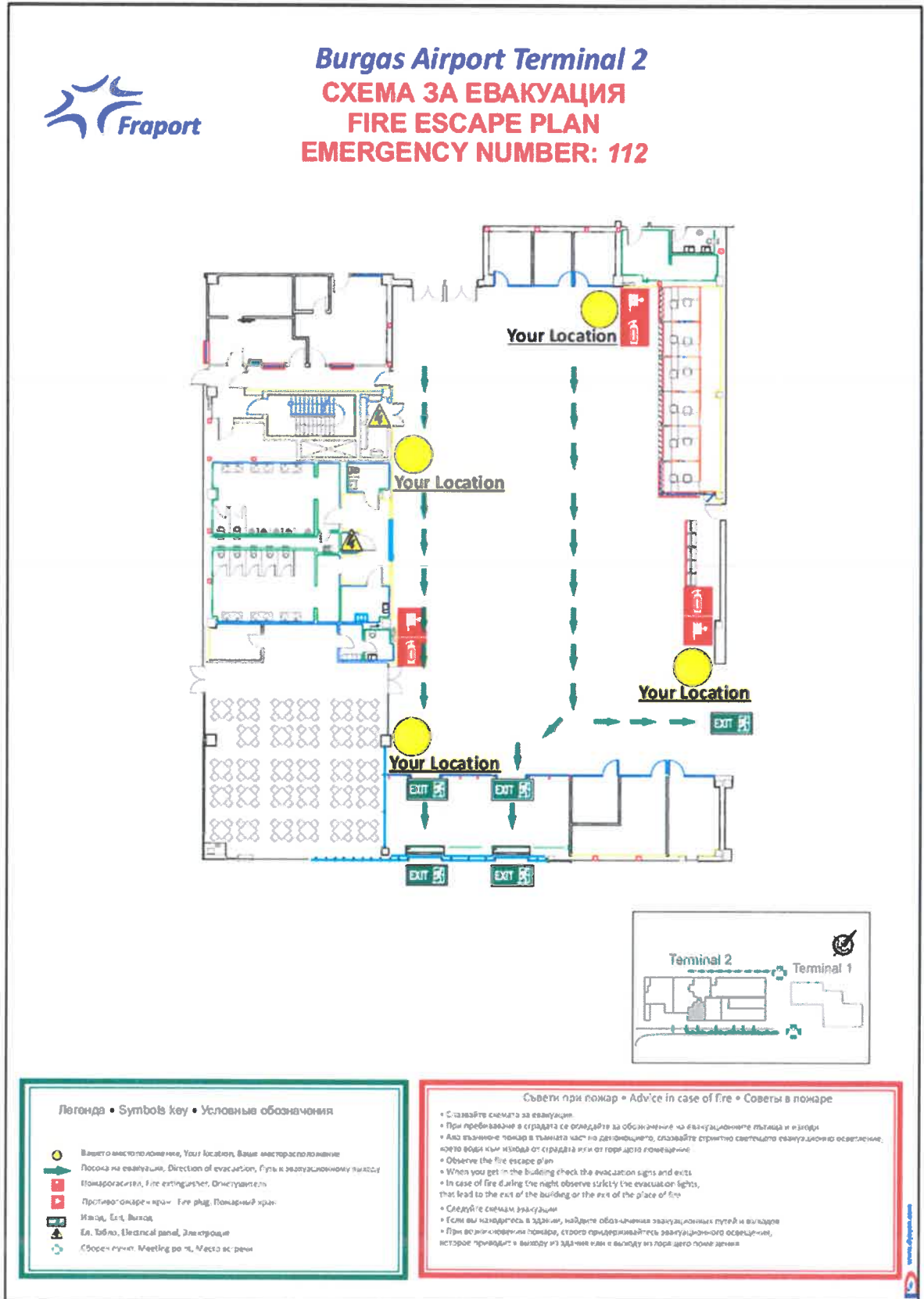
Terminal 2 Service corridor

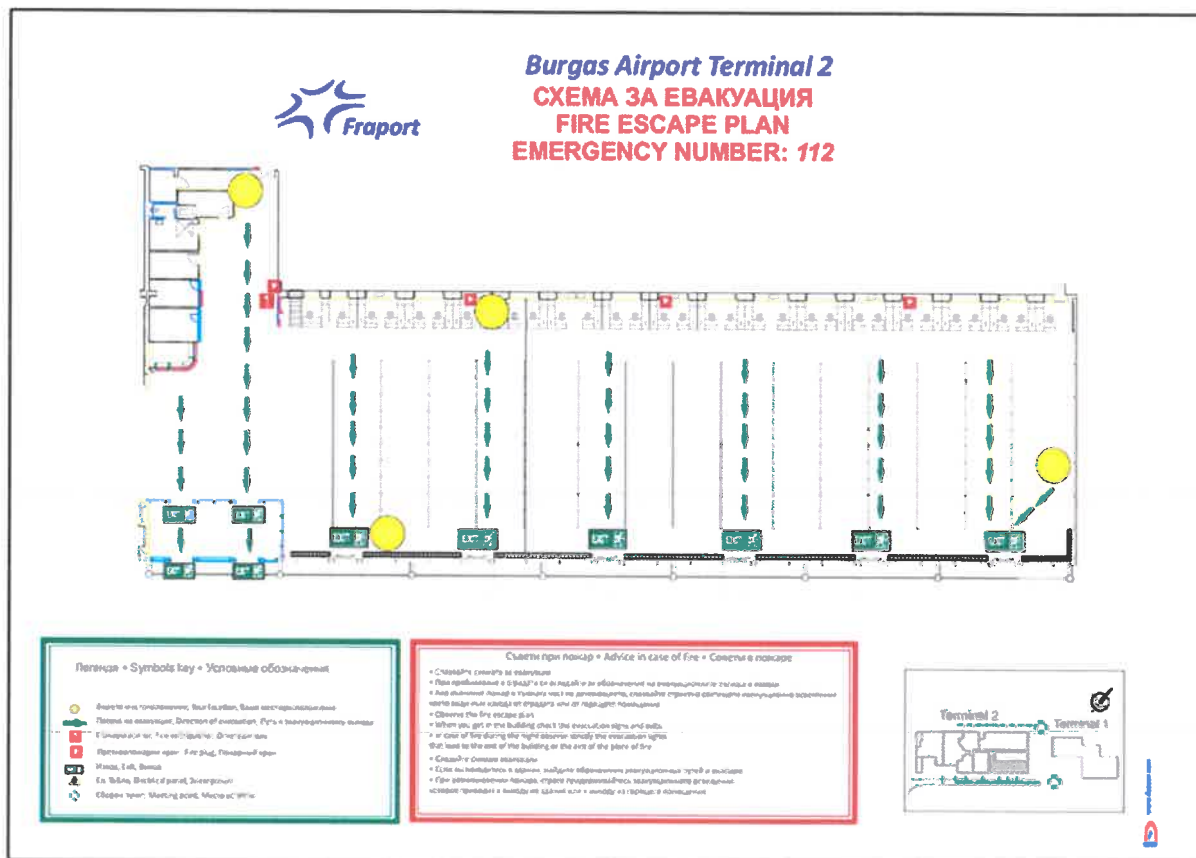


Terminal 2 Hold baggage screening area



Terminal 2 Arrival – meters and greeters area

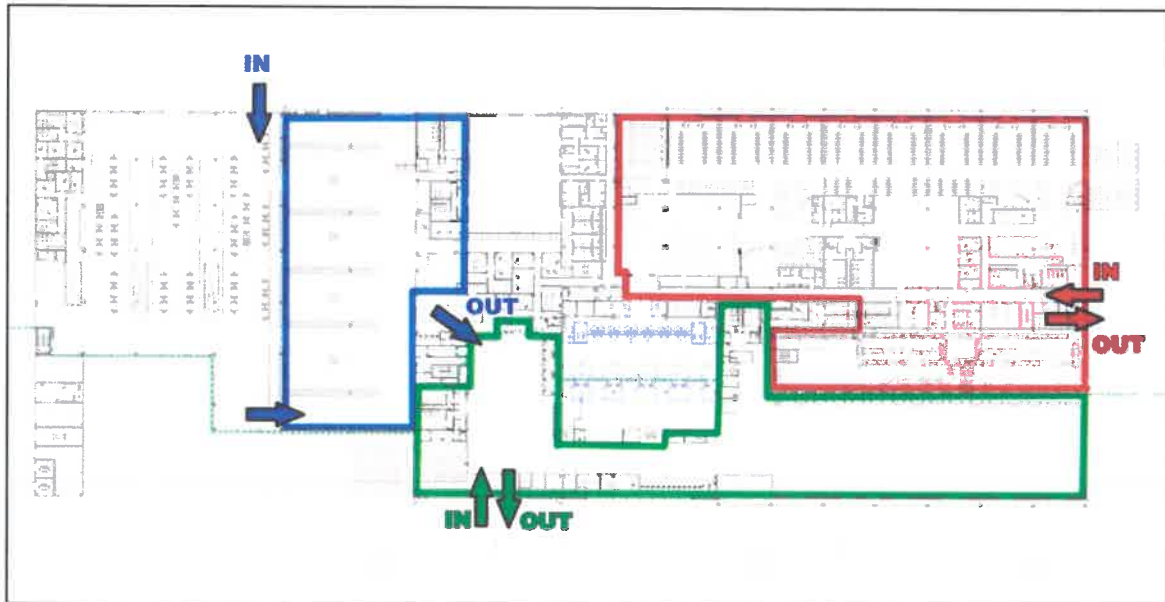


Terminal 2 Check-in area

2.5. Access for tenants, food and goods supply

- 2.5.1. The access is organized and controlled by the Security department of the Airport Operator. All tenants and other third parties are responsible for the premises they use (locking, keys and inventory control).
- 2.5.2. The delivery of oversized materials, goods and supply items (all subject to security check) shall be made through entrance "East" or as per the scheme below:
- 2.5.3. The delivery of goods for the "red" "blue" and "green" areas is allowed using the entrances as per the figure "Supply of goods – flows".

REMARK:

- It is not allowed the delivery of goods to cross the passengers flow
- The delivery of goods in periods of loading of T2 is allowed only if coordinated with FTSAM AD
- Tenants/third parties are responsible for all damages caused by delivery process
- Tenants/third parties must check the cleanliness of areas during delivery of goods
- Tenants/third parties are not allowed to use baggage trolleys property of FTSAM AD
- Tenants/third parties must follow all instructions/orders of FTSAM AD, Border police and Customs.

Supply of goods - flows**2.6. Winter/Summer operation of Terminal 2**

The winter/summer operation of Terminal 2 is managed as per the start and finish of the summer traffic. The time for the closure or opening of the summer area is to be determined by the Airport Operator.

Winter operational area is:

- Check-in area from Check-in No1 till Check-in No9;

3. Scope of application of the Airport User Regulations

Everyone operating aircrafts, GSE vehicles or machinery performing retail or any other commercial activities at Burgas Airport, as well as those, entering the airport on foot or by vehicles are both subject to these Airport User Regulations and to the associated instructions issued by the Airport Operator.

4. Usage by aircraft and Suppliers of ground-handling services**4.1. Authorization for take-off and landing**

- 4.1.1. The airport infrastructure may be used by aircrafts against payments in accordance with the respective Airport Charges, Rentals and Commercial Fees of Burgas and Varna Airports, Terms of payment are regulated by the Airport Operator.
- 4.1.2. Upon request the aircraft operators shall provide to the Airport Operator the documents necessary to prove their entitlement to use the airport facilities and for the calculation of the charges and other fees.

4.2. Rules and criteria for flight schedule coordination and slot allocation

4.2.1. The slots at Burgas Airport are allocated by the airport operator according to transparent and non-discriminatory rules by keeping up with the following priorities:

- Flight program request date – with priority to earlier date;
- Period of operation – with priority to year-round operations, followed by seasonal flights and operations for a shorter period of time;
- Type of flight – with priority to scheduled flights followed by charter flights;
- Number of flights included in the flight program – with priority to annual number of flights;
- Aircraft type– with priority to higher category aircraft;
- Historic slot - availability of a series of applied and confirmed flights that were operated at least 80% of the time during the period allocated in the previous equivalent season - priority is given to airlines that observed this criteria;

Note: Confirmed slots, may be transferred and exchanged between the airlines only upon coordination with the airport operator.

4.2.2. Rules and criteria for a long-term parking of an aircraft.

Acceptance for usage of Burgas Airport as a base for a long-term parking of an aircraft is regulated by CAA regulations, and given by the airport operator according to transparent and non-discriminatory rules based on the following priorities:

- Submitted flight request;
- Number of planned flights;
- Type of flight;
- Permanent Operations base available at the airport - including but not limited to operational and administration staff, Operation office(s), equipment and etc. located at the airport;
- Period of parking of an aircraft - year-round, seasonal;

Parking of a based or non-based aircraft at the airport for more than 6 hours has to be preliminary approved by the airport authority either with the flight request or with individual parking permission. During the parking time the aircraft operators are obliged:

- To provide contacts of a duty officer to AOC;
- To assist for the a/c towing in case of a safety, security or capacity issues;

Parking of a based and non-based aircraft for more than 3 months has to be approved with written permission by the airport Director after official request from the aircraft operator.


4.2.3. Rules and criteria for transfer of departing flights to boarding Gates B1, B2, B3

Group A – Immediate criteria: *If any of these is in effect during peak hour the flight is moved to T1*

1. Unfavorable MTO

2. Instructions by state authorities or organizations
3. Emergencies – medical cases, Security and Safety Crises, PR events, state delegation visits etc.
4. Infrastructural limitations that affect the flight handling (web check-in, non-native DCS systems etc.)
5. Flight irregularities that are direct reason for the exceeding of the capacity of T2'
6. Systemic flight irregularity (2 times with more than 30 min. – delay or early arrival)
7. Special needs for passengers based on partners' requests or airlines;

Group B – Flight criteria: *If none of Group A is in effect in peak hour, the following criteria are applied in a cascade (step down) approach:*

- 
- Step 1.** Charter flights are transferred with priority to T1 over schedule flights;
 - Step 2.** Size of aircraft and number of passengers /transfer priority is given to a/c with closest seat capacity to T2 overflow;
 - Step 3.** Size of the flight program – transfer priority is given to flights of airlines with a smaller size flight program
 - Step 4.** Flight program submitting – transfer priority is given to flights submitted later

4.3. Taxiing and towing aircraft

- 4.3.1. Aircrafts shall be moved by duly authorized persons.
- 4.3.2. The Airport Operator's instructions must be followed when an aircraft is moving on apron either under its own power, or by alternative means, for instance towing it.
- 4.3.3. The apron area is used for traffic handling of aircrafts. The airport operator's prior consent is required for any other use, for instance for parking aircrafts or to carry out maintenance work.

4.4. Parking aircraft outdoors

- 4.4.1. Aircraft parking stands are allocated by the Airport Operator. In case that an aircraft remains on the apron for more than two hours, the aircraft operator shall upon request of the Airport Operator park it in the area allocated.
- 4.4.2. Aircraft operators or pilots are responsible for the security of their parked aircraft. During the hours of darkness, or in conditions of poor visibility, the aircraft operator or the pilot of the parked aircraft must ensure that its presence is suitably indicated.
- 4.4.3. The Airport Operator's technical equipment, facilities and machinery, in particular its power supply installations, cranes, vehicles and scaffolding platforms, may be used only by prior agreement and for a corresponding charge.
- 4.4.4. The Airport Operator is responsible for damages to aircrafts only, if this is proven beyond any doubt to have been caused by the Airport Operator's personnel.

4.5. Noise control

- 4.5.1. The aircraft operators shall keep the noise level caused by engine running at the airport site at absolute minimum in order to reduce noise pollution. The aircraft operators shall use the noise control system in order to avoid harm to the public, due to considerable noise pollution, endangerment or disadvantages for the public.
- 4.5.2. Maintenance and relevant engine trail runs are allowed only after written approval by the Airport Operator.
- 4.5.3. All aircraft operators shall follow the respective noise regulations and inform the Airport Operator in case of potential non-compliance.
- 4.5.4. A system for continuous monitoring of aircraft noise is installed at Burgas Airport. It consists of four fixed terminals, consistent with the location of the air routes for departures and arrivals, working with radar data and meets the requirements according to the current Bulgarian legislation. Registered deviations from the limit values of noise caused by overflying aircraft are reported to the Bulgarian control institutions

4.6. Parking, storage and repairs of automobiles, GSE and other equipment

- 4.6.1. Long-term parking, storage and repair of vehicles, GSE and other equipment shall be always approved by the Airport Operator.
- 4.6.2. Parking of GSE and other equipment in the airside area is managed by the Airport Operator.
- 4.6.3. Parking of GSE and other equipment at aircraft stands is not allowed.
- 4.6.4. Maintenance work, fuelling, washing and cleaning of vehicles and other technical equipment is prohibited outside allocated by the Airport Operator areas.

4.7. Maintenance work, washing and de-icing

Maintenance work and refuelling or defueling of aircraft, vehicles, machinery or other objects as well as washing, cleaning, polishing, spraying and de-icing of aircraft shall be carried out only at the areas, allocated by the Airport Operator. The use of any detergents or cleaning products shall be prior consulted with the Airport Operator.

4.8. Disabled aircraft

- 4.8.1. If an aircraft is left at the airport in disabled condition, the Airport Operator may remove it from the working area in accordance with the Regulations at the aircraft operator's expense, regardless of any objections raised by the latter.
- 4.8.2. Prior to the recovery of the disabled aircraft, the aircraft operator, the pilot or the airline's airport representative shall sign a corresponding recovery order.
- 4.8.3. If the Airport Operator endures financial loss, as a result of a disabled aircraft, it is entitled to claim recompense from the aircraft operator concerned.

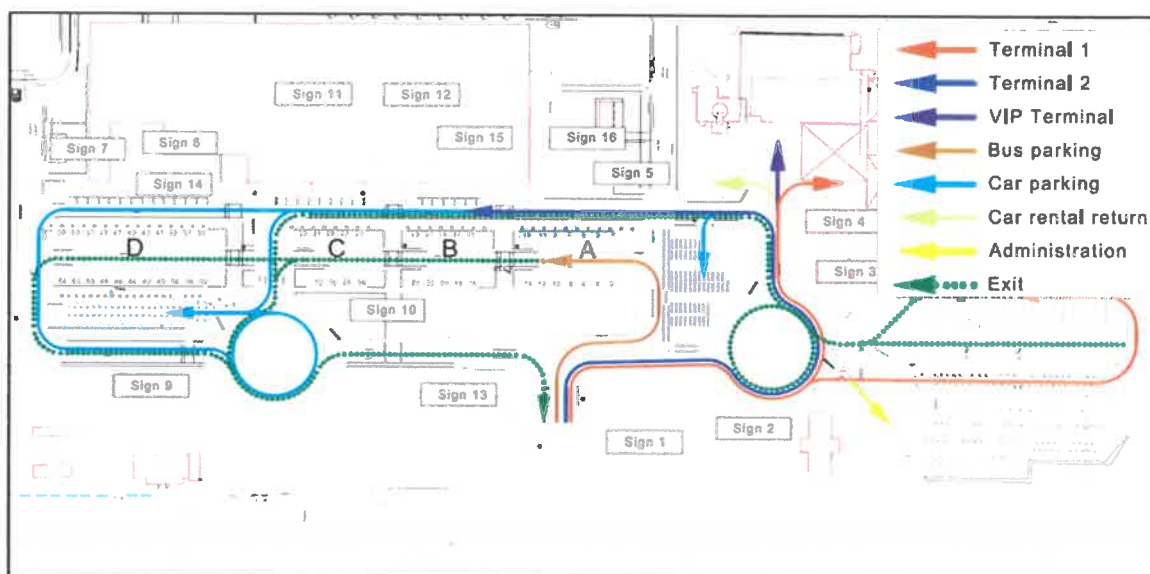
4.9. Ground Handling

- 4.9.1. Ground handling activities may be provided by licensed Suppliers of ground-handling services as well as by the airlines in the form of self-handling.
- 4.9.2. All ground handling activities at Burgas Airport could only be executed upon signing a contract with the Airport Operator, which specifies the terms and the conditions under which the airport facilities could be used.
- 4.9.3. The Centralized Infrastructure facilities are exclusively provided, maintained and administered by the Airport Operator. The use of the Centralized Infrastructure is mandatory and subject to a cost based fee, which is not compensated through the collection of any other airport fee or any other manner. The Centralized Infrastructure includes specific equipment, installations and/or facilities at Burgas Airport which cannot, for technical, environmental, cost or capacity reasons, be divided or duplicated and whose availability is essential and necessary for the performance of ground handling services. In accordance with Article 69 of Ordinance No 20 issued by the Ministry of Transport this fee is listed in the Airport Charges, Rentals and Commercial Fees of Burgas and Varna Airports up to 2 million passengers per airport per annum such fee will be payable by all Suppliers of ground-handling services, above 2 million passengers per airport per annum the fee will be payable by the airlines.
- 4.9.4. All Suppliers of ground-handling services shall submit to the Airport Operator written information that proves that the type and number of the GSE equipment is adequate and ensures the smooth and timely provision of all ground handling services.
- 4.9.5. Suppliers of ground-handling services shall store their handling equipment only in the places allocated to them by the Airport Operator and against respective fee.
- 4.9.6. Suppliers of ground-handling services shall submit to Airport Operator written form the list of airlines serviced by them.
- 4.9.7. The aircraft operator or the respective ground handling operator shall make all agreements and take all precautions necessary for removing any disabled aircraft as quickly as possible from the flight operations areas. All ground handling personnel shall comply with the applicable safety regulations and all the relevant rules, including those for the use of the Centralized Infrastructure. All ground handling personnel shall be trained and instructed how to report and fight fires and to activate emergency switches. Evidence that such trainings were executed shall be given to the Airport Operator upon request.
- 4.10. Administrative charge in case of damages, caused by the Airport Users**

In case of damages on the airport's and third parties property and/or employees caused by another Airport User, the latter shall fully cover all the costs for recovering the damage, whether or not they have entered into insurance for such damage. In order to cover the costs and man-hours spent for investigation, reporting and repairing the damages, the respective Airport User shall pay to the Airport Operator an administrative charge amounting to 10% of the costs for recovering the damages. The administrative charge shall be paid in full within 30 days after all the costs of the damage have been clarified and covered.

5. Entry

5.1. Roads, premises and entrances



5.1.1. The Airport Operator manages and organizes the traffic and defines the public or restricted use of the roads, premises and entrances on the territory of the airport. Vehicular and pedestrian access to the airport grounds is permitted only using the roads, entrances and gates approved by the Airport Operator for this purpose.

5.1.2. The public transport to the airport involves bus-line and taxis. The bus-line No15 serves Burgas Airport two ways to Burgas city and Sarafovo. The route to Pomorie connects the airport further to Nessebar and Sunny beach resort. The bus stop of bus No15 is in front of Terminal 2, direction north-east after Arrivals exit doors. Taxis can be found in front of Terminal 2. The Airport Operator may change the bus stop and taxi stands in cases of operational, safety and security needs. Check point of Border Police is located at airport entrance. Security procedures implemented by Border police are obligatory.

5.1.3. The access to the airside and restricted areas is organized and managed by the Airport Operator in accordance with the security regulations.

5.1.4. The airport may be entered only at the entrances, provided for this purpose by the Airport Operator.

5.1.5. Movement on the footpaths and inside the buildings of the airport grounds is allowed only on foot. The required use of wheelchairs or other medical aids is excluded from this rule.

5.2. Vehicular traffic and parking

5.2.1. Airside traffic of vehicles and GSE is regulated using the rules and requirements of the Instruction for Traffic of vehicles and GSE issued by the Airport Operator

5.2.2. Safety regulations of ground traffic on the territory of Burgas Airport is obligatory for all participants in the traffic regardless of their corporate or administrative subordination.

5.2.3. Public car parking is in front of Terminal 2, Terminal 1 Departures and ATC tower, and . The bus parking zone and the transfer zone could be found in front of Arrivals, Terminal 1 and 2. Its purpose is mainly for meeters and greeters, only for short-stay of maximum 5 minutes.

- 5.2.4. The Airport Operator or an authorized by him operator of the public parking lots is entitled to organize, manage and safe-guard the proper usage of the parking against collection of respective fee.
- 5.2.5. Airport Operation Center (AOC) supervises the Traffic Regulation of vehicles / GSE in the airside area.
- 5.2.6. Owners of vehicles, used at the airport are responsible for the safety standard of the vehicles. Violation of the road traffic regulations and signage could lead to penalties to car's owner or driver. The Airport Operator shall not be liable for any missing items, left in parked vehicles.
- 5.2.7. Short term stop of vehicles for pick up and drop off passengers and luggage is allowed only in front of the terminal buildings as well as in the marked parking areas.
- 5.2.8. Freight and cargo can be loaded or unloaded only with the consent of the Airport Operator.
- 5.2.9. Vehicles may be parked only on the car parking, marked for this purpose. Vehicles parked in violation to road traffic regulations, shall be removed by the Airport Operator at the cost and risk of the vehicle's owner.
- 5.2.10. Parking or positioning of vehicles on the curbside or near fire exits and safety zones is strictly forbidden. All the emergency and fire escape roads shall be kept clear and free of obstacles at any time.
- 5.2.11. Parking of small vehicles (mopeds, bicycles, etc.) is not allowed inside the buildings.

5.3. Restricted Areas

5.3.1. General

- 5.3.1.1. Facilities within the restricted (fenced) area of the airport can be entered only with the permission of the Airport Operator or other authorized authorities. The operation of vehicles at the restricted areas is subject to the authorization of the Airport Operator.

The restricted areas are:

- Maneuvering area;
- Service area and other apron areas;
- ATC sites and property;
- Electrical substations and transformer buildings;
- Roofs of the buildings;
- Heat plant;
- Cargo terminals;
- Gate areas;
- Transit areas and rooms and traffic areas used for ground handling purposes;
- Baggage reclaim areas;
- Garages and workshops;

- Construction sites.
- 5.3.1.2. Fuel farm and petrol station Airport Operator may grant permission according to paragraph 5.3.1.1 in general or in individual cases and revoke it at any time for serious reason.
- 5.3.1.3. Restricted facilities may be inspected, only if the person, who wants to inspect is accompanied by an authorized employee of Airport Operator. Aircrafts shall not be touched and the taxiing area shall not be entered under any circumstances, unless permission from the Airport Operator or ATC is granted.
- 5.3.1.4. Vehicles driving in restricted areas shall be clearly marked with a serial number, logo of their company and 360° signal yellow beacon, of a size and shape, specified by Airport Operator.
- 5.3.1.5. Airport ID shall be carried in the restricted area. Visitors are allowed to visit restricted area, accompanied by an authorized airport employee. Each and every access to the Maneuvering area shall require explicit permission by ATC.
- 5.3.1.6. Vehicles operating in the restricted areas must be specially marked and provided with safety equipment. The traffic regulations issued by the Airport Operator are obligatory for vehicle traffic.

5.3.2. The taxiing area

- 5.3.2.1. Airport Operator issues the permission necessary to enter the taxiing area as described in par. 5.3.1.1 by car or on foot by agreement with ATSA Burgas Airport. All persons entering the taxiing area by car or on foot shall move only according to the instructions of ATSA Tower control office controls radio messages, light signals and signs.
- 5.3.2.2. If an agent of one of the authorities mentioned in paragraph 5.3.1.4 wishes to enter the taxiing area by car or on foot he must – in addition to informing the airport operator – obtain the permission of ATSA Tower control office and observe the regulation in paragraph 5.3.2.1 Sentence 2.
- 5.3.2.3. Vehicles entering the taxiing area in the dark must be enlightened in a way their movements can be followed by ATSA Tower control office and AOC.
- 5.3.2.4. The taxiing area may be entered only by vehicles which have two-way, unbroken radio communication with ATSA Tower control office and are equipped with revolving lights or are escorted by a follow-me vehicle.

5.3.3. Apron

- 5.3.3.1. Maximum speed on the apron areas is 20 km/h and within the aircraft stand limits, is 5 km/h. These speed limits shall not apply to follow-me car, fire-fighting, security, ambulance and rescue vehicles on active service (with blue or red revolving lights switched on) or to AOC on-duty manager. The Traffic and Safety Regulations issued by the Airport Operator are binding for any vehicular traffic on the aprons.
- 5.3.3.2. The apron shall be entered only by vehicles with valid ADP (airside driving permit) to handle aircraft, by fire-fighting and medical vehicles and by the vehicles of the authorities in charge.

5.3.3.3. Under low visibility conditions, the apron area shall be used only by vehicles which are guided by follow-me car and shall strictly follow the approved by CAA procedure for movement on apron under low visibility conditions.

5.3.4. Order, cleanliness and safety

5.3.4.1. FOD

Anyone entering the movement areas of the airport by car or on foot must immediately pick up objects (FOD - foreign object debris/damage) which could damage aircraft, e.g. screws, lugs, case handles, paper or film immediately and dispose of them in the FOD boxes provided. In addition, every person waiting for an aircraft to taxi to or from a handling position must timely check that the area is clear of FOD and obstructions.

5.3.4.2. Obstruction of traffic and pollution

AOC on-duty manager is to be informed immediately about obstacles to traffic, heavy soiling or foreign objects which cannot be removed immediately on one's own. In general, all obstacles to traffic are to be made safe. If the obstacles are in the aircraft taxiing area or in the taxiways to and from the parking positions, ATSA Tower control office is to be informed immediately.

5.3.4.3. Wearing reflective clothing

All persons who are on the movement areas in order to carry out activities must wear reflective clothing.

5.3.4.4. Carrying animals

Animals may only be carried kept on a lead or in transport boxes.

6. Commercial Activities at Burgas Airport

6.1. Exploitation of trade activities

6.1.1. The Airport Operator - Fraport Twin Star Airport Management AD as a concessionaire of Burgas Airport, by virtue of a Concession Agreement dated 10.09.2006 with the Republic of Bulgaria and pursuant to Art. 9, relevant to Part II, letter "V" of Annex No.5 of the Agreement, has the right to grant to a third party the right to operate trade activities on the airport territory.

6.1.2. The chosen companies for trade activities shall start their operation after duly coordinating all actions and detailed measures with representatives of the Airport Operator.

6.1.3. Official instructions for some zones and terminal areas are obligatory prior to operation.

6.1.4. The commercial outlets as well as all retail operators must obtain prior consent for their design (colour scheme, type of furniture, etc.) and prior approval of the branding by Fraport Twin Star Airport Management AD.

This is also valid for any subsequent rebranding on behalf of the trade operator concerning the operated or rented area.

6.2. Rentals

- 6.2.1. Renting of premises and areas of the airport shall be contracted with the Airport operator.
- 6.2.2. Rental agreements and tender procedures for rental offices and warehouse premises are performed in accordance with the Public Property Law of the Republic of Bulgaria.
- 6.2.3. Should any tender procedure starts, an announcement for its period of duration is published in regional or local media / newspapers as well as in the company websites.

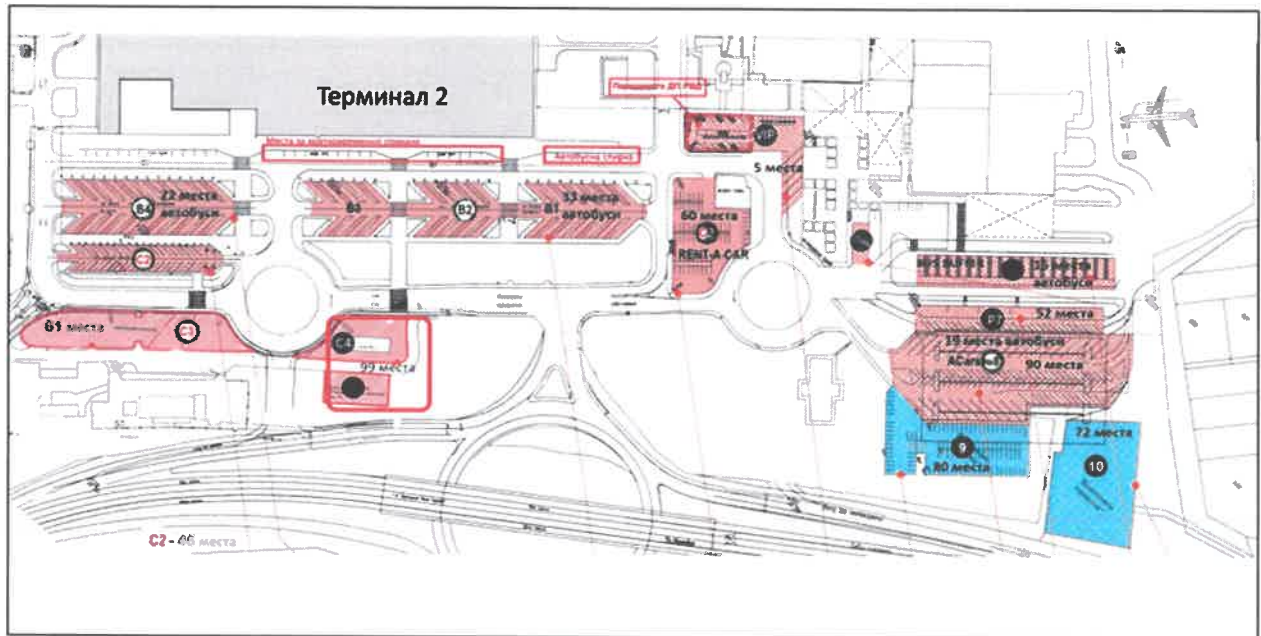
6.3. Advertising and distribution of printed media

- 6.3.1. Advertising positions are located inside and outside the airport buildings and other areas.
- 6.3.2. An advertising contract shall be concluded for a certain period of time as per the Pricelist and General terms and conditions for use of advertising facilities and advertising channels at Burgas and Varna Airports.
- 6.3.3. Distribution of flyers or other printed media at Burgas Airport requires the prior consent of the Airport Operator and is subject to payment, according to the area and time period.

6.4. Public and employees parking

- 6.4.1. Parking lots at Burgas Airport could be operated by an external company. There are paid car parking lots, bus parking lots and parking lots for the Airport Operator's employees.
- 6.4.2. Visitors, greeters and meeters, buses and employees have to follow the traffic regulations at the airport parking area and may only park at the designated parking lots.
- 6.4.3. 10 minute stay at the airport parking area is free of charge. All rates for parking at Burgas Airport paid parking lots are visibly stated at the airport and on the Airport's website. All parking users are encouraged to use the parking payment machines, placed on the territory of the parking, in order to save time. In this regard additional 5 minutes for ticket validation will be provided..

Public parking



6.5. Construction works

- 6.5.1. Construction works at the airport site require the permission of the Airport Operator and also the prior consent of the competent aviation authorities, if required by law.
- 6.5.2. The constructors must comply with the coordination and safeguarding obligations imposed on them.
- 6.5.3. The constructors shall notify the Airport Operator and Fire Fighting Unit for any works, posing a fire hazard, as well as works producing dust, heat or aerosol particles which could trigger alarms.

6.6. General Rules for Photo Shooting and Filming

Commercial photographing, making videos by camera, etc. is only allowed upon written consent of the Airport Operator and against respective fee. The photographer/camera operator shall be instructed for security and safety reasons and to keep the good reputation of Burgas Airport.

7. Safety regulations

7.1. Apron and airfield safety

- 7.1.1. Any personnel working on the apron and airfield shall pass safety trainings which corresponds to the activities and the task it will perform;

- 7.1.2. Every employee who is driving GSE, vehicle or other self-propelled equipment on the apron and the service roads at Burgas airport, shall possess a valid Airside driving permit, in accordance with the approved by CAA training program, provided by the airport operator.
- 7.1.3. Every employee who is driving GSE, vehicle or other self-propelled equipment on the apron and the service roads at Burgas airport, must follow the „Instruction for movement of GSE and vehicles in the working area“. In case of any violation the Airport Operator has the right to withdraw the Airside driving permit. The Airside driving permit will be returned once successful refreshment training and tests are being passed.
- 7.1.4. Each GSE working on the apron shall be insured for third-party liabilities and shall be licensed by CAA. The Airport Operator has the right to obtain the registry and license documentation and check for safety hazards.
- 7.1.5. Each GSE working on the apron shall be operated and maintained in accordance with the approved standards for the airport.
- 7.1.6. The usage of mobile phones next to the refueling track, A/C engines and under the A/C wings, during A/C refueling is forbidden.

7.2. Emergency and evacuations

- 7.2.1. In case of an emergency Airport Operations Center (AOC) shall be informed immediately.
- 7.2.2. Passengers must follow the evacuation schemes posted on the walls and the instructions from the Public Address System.
- 7.2.3. Access to fire-fighting equipment, emergency exits and fire escapes must be kept clear at any time. In case of fire the bodies designated in the emergency planning must be notified. Until the fire service arrives all necessary rescue action must be taken and the fire fought by all available means as far as possible without endangering personal safety.
- 7.2.4. The emergency lighting system will provide illumination of the terminals' exits in the event of a failure of the main power supply. Emergency exit signs are placed at each of the building exits.

7.3. Smoking ban

- 7.3.1. Smoking and handling with naked flames is prohibited on the aprons, in aircrafts, in aircraft workshops and in hangars. Smoking is also prohibited the passenger terminals and in the administration building.
- 7.3.2. Personnel may only work with naked flames in areas equipped for such work in accordance with the fire safety regulations and occupational health and safety regulations issued by the state authorities of Bulgaria, and which have also been authorized for such work by the Airport Operator.

7.4. Alcohol and drugs ban

The consumption of alcohol and other intoxicating drugs within the restricted-access areas of Burgas airport, as well as in vehicles, aircraft workshops and aircraft hangars are strictly prohibited. Persons

may not enter the above-mentioned areas either on foot or in a vehicle while under the influence of alcohol or intoxicating drugs. Passengers are allowed to consume alcohol only in designated F&B areas.

7.5. Working with aircraft engines

- 7.5.1. Aircraft engines shall not be allowed to run in hangars or workshops.
- 7.5.2. Aircraft engine test runs are permitted only on designated areas appointed by the Airport Operator and within the allowed noise limits for the airport area (see 4.4. noise control).
- 7.5.3. Before starting the engines, aircraft wheels must be adequately secured via chocks or brakes.
- 7.5.4. For hazard warning purposes, immediately before starting the engines the aircraft's collision warning lights must always be switched on and must be kept on until the engines are shut down. This procedure shall be adhered to both day and night.
- 7.5.5. Aircraft engines shall not be started or left running unless the aircraft cockpit is manned by a pilot or adequately trained technicians. When the engines are running the embarkation or disembarkation of passengers and loading or unloading of cargo are prohibited.
- 7.5.6. Employees starting aircraft engines or servicing them during running must ensure that neither the propeller nor the prop blast or jet blast can cause personal injury or property damage.
- 7.5.7. Unless absolutely unavoidable aircraft engines must not be operated at high revs on the aprons.

7.6. Handling fuel and operating fluids

- 7.6.1. Aircraft shall not be fueled with its engines running. Aircrafts shall not be fueled with unauthorized persons aboard.
- 7.6.2. During fueling an aircraft while passengers are on board, in the act of boarding or disembarking without fire service, the following provisions apply:
 - The fuelling must take place within an area that the airport fire service can reach within their response time (ICAO Annex 14 – 9.2.19).
 - Only JET A 1 (flash-point $\geq 38^{\circ}\text{C}$) may be used.
 - A suitable fire extinguisher must be positioned in the vicinity of the aircraft.
 - The possibility of immediately emergency call to the airport firefighting service.
 - The position must have been cleared by the airport operator.
 - Either two sets of steps or one set of steps and a passenger bridge must be positioned alongside the aircraft, thus providing two emergency exits, each to be manned by a crew member. If the aircraft has only one exit, this must be kept clear without fail.
 - The no-smoking signs must be kept on in the aircraft.
 - Operators must comply with the safety zones prescribed by the Fire-fighting procedures or company's Safety Management System (SMS) policy, or with any more recent provisions replacing the above regulations.
 - There must be a radio link between the cockpit and the ground staff.

- A responsible person (a ramp agent) must be appointed to ensure compliance with all the above-mentioned conditions.
- 7.6.3. Fueling of aircraft with passengers on board is subject to explicit agreement with the Airport Operator whereas the client will bear the costs of the ramp fire safety measures, which will be invoiced according to the charges approved by the Airport Operator.
- 7.6.4. If conditions 7.6.2.6 to 7.6.2.10 are not met, fueling the aircraft while passengers are on board or in the act of boarding or disembarking is not permitted.
- 7.6.5. If fueling the aircraft while passengers are on board or in the act of boarding or disembarking, the airport user shall ensure that:
- 7.6.5.1. Its employees have received instructions concerning passenger safety during fueling and that these instructions are strictly adhered to;
- 7.6.5.2. The instructions referred to 7.6.5.1. shall guarantee that the following procedures and the various provisions are complied with as set out below:
- If there are passengers on board a trained airline employee must be at hand at a designated location;
 - This employee must be capable of implementing the emergency procedures and the fire safety and fire-fighting procedures, maintaining radio links and organizing the evacuation of the aircraft.
- Burgas Airport's regulations concerning fuelling are complied with, that its employees have received instructions concerning passenger safety during fuelling and that these instructions are strictly adhered to.
- 7.6.6. Defueling of the aircraft while passengers are on board or in the act of boarding or disembarking is not permitted.
- 7.6.7. Passengers must not be permitted to remain on board during fueling or defueling of helicopters.
- 7.6.8. Fueling and defueling during thunderstorms is not permitted.
- 7.6.9. Unauthorized pedestrian or vehicular access to the fuel depot area is prohibited.
- 7.6.10. Sufficient quantities of suitable oil binding agents must be available at the fuel depot and in fuel tankers.
- 7.6.11. Fuels and lubricants etc. must be stored in fixed or mobile containers fitted with regulation dispensing devices.
- 7.6.12. Companies supplying aircrafts, vehicles and machinery with operating fluids such as fuel, hydraulic fluid, lubricants, engine oil, etc. must be duly authorized by the airport operator. These companies and the aircraft operator must comply with the safety regulations and the applicable rules for handling fuels and lubricants. Personnel on duty during aircraft fuelling must receive instruction on how to use the fire safety equipment, the emergency-off switches, fire-fighting procedures and conduct in the event of fuel spillages, and must receive regular drills and training in these procedures.

7.7. Vehicles and machinery with internal combustion engines

In order to prevent the emission of hot exhaust gases or sparks, any vehicles or machinery equipped with internal combustion engines which are used on the aprons or in the aircraft hangars must be fitted with standard safety equipment, such as exhaust systems with silencers.

7.8. Working in hangars and workshops

- 7.8.1. Aircraft must not be cleaned in hangars or workshops using hazardous substances from Class 3 Flammable liquids as defined by state standards – BDS 16114-85. Hazard Class 3 flammable liquids may only be used to clean dismantled aircraft parts in partitioned and well-ventilated areas.
- 7.8.2. Volatile, highly flammable substances may only be handled in hangars or workshops if the areas designated for the purpose are equipped in compliance with the fire safety regulations, occupational health and safety regulations as well as the special provisions for aircraft operators approved by the Bulgarian Labor Inspectorate.
- 7.8.3. Fuel and lubricant residues must be emptied into the designated containers outside the hangar and disposed of in accordance with the relevant regulations. Suitable absorbent materials must be kept by the containers.
- 7.8.4. Users shall keep the floor and ground in and around hangars and aprons free of oil, grease and other substances posing a fire hazard.

7.9. Storing materials, equipment and garbage

- 7.9.1. Materials, machinery and refuse must be stored in such a way as to prevent any fire or explosion hazard.
- 7.9.2. Any lubricants stored in or near aircraft hangars or workshops must be kept in containers fitted with regulation dispensing devices.
- 7.9.3. Empty fuel and lubricant vessels and empty high-pressure storage vessels for hazardous substances shall not be stored in hangars or workshops.
- 7.9.4. Highly flammable garbage such as lubricant residue, used cleaning agents, etc. shall be disposed of in correspondingly labeled metal containers with tight sealing lids. These containers must be emptied regularly in order to rule out spontaneous combustion of the refuse. Oil sumps and similar receptacles must be correctly emptied and cleaned after use.
- 7.9.5. Water-polluting liquids must be stored in such a way as to rule out pollution of the ground water.

7.10. Warehousing

- 7.10.1. When storing, handling or filling receptacles with water-polluting substances all applicable regulations shall be adhered to.

- 7.10.2. The user must notify the Airport Operator if intending to stock water-polluting substances, giving details of the nature and extent of the intended operations.
- 7.10.3. The user shall comply with the prevailing legal provisions in order to ensure that any pollution of waterways or other deterioration in their water quality is ruled out. The user is responsible for obtaining permissions from and reporting to the competent authorities. The Airport Operator must be notified of any official permission granted for the storage or handling of water-polluting or hazardous substances.
- 7.10.4. Hazardous goods within the meaning of IATA Dangerous goods regulations or following the National Standard – BDS 16114-85 and its implementing provisions, in particular nuclear fuel and other radioactive substances, shall not be kept outside their approved places of storage.
- 7.10.5. Before handling and warehousing of hazardous goods a responsible contact person shall be provided to the fire service by the Airport User in order to inform about any hazardous goods and handling and storing procedures. In the event of an accident the Airport Operator and the firefighting unit shall be informed immediately.
- 7.11. Firefighting**
- 7.11.1. The firefighting activities at Burgas Airport are provided by external legal entity on behalf of the Airport Operator. The firefighting unit observes the territory of the airport and provides 24/7 duty for aviation accidents, structural fires and natural disasters.
- 7.11.2. Access to firefighting equipment, emergency exits and fire escapes shall be kept clear at any time.
- 7.11.3. In case of fire the instructions of the firefighting personnel are mandatory for everyone.
- 7.12. Ambulance services**
- 7.12.1. The medical activities at Burgas Airport are provided by external legal entity on behalf of the Airport Operator. The medical unit provides First aid services and provides 24/7 duty for aviation accidents and natural disasters.
- 7.12.2. Any individual medical services which are not related with aviation incidents and accidents are subject to payment.
- 7.13. Safety management system (SMS)**
- 7.13.1. The Airport Operator applies a safety management system (SMS) complying with ICAO Annex 14 and the associated instructions issued by the aviation authorities of the state. SMS applies to all companies operating at Burgas Airport. All companies operating under SMS at Burgas airport as well as all individuals engaged in commercial or trade activities at the airport are obliged to comply with the regulations and guidelines issued by the Airport Operator which are applicable to the work and processes they are engaged in or responsible for. Individual details and specific procedures for the implementation of the system and integration of the various companies will be specified separately by the airport operator.

- 7.13.2. Safety Management System is organized approach to manage safety, including structures, procedures, documents and accountabilities. All persons who use or require the access to the air-traffic areas are obliged to participate in the airport operator's safety management system (SMS). This entails compliance with the safety regulations as well as other measures if so required by the airport operator, for instance sitting on safety committees or participating in the SMS reporting system.

7.14. Violation of Safety regulations

- 7.14.1. All persons – Airport users, Suppliers of ground-handling services, passengers, employees, representatives, tenants and maintenance units must comply with the safety regulations when being on the apron of Burgas Airport.
- 7.14.2. The personnel of the Airport Operator, Airport users, Suppliers of ground-handling services, tenants, etc., operating on the apron and the aircraft stands are responsible to safeguard the aircraft and vehicle maneuvering and operation. All the personnel shall be FOD (Foreign Object Debris) instructed.
- 7.14.3. The Safety inspector and AOC staff are authorized to take away the airport ID or Airside driving permit of any perpetrator or violator of safety standards.
- 7.14.4. The return of personal Airport ID or Apron driving permit succeeds an exam with positive outcome by the party, which has violated the safety regulation beforehand.
- 7.14.5. The exam is held by the Safety Department of Burgas Airport. All safety instruction courses are being conducted by the Safety Inspector.

8. Security regulations

8.1. Introduction & General principles

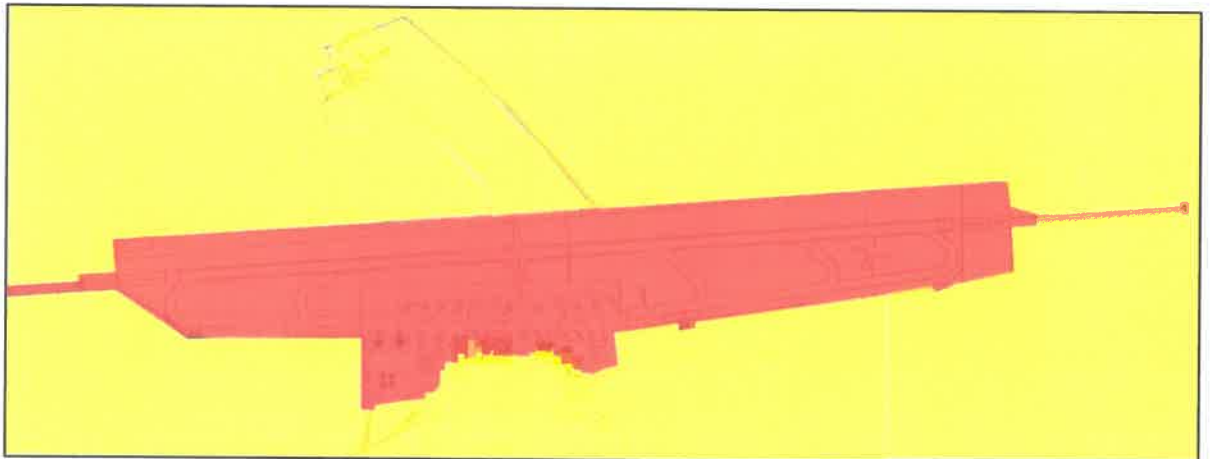
- 8.1.1. On the territory of Burgas airport, there are restricted access security areas, as well as the respective procedures and systems of identification of persons and vehicles. They are introduced for the purposes of achieving security in the civil aviation.
- 8.1.2. Fraport Twin Star Airport Management AD, in its role of Airport Operator, performs and supervises the performance of the respective rules and procedures for access control, in compliance with the legislation of the Republic of Bulgaria and the EU, as well as with the National Civil Aviation Security Program.
- 8.1.3. Each person performing official duties in the restricted access area and/or its critical parts shall have clear necessity for that, and to have a valid airport ID, i.e. the present of the latter is proof of the fact that the person has undergone the respective security procedures and is authorized to carry out the respective activity in the restricted access area and/or its critical parts.
- 8.1.4. All employees of Burgas Airport and company vehicles, as well as all employees and company vehicles of external companies and organizations operating in the airside shall have a valid airport pass. It is personal and shall not be granted for use to third parties. The Airport ID issuance is organized and implemented by the General Directorate Civil Aviation Administration or by the

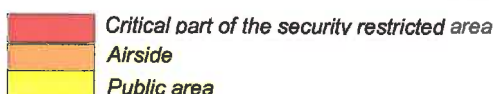
Security Department in their laboratories for Airport ID issuance. Each person shall declare in writing to the Security department of Burgas airport to justify their need for an Airport ID. The Security department on its part shall undertake the needed harmonization procedures with State Agency for National Security (SANS) and Border Police, after which, within 30 days as of filing in the application, it pronounces a decision whether the person applying for the airport pass may be issued one. Each application is considered strictly individual

- 8.1.5. The permanent airport passes for Burgas Airport are issued by CAA and are their property. They shall be returned to the issuing authority after the expiry of their validity, designated on them, at the latest. In case of losing the permit or damage, the person shall notify her/his line manager and the Security Department immediately, and it on its part shall undertake the respective actions and notify CAA. In case the holder needs a permission to work airside an Airport ID with accompany person will be issued. The fine for losing the Airport ID is clearly marked in the respective regulation and covers the **triple price of the ID**.
- 8.1.6. Fraport Twin Star Airport Management AD, in its role of Airport Operator, has the right for security reasons to perform manual checks of all persons and vehicles that entered the airside. The Manual checks shall be performed in the airside and its exits by the security staff of Fraport Twin Star Airport Management AD
- 8.1.7. In the event of failure to observe the security procedures the Airport ID may be detained. The persons authorized to do this are the employees of the Security Department, Border police, as well as the CAA inspectors.

8.2. Security areas

Burgas Airport security areas



Terminal 2 security areas

8.2.1. For the sake of security in civil aviation on the territory of an airport is separated. Access to the security zones is limited and is attested by the existence of a valid Airport ID. Right of access to these areas have persons undergone background check and have clear necessity to attend to them as per the legislation in force.

8.2.2. The territory of Burgas airport is divided in three main security areas:

8.2.2.1. **Public area** is the area where the access is permitted to all the public;

8.2.2.2. **Airside area** is an area in which is not allowed direct, uncontrolled access. Color and marking on permits is needed. Restricted area may include the following zones, for example:

- "Fuel farm"
- "Catering"
- "Cargo", etc. and the permission shall be marked and visible on the Airport ID.

8.2.2.3. **Critical part of the security restricted area**. Access to critical parts of security restricted areas is allowed only to the persons who have special mark on the ID. Other ways the access will be denied. If a person with no permission for the area is noticed in will be escorted to the public area and the Airport ID will be deprived.

8.3. Access right and Airport ID passes

8.3.1. Airport ID passes are issued only to persons, granted the right of access to the areas with restricted access after all needed check procedures. A pass, to access the security zones of the airport is not to be issued to minors and persons who have formed or pre-trial proceedings or convicted (regardless of rehabilitation) for any of the following offenses:

- Crimes against customs procedure including illicit traffic of narcotic drugs
- Crimes against persons
- Crimes against the Republic of Bulgaria

- Crimes of Transportation and Communications
- Crimes against the Citizens Rights
- Crimes against property

8.3.2. Airport IDs shall not be issued to persons who are dependent on alcohol or drugs or suffering from mental illness, evidenced in the due way. Before issuing the Airport ID there is a full background check of the applicant. The pass is issued within 30 days after the application is submitted. An application shall be made again for a next issue of the pass.

8.3.3. Codes on a pass, for example:

1, C - Burgas Airport entrances, leading to the restricted zone and its critical parts. Entrance 1 is for pedestrians, and Entrance C is crew only;

3 – Entry only for vehicles and the driver;

R - ramp - his presence on the pass means that the employee has access to the apron and / or to the parking stand for the aircraft.

T - waiting lounge – means that the employee is entitled to access to lounges for departing and / or arriving passengers.

8.3.4. There are two categories of passes: "permanent" and "temporary".

Permanent passes are issued by the CAA. They are intended for persons whose functional duties require daily attendance or presence in restricted zones and / or their critical parts. Their validity is up to three years.

Temporary passes are issued for short periods of access to the secured area of the airport (for up to 12 months). They are issued for access accompanied or unaccompanied. The pass unaccompanied shall be issued only to a person who meets the requirements for reliability and which, according to the evaluation of the CAA is required to access the respective restricted area or its critical part.

The unaccompanied (permanent or temporary) Airport ID is issued by CAA.

Accompanied pass is issued by the airport authority (Security Department) or the CAA.

8.3.5. Permits for vehicles are two types: "permanent" and "temporary".

Temporary vehicle pass issued by airport authority (Security Department) for access to the leading car or escort. Its validity is 12 months. For external contractors vehicles that shall perform functions for a limited time, is issued a pass form "temporary", during the execution of the task, but not more than 12 months.

Permanent vehicle pass is issued by CAA "movement for self-guarded area of the airport. Validity of a permanent pass for cars is two years.

8.4. User's guide and useful information

- 8.4.1. The pass is personal and cannot be reassigned to another person.
- 8.4.2. The pass is carried only by the person, to whom it was issued throughout his stay in the security zones in a conspicuous place at the height of the chest.
- 8.4.3. Pass is valid for a specified period, and also for airport and entrances to the zones marked on it.
- 8.4.4. All persons entering or leaving security zones are subject to security checks.
- 8.4.5. All persons are prohibited to import prohibited articles into security zones.
- 8.4.6. In case of refusal of a person to be examined at security checkpoints, the same shall be denied access to security zones.
- 8.4.7. When making a breach in the security procedures, the pass can be deprived by the responsible authorities - officials of the Security Department, CAA, officials of the Ministry.
- 8.4.8. In case of loss or theft of the pass, the holder is obliged to inform immediately his line manager and the authority which issued the pass.
- 8.4.9. On cessation of the need of pass or its expiry, it shall be returned to Security Department. For failure of the above, an amount of triple the cost of the pass is due.
- 8.4.10. If somebody found a lost Airport ID, please return it to the Security Department office or dial: +359 884 801 220

8.5. IDs issuance laboratory

Contact details:

Fraport Twin Star Airport Management AD
Security Department Airport IDs issuance laboratory
Tel: +359 56 870 323; +359 56 870 324
Fax: +359 56 870 203
e-mail:

BSSEC01@burgas-airport.bg, Aleksandar.Kertev@burgas-airport.bg

House rules

- 8.6. **The Airport Operator has adopted Code of Conduct which summarizes the basic principles and values to be followed by all the third parties interacting with the Airport Operator.**
- 8.7. **Littering in the terminal is not permitted. All garbage, cigarettes butts, gums, etc. shall be disposed in the rubbish bins provided.**
- 8.8. **Smoking is not permitted within the terminal. It is only allowed in the designated areas, as indicated by the relevant signage.**

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

8.10. Peddling and Soliciting are not permitted within the terminal.

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

8.12. Surveys/Market Research

Surveys, polling, market research and petitions within the terminal are not permitted without prior written consent of the Airport Operator.

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

8.14. Vandalism and destruction of property within the terminal as well as the instigation for damage in general to Burgas Airport property is not permitted.

8.15. The aimless activation of a fire alarm, first aid call or any other emergency alarm is not permitted.

8.16. Use of narcotics or excessive consumption of alcohol is not permitted. Persons under such influences may be expelled from the terminal premises.

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

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

8.19. Use of flammable and odorous substances is not permitted.

8.20. Bicycles and other such wheeled equipment (scooters, skateboards) as well as any game that interferes with the smooth operation of the terminal or puts into danger other terminal and airport users is not permitted.

8.21. Cursing, altercations and in general demeaning behaviors are not permitted within the terminal.

8.22. Any activity or its absence thereof which negatively impacts directly or indirectly the smooth operation of the terminal is not permitted.

8.23. Withdrawal from the terminal or abuse of baggage trolleys is not permitted.

8.24. Loitering within the terminal is not permitted.

- 8.25. Persons who have been requested to leave the premises by the Border Police or a representative of the Airport Operator shall immediately leave the airport. Persons who have been expelled from the terminal by the Border Police or a representative of the Airport Operator, may not re-enter the terminal until 24 hours after their expulsion. Such persons may be exempted if they are passengers, traveling on the same day, as confirmed by their airline.**
- 8.26. For security reasons, the airport premises and their users are monitored by CCTV.**
- 8.27. Public address system is installed in Terminal 2 of Burgas airport aiming to provide flight information and instructions in case of emergency. It is integrated with the Fire alarm system. In case of fire, the Fire Alarm Control Panel will activate automatic radio instructions which shall be followed by everyone.**
- 8.28. Cameras and mobile phones are forbidden for usage in certain areas.**
- 8.28.1. Mobile telephones and cameras are forbidden for usage by passengers in the Terminal, at all places marked by pictograms as shown below:



- 8.28.2. The usage of mobile phones and cameras are forbidden for passengers in the area directly in front of the security check and Border Police booth area, marked with the relevant pictogram sign.
- 8.28.3. The airport operator reserves its right to designate additional areas where the usage of mobile phones and cameras are forbidden, by marking these zones with pictograms.

9. Environmental protections

9.1. Waste separation

- 9.1.1. The collection, preparation and disposal of waste at the airport must be carried out according to the provisions of the Law of Waste Management as well as the pertinent regulations of the waste legislation.
- 9.1.2. As a result of the airport's activity and the activities of other enterprises in the area, different kinds, characteristics and amount of waste are generated.

Recyclables such as glass, paper, metal, plastics, timber (uncontaminated) and building rubble must be separated from the refuse.

- 9.1.3. All waste delivered at the waste collection stations has to be separated according to the type of waste and disposed of in the receptacles (containers, refuse press, big receptacles for waste) intended for that. Any danger of fire and explosion through improper treatment of waste until disposal shall be avoided.

- 9.1.4. Empty fuel and lubricant containers for hazardous materials must be stored only in the areas defined for them until disposal.
- 9.1.5. Combustible waste (lubricant and fuel residues, used cleaning material etc.) must be collected in metal containers with airtight seals designated for it.
- 9.1.6. Waste from the cleaning of aircraft is subject not only to the Law of Waste Management, but also to the regulations of the Law on Removal of Animal By-product and is subject to a special supervision for the protection against the spreading of animal epidemics. This waste must be kept absolutely separated and must only be delivered to the waste collection station provided for that. The waste must be collected in unbreakable waste bags, from which waste and liquids cannot escape even during transport. The vehicles and trailers provided for the transport of the waste must be equipped to prevent escaping of waste and liquids. The transport vehicles must in addition be regularly cleaned and disinfected. Fraport Twin Star Airport Management AD is not authorized to explore such waste treatment.

9.2. Soiling

- 9.2.1. Soiling and dirt on the premises the airport of Burgas shall be avoided. Any soiling and dirt must be cleaned up immediately and thoroughly by the person causing it. Otherwise the Airport Operator may carry out the cleaning or contract others to do so, in either case at the expense of the person causing it.
- 9.2.2. If environmentally hazardous substances are released they must be cleaned up immediately. If the person responsible for their release cannot immediately and thoroughly clear them up the Airport Operator or airport RFFS must be notified without delay.
- 9.2.3. The Airport Operator must in all circumstances be notified immediately about of the release of hazardous substances or goods.

9.3. Air pollution

- 9.3.1. The operation of standby of motors for vehicles has to be kept at an absolute minimum.
- 9.3.2. The usage of APU shall be reduced as much as possible.

9.4. Effluents

- 9.4.1. Unless otherwise agreed by the Airport Operator, only normal effluent may be disposed of via the airport's drainage system. If the user suspects that water may be contaminated with radioactivity or with fuel, operating fluids, oil or faeces, the specific instructions of the Airport Operator must be followed.
- 9.4.2. Only liquid effluent produced by normal household or commercial use may be discharged into the airport drainage system in accordance with the prevailing normative order. Operators must comply with the limits laid down in these normative orders.
- 9.4.3. All discharges not involving either normal effluent as defined in the effluent regulations or water from precipitation require the written consent of the Airport Operator and also official permission.

- 9.4.4. To ensure correct and proper effluent disposal the Airport Operator may also issue additional directives, in particular ones controlling the nature and volume of effluent permitted from individual users (evaluations of detergents & cleaning products, type, volume, analyses, etc.).
- 9.4.5. The user must notify the Airport Operator immediately of any change in the nature or volume of the effluent produced.
- 9.4.6. All new connections or changes of the existing sewage facilities require the written permission of the Airport Operator.
- 9.4.7. The Airport Operator's personnel must be granted access to operating areas at all times for monitoring purposes and to prevent unauthorized discharges.

9.5. De-icing media

De-icing media shall be used only with the Airport Operator's prior consent in the areas designated for the purpose. When applying to the Airport Operator for said consent, the chemical composition of the de-icing media must be stated and documentary evidence of its suitability or ecological properties must be provided.

9.6. Noise monitoring system (NMS)

NMS is installed at the beginning of the summer season of 2011. It consists of 4 stationary terminals whose location is consistent with the predicted Leq noise contour 60-65 dB (A) at Burgas Airport for 2009/2010. In mid of 2012 the system was linked with the radar data provided by ATSA which guarantees the reliability of the data. The monitoring system noise has installed one of the world leaders in this field - "Topsonik Systemhaus" GmbH - Germany. The installation is one of the most advanced systems developed by modern technology to record the noise events. The measurement is made by special terminal stations with built-in microphone configured based on the location of the slots. Data obtained from measurements are updated every half to one second. The system stores information in a database, calculates parameters for noise recorded performance not only in terms of landing and departing planes and over flights of the particular region. The system gives reports to the state control authorities for the aviation noise events, including deviations from the noise limits. Over flight above the sanitary zone shall not exceed LAMAX which is defined at max of 85dB (A) as per effective Bulgarian legislation.

9.7. Responsible units

Integrated Management System and Internal audit department

Contact person for environmental issues:

Maya Hristova

Tel. +359 56 870 279

Mobile: +359 884 801 235

maya.hristova@fraport-bulgaria.com

10. Lost property

During the checks in the public area of Burgas Airport Security staff control the requirement - passengers not to leave their luggage unattended. If violations are found, it shall not be moved, they shall immediately inform an employee of Border Police to take further action. Security department makes virtual tours using CCTV, not less than once every 30 minutes and immediately informed the Shift

Leader in the case of lost property/suspicious baggage (including checked suitcases and bags, non-transparent bags when the content is not visible) is found.

Lost property found on airport facilities must be delivered over to the Burgas Airport Lost and Found Office.

Property, which is delivered over to the Burgas Airport Lost and Found Office, after three months storage, is grouped in two: first group of objects to be destroyed, second group of objects for donation auction.

FRAPORT TSAM AD Lost and Found Office Tel. +359 56 870 273;

GOLDAIR Handling Lost and Found Office Tel. +359 56 870 197;

SWISSPORT Lost and Found Office Tel. +359 56 870 185;

11. Place of Settlement and Jurisdiction

Place of settlement and jurisdiction for commitments and legal disputes arising from these User Regulations is the city of Burgas.

12. Contravention of the Airport User Regulations. Permissions

Persons contravening these airport user regulations or the Airport Operator's instructions issued on the basis of these airport user regulations may be expelled from the premises of Burgas airport by the Airport Operator.

All permissions required in connection with the airport user regulations must be obtained in advance and in writing.

13. Definitions

'**Airport authorities**' refers to the local branches of Border Police, Air Traffic Control, customs, veterinary control, firefighting unit and Civil Aviation Authority.

'**Airport Operator**' refers to Fraport Twin Star Airport Management AD.

'**Airport user**' means any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from, or to the airport.

'**Ground handling**' means the services provided to airport users at airports as described in the Civil aviation act.

'**Maneuvering area**' refers to runway, runway strip, taxiway system and apron.

'**Supplier of ground-handling services**' means any natural or legal person supplying third parties with one or more categories of ground handling services.