TERMINAL REGULATIONS

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Approved by BOARD of DIRECTORS					

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1. PURPOSE AND GENERAL PRINCIPLES

1.1 PURPOSE

The purpose of these Terminal Regulations is to ensure that terminal operations at Antalya Airport Terminals are conducted in a safe, secure, orderly, and uninterrupted manner; in compliance with national and international aviation regulations and standards as well as international environmental and social requirements (e.g., IFC Performance Standards, EBRD Performance Requirements, and AIIB Environmental and Social Standards); to protect and enhance the passenger experience; to ensure the efficient and sustainable use of terminal facilities and common-use areas; to safeguard life, property, and the environment; to establish common operational standards among Terminal Users; and to enable Fraport TAV to effectively manage its terminal operations.
The Terminal Regulations constitute an integral part of the agreements/contracts between Terminal Users and Fraport TAV. By commencing operations within the terminal area, Terminal Users acknowledge in advance that they have read and understood these Rules and agree to comply with them.

1.2 Definitions

Information Asset	**:**Any and all electronic data, documents, plans, drawings, projects, reports, images, records, software, system information, and commercial information belonging to Fraport TAV.
ESMS	**:**Environmental and Social Management System
DHMİ	**:**State Airports Authority of Türkiye
Electric Transportation Vehicle	**:**Electric bicycles, electric wheelchairs, and golf carts used in areas under Fraport TAV's responsibility.
ESAP	**:**Environmental and Social Action Plan
Fraport TAV	**:**Means Fraport TAV Antalya Yatırım Yapım ve İşletme A.Ş.
Public Institutions and Organizations	**:**DHMİ and other public institutions/organizations, along with their personnel/representatives; whose duties, authorities, and responsibilities within the Antalya Airport and terminal area are defined by legislation.
Public Area	**:**Common areas open to general use during terminal operating hours.
Controlled/Restricted/Prohibited Area	**:**Areas that are not open to the public and where access is subject to identity or authorization rules.
Lease Agreement	**:**Lease agreement and its annexes signed on 28.12.2021 between DHMI and Fraport TAV in regards to construction of additional investments for the capacity expansion of Antalya Airport and the granting, through a lease, of operating rights for the domestic/international, general aviation, and CIP terminals and their complementaries.
Tenants/Concessionaires	**:**Natural/legal persons operating at terminals under lease or concession agreements.
Critical Infrastructure	**:**All infrastructure, such as building systems, energy infrastructure, communication systems, security systems, information technology infrastructure, fire safety systems, and the like, that is vital to the conduct of terminal operations.

Operational Risk :Any type of risk factor that could adversely impact the safety, security, continuity or service quality of terminal operations.

Operational Directive :Written or electronic instructions, announcements, operational circulars, procedures, or similar regulations issued by Fraport TAV to ensure that terminal operations are conducted in a safe, secure, orderly, and uninterrupted manner.

Terminal Users :All natural/legal persons operating within the areas under the operational responsibility of Fraport TAV (tenants, concessionaires, contractors, suppliers, service providers, subcontractors, airline companies, ground handling organizations, commercial enterprises, consultants, etc.) and the employees/representatives of such persons.

Terminal Duty Manager :An authorized representative appointed by Fraport TAV who operates on a 24/7 basis to coordinate the safe, secure, orderly, and uninterrupted operation of public and operational areas within the terminal buildings; to receive initial notifications regarding incidents affecting terminal operations; to facilitate coordination among relevant parties; and to provide operational guidance within their scope of responsibility.

Contractors/Suppliers /Service Providers :Natural/legal persons conducting work, service, or supply activities within the terminal area under contracts executed with Fraport TAV and/or Tenants/Concessionaires and/or other Contractors/Suppliers/Service Providers, as well as their employees and representatives.

1.3 Applicability

These Rules shall apply to airline companies, ground handling organizations, tenants, concessionaires, commercial enterprises, service providers, contractors, subcontractors, consultants, suppliers, and all natural and legal persons operating within the terminal, as well as their employees, representatives, visitors, or commissioned third parties, who operate, provide services, perform work, use terminal areas, or access these areas for any reason within the terminal areas under the operational responsibility of Fraport TAV, regardless of whether or not they have a direct contract with Fraport TAV.

Terminal Users shall be obligated to comply with these Rules to the extent that they apply to the nature of their activities.

1.4 Binding

Terminal Users shall be deemed to have agreed to comply with these Rules by virtue of conducting activities, providing services, utilizing terminal areas, or accessing terminal facilities.

Terminal Users shall be obligated to ensure that their employees, representatives, contractors, subcontractors, suppliers, service providers, and other third parties commissioned within the scope of their activities also act in compliance with these Rules.

1.5 Limits of Authority

The owner and airport operator of Antalya Airport is DHMİ (State Airports Authority). Fraport TAV conducts the operation of the terminal areas within the scope of the Lease Agreement, and by means of these Terminal Regulations, establishes regulations solely regarding the areas under its own operational, managerial, and coordination responsibility.

1.6 General Compliance Obligation

Terminal Users shall be obligated to conduct their activities in compliance with these Rules, the legislation in force, the regulations, instructions, and other binding rules of authorized public institutions and organizations, as well as the binding operational instructions and reference documents published by Fraport TAV.

Terminal Users shall be obligated to refrain from any act or behavior that may adversely affect the safety, security, continuity, and order of terminal operations, and to act in cooperation with Fraport TAV and other Terminal Users.

While conducting their activities, Terminal Users shall also be obligated to comply with contracts, as well as reasonable operational instructions given by the Terminal Duty Manager and other authorized representatives of Fraport TAV.

These obligations shall also apply to contractors, subcontractors, service providers, and other third parties commissioned by the Terminal Users.

2. DOCUMENT HIERARCHY AND IMPLEMENTATION PRINCIPLES

Bu These Terminal Regulations shall be implemented in conjunction with the legislation in force, relevant secondary regulations, DHMİ (State Airports Authority) regulations and instructions, and mandatory regulations falling within the scope of duty of authorized public institutions and organizations. In the event of any conflict between the provisions of these Terminal Regulations and mandatory legislative provisions, regulations of public authorities, the Lease Agreement, or regulations and instructions published by DHMİ, the relevant legislation, public authority regulations, Lease Agreement, and/or DHMİ instructions shall apply primarily.

Terminal Users accept, declare, and undertake to conduct their activities in accordance with these Rules and the reference documents referred to in these Terminal Regulations (see 2.1 Related Documents) or maintained in force, including policies, procedures, instructions, operational circulars, technical standards, guidelines, plans, forms, and other reference documents published by Fraport TAV on the website "www.antalya-airport.aero"; to announce these rules to their employees and ensure their implementation; and to follow and implement unilateral updates to be made by Fraport TAV to these rules. Any violation of the aforementioned documents shall be deemed a violation of these Terminal Regulations, unless explicitly regulated otherwise.

References made in these Rules to plans, procedures, instructions, policies, forms, and similar reference documents are made for the purpose of regulating the implementation principles, technical, and administrative requirements of the relevant subject in detail and preventing repetition. These reference documents shall apply and be binding upon the relevant Terminal User only to the extent that they are connected with the field of activity of such Terminal User.

Operational instructions, operational circulars, announcements, technical standards, and other reference documents published by Fraport TAV, as well as modifications made thereto, shall constitute an integral part of these Terminal Regulations as of the date of their publication or notification, and shall be binding upon the relevant Terminal Users.

Fraport TAV reserves the right to amend these Terminal Regulations and the associated reference documents, to publish new regulations, or to repeal existing regulations in line with amendments to the legislation in force, regulations of public authorities, operational requirements, security and safety needs, obligations arising from financing agreements, or developments in international aviation standards.

In the event that there is a contract executed between the relevant Terminal User and Fraport TAV containing a provision regarding the order of precedence among documents, these Terminal Regulations shall be implemented subject to the order of precedence specified in the said contract.

2.1 Relevant Documents

- Air Quality Management Plan
- Carbon Management Plan
- Code of Conduct Guidelines (CoC)
- Community Health and Safety Management Plan
- Contractual Transactions Instruction
- Cultural Heritage Management Plan
- Customer Satisfaction Procedure
- DHMI Fire Safety Instruction
- Electric Vehicle Operation Instruction
- Emergency Response Plan and Appendices
- Employee Handbook
- Environmental and Social Action Plan
- Environmental and Social Impact Assessment (ESIA)
- Environmental and Social Management
- Environmental and Social Management Plan (ESMP)
- Feedback Mechanism Procedure
- FTA Anti-Corruption Notice
- Hazardous Materials Management Procedure
- HR Policy
- Integrated Management System Policy
- LOTO – Lockout/Tagout Instruction
- Occupational Health and Safety Directive (OHS Directive)
- Regulation on Health and Safety Conditions in the Use of Work Equipment
- Stakeholder Engagement Plan (SEP)
- Terminal Electric Vehicle License Plate Instruction
- Waste Management Plan
- Wastewater Management Plan
- Water Management Plan
- Work Permit Procedure

3. AUTHORITIES OF FRAPORT TAV

3.1 General Authority

Fraport TAV shall be authorized to make any necessary operational arrangements, take measures, and issue instructions to Terminal Users regarding the operation, management, coordination, oversight, auditing, and use of terminal areas in order to ensure that terminal operations are conducted in a safe, secure, orderly, efficient, and uninterrupted manner, and that the service quality is maintained. Within this scope, Fraport TAV may (including but not limited to):

- make arrangements regarding the planning and coordination of terminal operations,
- determine or modify the principles of use for common areas,
- regulate the movement of passengers, personnel, vehicles, and visitors,
- plan or reorganize the operational processes within the terminal,
- temporarily or permanently modify the utilization of usage areas,
- impose operational restrictions or additional measures,
- publish operational instructions, operational circulars, announcements, procedures, technical standards, and similar regulations,

- issue written, electronic, or—where necessary—verbal operational instructions,
- request Terminal Users to take additional measures.

Terminal Users shall be obligated to immediately comply with the arrangements made, measures taken, and instructions issued by Fraport TAV, unless specified otherwise. The authorities granted to Fraport TAV under these Rules may also be exercised through people authorized by Fraport TAV.

3.2 Terminal Duty Manager

Terminal Users shall, without delay, report to the Terminal Duty Manager any safety, security, operational, technical infrastructure, environmental, occupational health and safety, fire, emergency, or similar extraordinary situations that may affect terminal operations.

Reasonable and compliant operational instructions and directives issued by the Terminal Duty Manager within their scope of duty and authority for the purpose of ensuring the safe, secure, orderly, and uninterrupted execution of terminal operations shall be complied with. Temporary directives issued by the Terminal Duty Manager within the scope of incident management shall be implemented, without prejudice to the final evaluations and decisions of Fraport TAV.

The Terminal Duty Manager shall, where necessary, ensure coordination between the relevant Fraport TAV units and Terminal Users, and manage the incident management process.

3.3 Audit and Remediation of Non-Conformities

Fraport TAV shall be authorized to audit, or have audited, whether Terminal Users act in compliance with these Rules. Within this scope, Fraport TAV may request information and documentation, conduct examinations, make determinations, request corrective actions and monitor the implementation of these actions, perform measurements, sampling, recording, and certification, and conduct re-audits where necessary.

In the event that the Terminal Users fail to remedy the non-compliance within the given period or if the delay poses a risk to terminal operations, Fraport TAV may directly take the necessary measures.

Without prejudice to the provisions of the relevant legislation and contracts, reasonable and documentable expenses incurred within this scope may be claimed from the responsible Terminal Users.

3.4 Operational Precautions

Fraport TAV shall be authorized to take the necessary operational measures in the event that it is deemed necessary in terms of security, safety, public order, maintenance and repair activities, emergencies, instructions of authorized public authorities, or the continuity of terminal operations. Without limitation to the foregoing, Fraport TAV may temporarily suspend activities, restrict the use of specific areas, evacuate terminal areas, request the removal of equipment or directly remove it where necessary, temporarily restrict the activities of Terminal Users, temporarily change the location of activity or the method of activity, designate alternative operations, and take other necessary measures to ensure the continuity of terminal operations.

The measures taken within this scope shall be implemented limited to the duration for which they are required.

3.5 Coordination With Public Authorities

Fraport TAV may provide Terminal Users with the necessary directives in order to ensure the implementation of the instructions issued by authorized public institutions and organizations, and to secure the coordination of terminal operations..

4. GENERAL RESPONSIBILITIES OF TERMINAL USERS

4.1 General Principles

Terminal Users shall act in accordance with the principles of integrity, good faith, professionalism, mutual respect, and cooperation in the activities they conduct within the terminal areas.

Terminal Users shall be obligated to conduct their activities in a manner that does not adversely affect the safety, security, order, and continuity of terminal operations.

The commercial, operational, or administrative priorities of Terminal Users shall not take precedence over the requirements regarding the safe, secure, orderly, and uninterrupted execution of terminal operations.

Terminal Users, while conducting their activities, shall refrain from behaviors that would adversely affect the corporate reputation of Fraport TAV, the quality of terminal service, and the passenger experience, and shall respect the rights of other Terminal Users and the common-use nature of the terminal.

4.2 Insurance and Guarantees

Fraport TAV, in accordance with the legislation in force, financing agreements, insurance or reinsurance requirements, international standards, or the reasonable risk management needs of the terminal operation, may request insurance or collateral from the Terminal Users, as well as demand reasonable modifications to their scope, limits, or other conditions. Within this scope, in cases where it is required that Fraport TAV, financing institutions, or other persons to be notified by Fraport TAV be designated as beneficiary, loss payee, additional insured, or in similar capacities in the insurance policies, Terminal Users shall be obligated to execute the necessary procedures within a reasonable period of time.

4.3 Management of Risks

Terminal Users shall be obligated to identify environmental, social, occupational health and safety, and labor risks—such as child labor, forced labor, etc.—that may arise from their activities and supply chains, to take the necessary measures, and to conduct their activities in accordance with safe working principles.

High-risk works that may affect terminal operations may only be carried out in accordance with the procedures and principles established by Fraport TAV.

Terminal Users shall be obligated to immediately notify Fraport TAV of all matters identified within the scope of the risk assessments they are required to conduct regarding occupational health and safety within their own areas of activity. Upon the occurrence of an incident in these areas, it shall be evaluated whether the Terminal Users have conducted a risk assessment and reported it to Fraport TAV; if Fraport TAV determines that these obligations have not been fulfilled and has sustained any damage/made any payment due to the respective incident, it shall recover such amount from the relevant Terminal User.

4.4 Training and Competence

Terminal Users shall be obligated to ensure that the personnel they commission within the scope of their activities possess the training, knowledge, experience, competence, certificates, and other legal qualifications required by the nature of the duty. Personnel who do not meet the necessary training or certification requirements shall not be commissioned.

Terminal Users shall be obligated to conduct training and awareness activities for their employees during orientation and at appropriate intervals regarding occupational health and safety, environment, information security, human resources policy, labor and working conditions, prevention of GBVH (Gender-Based Violence and Harassment), feedback methods, confidentiality and prohibition of retaliation, ethics and compliance rules, and other necessary matters according to the nature of their activities, to ensure their participation in training and information activities designated by Fraport TAV when necessary, and to maintain records of these activities; no work may be performed without the completion of these trainings.

It is the responsibility of the Terminal User to keep the training of the personnel up-to-date, to ensure that the necessary refresher training is completed in a timely manner, and to ensure that they possess the competence to perform their duties safely.

4.5 Security and Safety

Terminal Users shall act with the awareness that aviation security and safety are shared responsibilities. In the event that any situation that may pose a risk to security or safety is detected, they shall act in full cooperation with Fraport TAV and authorized public institutions and organizations to resolve such situation.

Terminal Users shall not commit any act, transaction, or omission that could compromise, jeopardize, or cause vulnerability to the security, safety, or continuity of terminal operations.

Terminal Users shall be obligated to comply with all security and safety measures taken by Fraport TAV and authorized public institutions and organizations for the purpose of preventing security and safety risks, precluding security breaches, and ensuring the uninterrupted execution of terminal operations.

Terminal Users shall, without delay, report any incident, breach, suspicious situation, or vulnerability that poses or has the potential to pose a risk to security or safety to Fraport TAV through the notification channels designated by Fraport TAV, and through the Terminal Duty Manager where necessary, and shall provide the required cooperation. The relevant Terminal User shall be liable for any consequences arising from the failure to make such notification.

4.5.1 Identification Cards and Access Permissions

Terminal Entry cards, identification cards, visitor cards, vehicle cards, apron plates, electronic access authorizations, and all similar authorizations used in the terminal and airport area shall be utilized solely within the scope of their allocated purpose, duty, and authority.

Identity cards and access authorizations are personal to the individual; they shall not be transferred, allowed to be used by others, loaned, or duplicated.

Terminal Users shall ensure that their own personnel and the third parties they commission possess only the access authorizations required for their duties. In the event of termination of the duty or the business relationship, a change in authority, or the emergence of a situation posing a security risk, procedures regarding the cancellation, return, update, or suspension of the relevant card and access authorizations shall be executed without delay.

In the event that a card is lost, stolen, used without authorization, or if any suspicion arises in relation thereto, the situation shall be immediately reported to Fraport TAV.

4.5.2 Security Checks

Persons, goods, baggage, cargo, freight, vehicles, equipment, materials, and similar items may be subjected to security checks upon entry to, exit from, or access to specific areas within the terminal areas. Within this scope, walk-through metal detectors, X-ray machines, hand-held detectors, explosive trace detectors, electronic access control systems, identity verification systems, camera systems, and other technical devices may be utilized; where necessary, additional controls or searches may be applied to the extent permitted by the relevant legislation. Terminal Users shall be obligated to comply with the implemented security controls and to refrain from any behavior that obstructs or delays the execution of these controls.

Persons and entities that will enter the terminal area within the scope of temporary services obtained from outside the airport shall be obligated to act in compliance with the current DHMİ (State Airports Authority) temporary card, tripartite form, and entry permit processes. These persons shall be obligated to declare any prohibited or declarable substances, materials, and equipment in their possession at the security checkpoints, and to exit through the same point of entry.

4.5.3 Access to Controlled, Restricted and Prohibited Areas

Terminal Users may only enter controlled, restricted, and prohibited areas to which they have access authorization within the scope of their duties. No act or behavior that would allow unauthorized persons to enter these areas shall be committed.

4.5.4 Obligation to Escort

In circumstances requiring escorting, such as obtaining services from outside the airport, the Terminal User responsible for the escort shall be obligated to ensure that the escorted person acts in compliance with these Rules and the relevant security regulations during their passage through security checkpoints and the execution of their work within the areas of responsibility.

The obligation to escort shall continue until the escorted person leaves the controlled area.

4.5.5 Lost and Found Items

Lost and found items discovered in the terminals by Terminal Users shall be delivered to the relevant unit without delay in accordance with the procedures and principles established by the legislation, DHMİ (State Airports Authority), and Fraport TAV.

It is prohibited to retain, use, deliver to third parties, or dispose of lost and found items. Terminal Users may not keep, transfer, or use lost and found items identified within the scope of their activities in an unregistered manner. Applications and notifications regarding lost and found items shall be made via the *Lost Property Notification Form* on Fraport TAV's website through the relevant lost property communication channels.

4.6 Operational Rules

4.6.1 Compliance With Competent Authority Regulations

Terminal Users shall be responsible for obtaining, maintaining the validity of, and sustaining in compliance with the legislation all administrative permissions and authorizations such as licenses, permits, certificates of authority, certificates, concessions, and similar instruments required for the execution of their activities.

Terminal Users shall notify Fraport TAV without delay of any changes, suspensions, cancellations, scope reductions, or other circumstances that may affect their activities in relation to these permits and authorizations.

4.6.2 Unauthorized Commercial Activities

Terminal Users shall not engage in commercial activities, redirect passengers, solicit customers, or engage in any activity aimed at obtaining commercial benefits within the terminal or in areas under the responsibility of Fraport TAV without the prior written consent of Fraport TAV or authorization within the scope of the relevant contract.

4.6.3 Usage of Terminal Space

Terminal Users shall be obligated to use the terminal areas solely in accordance with their allocated purpose and in compliance with these Rules and the principles of use established by Fraport TAV.

Without the prior written consent of Fraport TAV, the intended use of the terminal areas shall not be modified, the areas shall not be expanded, and the manner of use shall not be altered.

4.6.4 Terminal Layout

Terminal Users shall be obligated to conduct their activities in a manner that does not adversely affect the terminal order, passenger flow, vehicle traffic, security, safety, and terminal operations, as well as the activities of other Terminal Users, and the comfort and access to services of passengers, visitors, and other persons.

To this end, Terminal Users; shall not engage in disruptive, persistent, or soliciting behaviors (such as touting, etc.) for the purpose of acquiring passengers or customers, shall not wait, gather, form queues, or occupy space at terminal entrances, exits, sidewalks, pedestrian pathways, waiting areas, roadways, pull-offs, taxi bays, and similar areas in a manner that obstructs terminal operations or traffic flow, shall not engage in behaviors that impede the free movement of passengers, guidance systems, or the activities of other Terminal Users, shall not act in non-compliance with the waiting, welcoming, loading, unloading, and parking arrangements established by Fraport TAV.

4.6.5 Cleaning and Hygiene

Terminal Users shall be obligated to ensure that the areas allocated to them are kept clean, orderly, and safe, and to manage the waste generated as a result of their activities in accordance with the relevant regulations. Waste, packaging, pallets, boxes, equipment, or similar materials resulting from activities shall not be left in common use areas.

Practices that may cause visual pollution or disorder in terminal areas shall not be permitted.

Terminal Users shall not obstruct or disrupt the execution of services by the service providers commissioned by Fraport TAV for common area cleaning and disinfection services.

4.6.6 Common Use Areas

Terminal Users shall store the equipment, materials, and other movables they utilize within the scope of their activities strictly in the areas allocated to them. Without the prior written consent of Fraport TAV, no equipment, materials, stands, advertising elements, display products, furniture, temporary structures, cleaning supplies, water carboys, racks, tables, chairs, construction materials, construction waste, or similar items may be kept in common use areas, even on a temporary basis.

No materials or equipment shall be kept in a manner that obstructs terminal operations, emergency exits, escape routes, or common use areas.

Common use areas shall under no circumstances be utilized as storage or temporary holding areas.

No electricity shall be consumed from common areas without the prior consent of Fraport TAV.

It is mandatory to notify the Terminal Duty Manager and, where necessary, obtain approval prior to any work to be carried out in common areas.

Fraport TAV reserves the right to demand the removal of such materials that are left inappropriately and disrupt the terminal order, and to apply the necessary sanctions. Materials that are not removed may be cleared by Fraport TAV, and the resulting expenses shall be invoiced to the relevant Terminal User.

4.6.7 Transportation Activities for Materials, Equipment etc.

The acceptance, ingress-egress, and delivery activities of materials, products, equipment, and similar items to the terminals shall be carried out solely in accordance with the procedures, routes, schedules, and principles of use established by Fraport TAV.

Goods acceptance, loading-unloading, transport, temporary storage, and delivery activities shall not be executed in a manner that adversely affects passenger circulation, terminal order, safety and security, escape and rescue routes, access to fire equipment, and the continuity of terminal operations.

Terminal Users shall be responsible for the safe transport of materials, products, equipment, and similar items to be brought into the terminal, the use of appropriate vehicles and equipment, and securing the load during transport. In the event that damage is caused to building finishes (walls, flooring, suspended ceilings, facades, etc.) during the transport of any material by Terminal Users manually or by means of equipment such as baggage trolleys, dollies, pallet jacks, forklifts, or similar, the users shall be held liable. For forklifts, pallet jacks, and similar transport equipment to be utilized during the transport of materials, equipment, etc., within the terminal buildings, it is mandatory to use only polyurethane (PU) or rubber-coated wheels; furthermore, the wheel diameter must be selected with a minimum of Ø80 mm and small-diameter wheels shall not be used. During transport operations, the total load (including the pallet jack) shall be limited so as not to exceed 500kg, loads shall be distributed in a balanced manner, and operating methods that create sudden movements, sharp turns, dragging, or impact effects shall be avoided. The relevant user shall be liable for all flooring damage that may occur as a result of usage contrary to the specified rules.

It is mandatory that vehicles, equipment, packaging, waste, and similar items utilized after delivery be immediately removed from the area.

Auxiliary equipment and transport vehicles used within the terminal shall be operated in a manner that does not obstruct passenger areas, transit zones, and common areas, and shall not be left unattended in an inappropriate manner.

4.6.8 Electric Transportation Vehicles

Electric transportation vehicles may only be operated within permitted areas and in compliance with the routes, speed limits, and principles of use established by Fraport TAV. The use of vehicles inside the terminal buildings is restricted for the purposes of ensuring passenger and employee safety, maintaining the continuity of terminal operations, and preventing the risk of material damage.

Unless otherwise permitted by Fraport TAV, the use of vehicles operating on gas, gasoline, diesel, LPG, hydrogen, or similar fuels, as well as vehicles and equipment intended for recreational, sporting, or personal use, is prohibited within the terminal buildings.

License plate allocation is mandatory for all Terminal Users who keep electric transportation vehicles within the terminal buildings. The implementation principles regarding license plate allocation shall be executed in accordance with the Terminal Electric Transportation Vehicle License Plate Instructions.

The rules regarding the use of electric transportation vehicles operated within the terminal buildings (rules of conduct in terminal traffic, procedures to be followed in the event of vehicle malfunction or accident, etc.), speed limits, areas of use, user authorization, training, and other implementation principles shall be applied within the scope of the Electric Transportation Vehicle Operating Instructions.

Operating vehicles in a manner that jeopardizes pedestrian safety or terminal operations is prohibited.

The provisions regarding electric transportation vehicles shall apply solely to the relevant Terminal Users who, by the nature of their activities, keep or operate vehicles within the terminal.

Terminal Users shall be liable for all kinds of damages, accidents, and safety risks that may arise from vehicle use. Fraport TAV reserves the right to impose the necessary sanctions in the event of improper use, unauthorized vehicle use, or in any situation that poses a security or safety risk..

4.6.9 Belt Barriers

Belt barriers may only be used within the terminal for the purposes of regulating passenger flow, ensuring queue management, performing temporary guidance, meeting operational needs, and restricting area usage in accordance with security or safety requirements, and solely in line with their intended purpose. It is mandatory that the belt barriers utilized are in a safe, robust, and functional condition, and do not pose any risk of tipping over, causing trips, or obstructing evacuation. Belt barriers shall not be positioned in a manner that adversely affects escape and rescue routes, emergency exits, access to fire equipment, passenger transit areas, and terminal operations.

The installation of belt barriers outside the areas allocated by Fraport TAV shall be subject to prior written consent. The relevant Terminal Users shall be obligated to continuously ensure the compliance of the belt barriers they utilize with these rules. Fraport TAV reserves the right to immediately demand correction, request the removal of, or—if deemed necessary—directly remove any belt barriers that are positioned inappropriately, pose a safety risk, or disrupt the terminal order, and to apply the necessary sanctions..

4.6.10 Check-In Counters and Boarding Areas

Check-in counters, self-check-in units, baggage drop-off areas, and their associated queuing areas may only be used with prior permission and solely in accordance with their allocated purpose. Terminal Users shall not engage in practices that obstruct passenger flow, shall not exceed the boundaries of the allocated areas, and shall not make any arrangements outside the queue management principles established by Fraport TAV. In the event of queue formation during check-in procedures or other situations affecting operations, Terminal Users shall take additional actions, including the opening of backup counters.

Boarding gates and waiting areas may only be used for the purpose of conducting the relevant flight operations. Terminal Users shall be obligated to conduct boarding processes in accordance with the operational planning determined by Fraport TAV and to avoid practices that may disrupt passenger flow.

No additional equipment, advertisements, directional materials, ground handling company or airline advertisement boards, flags, banners, roll-ups, desks, or similar materials may be placed in or around the relevant areas without the prior written consent of Fraport TAV, nor shall they be left unattended in the respective area after the operation.

The relevant Terminal Users shall be obligated not to leave boarding passes, baggage tags, manifests, and similar documents belonging to airlines and ground handling organizations unattended at the counters and boarding areas. Food and beverages that could damage the equipment shall not be consumed at the check-in counters and boarding areas..

4.6.11 Baggage Trolleys and Transportation Vehicles

Baggage trolleys and all types of transport vehicles, trolleys, handcarts, and similar equipment used within the terminal may solely be utilized in accordance with their intended purpose.

These vehicles and equipment shall not be left, stored, or used outside their intended purpose in a manner that obstructs terminal operations, passenger flow, common use areas, or emergency evacuation routes.

Terminal Users may not use baggage trolleys that are allocated exclusively for passenger service; however, if there are transport vehicles they utilize within the scope of their activities with the written permission of Fraport TAV, they shall be obligated to ensure that these are used safely and are kept in the areas designated by Fraport TAV following their use. Furthermore, Terminal Users shall be obligated to have a guide present during the transport process.

The collection, transport, and dispatch of baggage trolleys to reuse points within the terminal may only be performed by individuals or organizations authorized by Fraport TAV..

4.6.12 Passenger Bridges

Passenger boarding bridges may only be operated by authorized personnel and in accordance with the established operational procedures. No unauthorized intervention shall be made, and no actions that could jeopardize the safe use of the bridges shall be performed.

It is the responsibility of the ground handling organizations to ensure passenger exit within the bridge and to ensure that no passengers are left inside the bridge. Airlines and ground handling organizations shall be obligated not to leave passenger baggage, aircraft cabin waste, materials, or similar items inside the bridge..

4.6.13 Usage of Cigarettes

The use of tobacco products, electronic cigarettes, and similar products within the terminal buildings is permitted solely in areas designated by the legislation in force and by Fraport TAV.

Smoking in the terminals is strictly limited to smoking cabins/lounges/terraces designated solely for passenger use, where existing ashtrays are utilized; the use of these products outside of these areas is prohibited. The same prohibition likewise applies outside the terminals and is effective in all areas where smoking is prohibited.

4.6.14 Advertising, Publicity and Promotional Activities

Terminal Users shall not conduct surveys, promotions, advertising, marketing, brochure distribution, sample distribution, promotional campaigns, sales, fundraising, promotional activities, or any similar activities without the prior written consent of Fraport TAV.

4.6.15 Intellectual Property Rights and Use of Corporate Identity

Terminal Users shall be obligated to use the trademarks, trade names, logos, corporate identity elements, copyrighted works, designs, software, databases, documents, plans, projects, technical

information, and other intellectual property rights belonging to Fraport TAV or third parties in accordance with the legislation in force and the relevant agreements.

Unless the prior written consent of Fraport TAV has been obtained, Terminal Users may not use the trademarks, trade names, logos, corporate identity, or other distinctive signs belonging to Fraport TAV; make any statements or sharing that may create the impression of representing Fraport TAV; nor reproduce, modify, publish, transfer to third parties, or use for commercial, promotional, advertising, reference, marketing, or similar purposes any content subject to the intellectual property rights of Fraport TAV.

Terminal Users shall not issue press releases, make public statements, grant interviews, or post on written, visual, digital, or social media platforms on behalf of Fraport TAV or in a manner that creates the impression of representing Fraport TAV.

Terminal Users shall not, within the scope of their activities, make any statements, postings, or engage in behaviors of such a nature as to infringe upon the intellectual property rights of Fraport TAV, or damage its corporate reputation, brand value, or the reliability of the terminal.

4.6.16 Social Services and Other Practices

Terminal Users shall act in accordance with the principles of use established by Fraport TAV regarding social service areas and common use areas.

Terminal Users who, within the scope of their activities, utilize baby care rooms, breastfeeding rooms, places of worship, resting areas, designated smoking areas, or similar common use areas shall be obligated to comply with the rules established by Fraport TAV regarding the use of these areas.

4.6.17 Accessibility

Terminal Users shall be obligated to ensure that the services provided to individuals with disabilities, passengers with reduced mobility, the elderly, children, and other persons with special needs are carried out in compliance with accessibility standards.

Terminal Users shall not engage in any practices that may obstruct the use of accessibility features, nor shall they impede the use of accessibility equipment, guidance systems, tactile paving, ramps, elevators, and similar facilities in accordance with their intended purpose.

4.6.18 Complaints, Feedback and Customer Satisfaction

Terminal Users shall act in accordance with the current practices of Fraport TAV in terms of customer satisfaction and service standards. The provisions of the *Customer Satisfaction Procedure* shall apply to the processes concerning the evaluation of services provided to passengers, corporate customers, and other terminal users, the consideration of feedback, and the improvement of service quality.

Terminal Users shall not obstruct the access of passengers, corporate customers, suppliers, and other stakeholders affected by their activities to complaint, request, and feedback channels, and shall provide the necessary information regarding the up-to-date application channels announced by Fraport TAV.

In the evaluation of customer and stakeholder feedback associated with their activities, Terminal Users shall be obligated to actively contribute to the processes carried out by Fraport TAV within the scope of the *Feedback Mechanism Procedure*, to submit the requested information, documentation, records, and explanations aimed at identifying the root cause, and to implement the determined improvement measures..

4.7 Technical Rules

4.7.1 Electronics and Technical Systems

Terminal Users shall be obligated to ensure that all electronic systems, devices, and equipment to be installed or used in their operational areas are compatible with the terminal's technical infrastructure, building systems (fire safety system, etc.), and operational requirements. Upon request, Terminal Users shall submit to Fraport TAV the information and documentation demonstrating the compliance of the systems and equipment used with the relevant legislation and technical standards.

No intervention, connection, or modification shall be made to the terminal's infrastructure, electrical systems, low-current systems, CCTV, communications, building automation, fire detection and alarm, emergency announcement, access control systems, and/or other common technical facilities/systems. Any procedures to be performed on these systems shall strictly require the prior written consent of Fraport TAV and the coordination of its authorized technical teams..

4.7.2 Technical Facilities, Equipment and Reporting of Malfunctions

Only authorized persons may enter technical rooms, shafts, panel rooms, system rooms, attics, cable ducts, and similar technical areas. No unauthorized intervention shall be made in these areas or the technical infrastructure.

Terminal Users shall, without delay, report to the Terminal Duty Manager or Fraport TAV any malfunctions and defects regarding equipment, facilities, or technical devices/systems identified within the terminal area or its technical infrastructure, as well as any other technical non-conformities that may affect terminal operations, safety, security, or continuity of service.

Terminal Users shall be responsible for the maintenance, repair, and legally compliant operation of their own equipment, devices, infrastructure, facilities, and systems. Equipment that is defective, does not operate safely, or presents an obstacle to use shall not be utilized; necessary safety measures shall be taken depending on the nature of the malfunction.

Terminal Users are under an obligation not to perform unauthorized use, deviate from the intended purpose of use, or interfere with any equipment, machinery, devices, tools and instruments, systems, and technical infrastructure belonging to Fraport TAV.

Terminal Users may not add new equipment, systems, cabling, piping, software, or similar technical elements to the technical infrastructure of the terminal, nor make modifications to or establish connections with the existing infrastructure without the prior written consent of Fraport TAV.

No unauthorized intervention shall be made in electric motors, devices, cables, fuses, and energized systems; in the event that a fault is detected, the situation shall be reported to authorized personnel. It is prohibited to perform work on energized systems. De-energization and re-energization procedures for the equipment on which work is to be performed shall be carried out under the supervision of authorized Fraport TAV personnel.

Security systems, devices, and equipment used within the scope of security services and allocated for the use of security service providers may only be operated by authorized personnel and in accordance with the operating instructions. In the event that a malfunction or damage occurs in the said systems, devices, or equipment due to user error, negligence, unauthorized intervention, or use contrary to instructions, and such is identified as a result of an investigation conducted by

Fraport TAV, the resulting damage and expenses may be recourse to the relevant Terminal User and/or the service provider organization. The rights of Fraport TAV arising from contracts, legislation, and general provisions of law are reserved.

4.8 Luggage Systems

Terminal Users shall be obligated to use baggage handling, sorting (sorter), conveyor, and other baggage systems solely in accordance with the operating instructions, relevant procedures, and operational rules established by Fraport TAV.

No baggage, materials, or other items of a nature that could adversely affect the technical capacity, safety, or continuity of the system shall be introduced into the baggage systems. The acceptance and processing of non-standard baggage shall be carried out in accordance with the procedures and principles established or accepted by Fraport TAV.

Terminal Users shall report any malfunctions, damages, jams, or other operational disruptions occurring in the baggage systems to Fraport TAV without delay and shall act in accordance with the instructions provided.

In the event that the baggage systems are damaged due to user error, negligence, unauthorized intervention, or use contrary to the operating instructions, the responsible Terminal User shall be liable for the resulting damage and expenses, without prejudice to any other rights.

4.9 Emergency Management

Terminal Users shall be obligated to act in accordance with the regulations and instructions determined by Fraport TAV regarding emergency preparedness, preventive measures, response, and evacuation processes, in order to ensure that their activities do not adversely affect terminal operations.

In the event of a fire or other emergencies that may occur within the boundaries of Antalya Airport or in its immediate vicinity, actions shall be taken in line with the instructions issued by the crisis management organization established by Fraport TAV and/or the Airport Crisis Center.

All practices regarding emergencies and fire shall be carried out within the scope of the Emergency Plan and its annexes.

Fraport TAV may request that activities deemed to pose a safety, security, or fire risk not be commenced, be suspended, be restricted, or that the work area be secured until the necessary measures are taken.

4.9.1 Cooperation and Compliance With Instructions In Emergencies

Terminal Users shall be obligated to support the crisis and emergency management conducted by Fraport TAV in the event of emergencies, to execute any reasonable instructions issued without delay, and to provide the necessary cooperation with emergency response teams.

Following an emergency or incident, Terminal Users shall likewise provide the necessary information, documentation, and support during the investigation and evaluation activities conducted by Fraport TAV, and shall implement reasonable and legally compliant measures aimed at preventing the recurrence of the incident.

4.9.2 Reporting of Emergencies and Risks

Terminal Users shall, without delay, report to Fraport TAV and/or the Terminal Duty Manager any identified emergency or fire risks, malfunctions or non-conformities in emergency or fire safety equipment, as well as fire, explosion, smoke, chemical spills, sabotage, security threats, natural disasters, incidents involving injuries, or any other emergencies that may affect terminal operations.

Furthermore, Terminal Users shall promptly report to Fraport TAV any hazards, malfunctions, non-conformities in buildings, systems, and equipment, contamination, and other potential risks of such

a nature as to affect terminal operations or the health and safety of other persons, or that may lead to accidents..

4.9.3 Fire Safety

Terminal Users shall be obligated to conduct their activities in a manner that prevents fire risk and to avoid any act or behavior that could jeopardize fire safety. Within this scope, the principles applicable to all Terminal Users are as follows:

- Fire detection, alarm, extinguishing, smoke control, sprinkler systems, fire cabinets, hydrants, fire extinguishers, fire alarm buttons, emergency exits, escape routes, and other fire safety equipment shall not be disabled without authorization, interfered with, connected, disassembled, added to, or subjected to similar procedures without the prior written consent of Fraport TAV; their scope shall not be modified, and no practice that obstructs their operation, use, or accessibility shall be implemented.
- The covers of fire detection detectors, sprinkler heads, fire alarm buttons, and similar fire safety equipment shall not be blocked, their locations shall not be changed, and no practices that adversely affect their function, detection, or intervention capability shall be implemented.
- Storage activities may only be carried out in areas designated by Fraport TAV and in appropriate quantities; storage shall not be permitted in corridors and escape routes. The storage, transportation, and use of flammable and combustible materials may only be carried out in accordance with current legislation and Fraport TAV regulations.
- No combustible materials shall be kept around electrical equipment.
- Architectural, technical, or operational changes that may affect fire safety or evacuation conditions shall not be carried out without the prior written consent of Fraport TAV.
- Activity areas shall be kept clean and orderly.
- To keep the fire load and aggravating factors that may arise in the activity areas under control, the improper and uncontrolled storage or accumulation of combustible and flammable materials (cardboard, plastic, textile, packaging, pallets, etc.) shall not be permitted.
- Materials used in decoration, display, cladding, and similar applications shall be ensured to comply with fire safety criteria (flame retardant, etc.).

- **Contractors/Suppliers/Service Providers**

Contractors/Suppliers/Service Providers, in addition to the above obligations regarding their activities, shall be obligated to fulfill the following matters:

- To perform hot work, welding, cutting, grinding, soldering, or other activities capable of generating sparks only in accordance with current legislation and the work permit and fire safety rules designated by Fraport TAV.
- To take the necessary measures to prevent fire risks during work and to keep appropriate fire extinguishing equipment ready in the activity area.
- To hand over the work area in safe condition by checking it for fire risks after the work is completed.

- **Tenants/Concessionaires**

Tenants/Concessionaires, in addition to the above obligations regarding ensuring fire safety in the areas allocated for their use, shall be obligated to fulfill the following matters:

- Training and Organization: (i) Those with fewer than 50 employees: to ensure that at least one personnel member on each shift has received fire and first aid training provided by authorized organizations (DHMI ARFF / Municipal Fire Department); (ii) Those with 50 or more employees: to establish Emergency Response Teams in accordance with the applicable legislation and in line with emergency management requirements,
- Fire Equipment and Systems: To maintain fire extinguishers of the appropriate type; to position them in a manner that complies with the legislation (sufficient capacity, correct placement, etc.); to keep fire detection and alarm systems fully operational; to perform periodic maintenance, monthly inspections, and testing of all equipment and systems; to retain all maintenance and inspection records, and to submit them to Fraport TAV upon request;
- Visibility: To ensure that the DHMI Fire Safety Instructions, Fire Alarm **(2333)** and emergency contact numbers, and the Fire Cabinet Operating Instructions located on the fire cabinets are posted in highly visible, accessible areas, and to ensure they are kept up to date,
- In the event of their use within the operational areas, to ensure that electrical, mechanical, gas, kitchen, and similar installations and equipment are kept in a safe condition regarding fire safety; and in areas containing kitchens, to have the maintenance and inspections of hoods, chimneys, filters, and suppression systems carried out.
- To have the periodic maintenance, inspections, and tests prescribed by the legislation regarding fire safety equipment and systems carried out, to preserve the records thereof, and to submit them to Fraport TAV upon request.

4.9.4 Drills and Preparation

Terminal Users, to the extent connected with their activities, shall be obligated to participate in training, information, drills, and other preparatory activities within the scope of the *Emergency Plan*, to ensure the participation of their personnel, and to implement corrective measures taken in line with the drill results.

4.9.5 Escape and Rescue Paths

Terminal Users may not engage in any act or behavior that obstructs the use of emergency exit doors, escape routes, assembly areas, fire extinguishing equipment, alarm systems, and other emergency equipment, even temporarily; such equipment shall not be interfered with and may not be used for purposes other than their intended use.

Escape and rescue routes, emergency exits, and their corresponding directional signs used to ensure safe evacuation in emergencies in terminal buildings shall be kept usable, accessible, and visible at all times.

Closing, narrowing, occupying, or using these areas for purposes other than their intended use is prohibited. No materials, equipment, products, waste, display elements, barriers, or similar items may be kept on escape and rescue routes.

Terminal Users shall be obligated to ensure that arrangements, installations, and operational practices arising from their own activities do not adversely affect escape and rescue routes. In passages connected to usage areas, no practices shall be implemented that obstruct the visibility of emergency directional and escape signs or make it difficult to follow these signs.

Detailed implementation principles regarding evacuation routes, exits, assembly areas, and the course of action to be followed during evacuation shall be applied as defined in the *Emergency Plan* and its annexes, as well as the relevant *Emergency Floor Plans* and *Evacuation Plans*. Evacuation and guidance in the event of an emergency shall be carried out in accordance with the instructions given by Fraport TAV and the aforementioned plans.

- **Tenants/Concessionaires**

Tenants/Concessionaires, in addition to the general obligations stated above, shall be obligated to;

- Ensure that escape and rescue routes, emergency exits, and directional signs within their activity areas are properly positioned and that their visibility is maintained,
- Make the necessary arrangements to ensure the rapid and safe evacuation of personnel in the event of fire and other emergencies, and periodically review the effectiveness of these arrangements,
- Ensure that layout, display, and operational arrangements made within their own usage areas do not adversely affect the evacuation flow,
- Notify Fraport TAV without delay of any changes occurring in the emergency organization related to their activities, and keep emergency contact information up to date where necessary.

4.9.6 Incidents Resulting In Personal Injury or Property Damage

Terminal Users shall be obligated to notify Fraport TAV and the relevant parties specified in the *Emergency Telephone List*, which is an annex to the *Emergency Plan*, without delay, according to the nature of the event, of any incident occurring in the terminal area that causes or has the potential to cause personal injury, death, material damage, or harm to third parties.

Terminal Users shall be obligated to ensure the security of the incident scene, to take the necessary initial measures to prevent the escalation of the incident's effects, and to provide the necessary information, documentation, and cooperation during the investigation process to be conducted by Fraport TAV.

4.9.7 Important Telephone Numbers and Contact Persons

Emergency Notification and Coordination Units	Telephone Numbers
Airport Crisis Management Center (Emergency Notifications)	+90 (242) 315 1650 GSM: 0505 318 0706
Security Notifications	+90 (242) 315 1045
Terminal Duty Manager (Emergency / Security Notifications)	+90 (242) 315 1105 / 1106
Occupational Health and Safety Specialist	+90 (242) 315 1033 / 1044
IT Support (Fraport TAV Systems)	+90 242 315 1313
Technical/Malfunction Support (Fraport TAV systems)	+90 (242) 315 1212

Table 1 Emergency Notification and Contact Numbers

4.10 Occupational Health and Safety

Terminal Users shall be obligated to conduct their activities in accordance with the current Labor Law and occupational health and safety legislation.

Terminal Users shall be obligated to maintain their work areas in a safe, orderly, and clean manner; to comply with signs and placards placed for the purpose of identifying occupational safety and/or hazards; not to commence work or perform operations without taking the necessary safety precautions; to inform the Terminal Duty Manager prior to commencing work; not to perform tasks outside their authority, knowledge, and duties; to comply with the working hours assigned to them based on operational density; to keep their work areas under necessary control against unauthorized access; and to prevent risks arising from their activities from affecting other Terminal Users or passengers.

Terminal Users may not engage in any act or omission during their activities that could jeopardize the health and safety of their own employees, other Terminal Users, passengers, or any other persons present at the terminal. Fraport TAV has the authority to suspend operations in cases deemed risky or inappropriate from an occupational health and safety perspective.

4.10.1 Personnel, Contractors and Subcontractors

Terminal Users shall be obligated to ensure that personnel, contractors, subcontractors, and other third parties assigned within the scope of their activities act in accordance with the Labor Law, occupational health and safety regulations, as well as the policies, plans, procedures, instructions, and other reference documents published or currently in force by Fraport TAV, as referenced in the Rules.

4.10.2 Organization of Occupational Health and Safety

Terminal Users shall be responsible for fully fulfilling their obligations regarding the occupational health and safety organization as well as social, health, and working conditions that they are obligated to provide to their employees in accordance with the nature of their activities, the number of employees, and the applicable legislation.

Within this scope, Terminal Users shall be obligated to provide, maintain, and keep up to date the services of occupational safety specialists, occupational physicians, other healthcare personnel, and joint health and safety units (OSGB), as well as other organizations, personnel, and services mandated by legislation (such as OHS Committee, employee representatives, first-aiders, etc.).

4.10.3 Work Permits

Hot works, confined space works, working at heights, high voltage and electrical works, excavation and underground works, working with hazardous chemicals, and other activities determined by legislation and Fraport TAV to be subject to a work permit, shall not be performed without obtaining the relevant work permit.

Terminal Users shall be obligated to comply with all conditions regarding work permits and to implement the designated measures throughout the duration of the permit.

Terminal Users, excluding Tenants/Concessionaires, shall be obligated to comply with the *Work Permit Procedure* prepared by Fraport TAV in all works that require a work permit.

As for Tenants/Concessionaires, they shall be obligated to comply with the provisions of the *Work Permit Procedure* within the scope of working at heights to be performed in common areas under the responsibility of Fraport TAV, and hot works to be performed within their leased areas; for other activities requiring a work permit, they shall be obligated to implement their own work permit procedures in accordance with the applicable legislation. Fraport TAV may determine additional measures where deemed necessary; all terminal users shall be obligated to comply with these measures.

4.10.4 Work Equipment, Scaffolding, Portable Ladders and Similar Equipment

Terminal Users may operate the work equipment to be used within the scope of their activities only through personnel who possess the necessary training, certificate, or authorization in accordance with the relevant legislation. Within the scope of works to be performed in areas under the operation of Fraport TAV, it is the responsibility of the relevant Terminal User to bring to the site, use, maintain, service, and have periodic controls, tests, and inspections carried out for all work equipment in accordance with applicable legislation and standards, including the *Regulation on Health and Safety Conditions in the Use of Work Equipment*, ensuring they are suitable for the nature of the work, in safe condition, ready for use, and visibly marked with up-to-date control tags.

Records, reports (containing numbers issued by an equipment inspection body authorized pursuant to the applicable legislation), and documents regarding these processes shall be maintained and submitted to Fraport TAV upon request.

The installation, control, and labeling/tagging processes of scaffolding, portable ladders, and similar equipment belonging to Terminal Users or their subcontractors shall be carried out in accordance with the relevant legislation and the Fraport TAV *LOTO Lockout-Tagout Instruction.*

The tagging system and colors to be used for scaffolding and ladder equipment shall be as follows:

Green Tag: Suitable for use.

Yellow Tag: Can be used with limited conditions of use.

Red Tag: Use is prohibited.

In the event that work equipment is used or maintenance, repair, assembly, and dismantling activities are conducted in areas open to passengers, necessary safety measures shall be taken before the work begins, and the work area shall be secured with appropriate barriering, signage, and guidance. Faulty, damaged, non-compliant, untagged equipment, or equipment whose periodic control period has expired, shall not be brought to the site, kept on-site, or used. Within this scope, if untagged or non-compliant equipment is detected in areas under the operation of Fraport TAV, the relevant equipment shall immediately be decommissioned and removed from the site. It is the responsibility of the relevant Terminal User to ensure compliance, validity of controls, and continuity of tags throughout the duration of use.

Fraport TAV may determine additional measures, limit, or suspend the use of work equipment in cases where it deems necessary for the safety, security, or continuity of terminal operations. Terminal Users shall be obligated to comply with these measures.

4.10.5 Personal Protective Equipment

Terminal Users are responsible for providing, free of charge, the personal protective equipment (PPE) and other occupational health and safety equipment appropriate to the nature of their activities, in compliance with applicable legislation and standards; ensuring their use; keeping them in safe condition; and ensuring that the necessary maintenance, inspections, and periodic examinations are carried out.Terminal Users shall ensure that PPE is used solely for its intended purpose, that users receive the necessary training, and that inappropriate, damaged, or unsafe equipment is not used.

Terminal Users are responsible for determining the required PPE based on risk assessments related to their activities; procuring and providing all necessary PPE in full; delivering PPE to employees

against acknowledgment of receipt; procuring additional equipment and accessories where necessary; ensuring that their employees use such equipment and PPE properly, correctly, and consistently; and providing the necessary information, guidance, and supervision regarding PPE use.

In cases requiring the use of PPE and in areas designated with warning signs, performing work without using the required PPE is prohibited.

Terminal Users shall be obligated to ensure that their employees, as well as the third parties assigned within the scope of their activities, use this personal protective equipment completely and appropriately in areas that require the use thereof.

PPE or other equipment of a nature that may jeopardize the safety of terminal operations or occupational health and safety shall not be used within the terminal.

4.10.6 X-Ray Machines and Use of Personal Dosimeters

For Terminal Users providing security services, the use of personal dosimeters is essential for the purpose of monitoring the ionizing radiation exposure of security personnel working at X-Ray based security screening devices, in accordance with the relevant legislation and the requirements of the authorized institution.

Security service provider organizations shall be obligated to ensure that the relevant personnel use the provided dosimeters in compliance with the instructions and that they are sent for measurement/evaluation processes at the designated intervals. Any liability that may arise in the event of failure to use the dosimeters or non-compliance with the designated processes shall belong to the relevant security service provider organization.

4.10.7 Workplace Accidents, Near-Miss Incidents and Hazardous Conditions

Terminal Users shall report occupational accidents, near-miss incidents, suspected occupational diseases, dangerous situations, and other incidents that may pose a risk to occupational health and safety, which occur within the scope of their activities or may affect terminal operations, to the Terminal Duty Manager. With respect to occupational accidents resulting in serious injury or death, the "In Case of Accident" provisions of the Emergency Plan shall apply. Within this scope, coordination and the relevant processes shall be conducted by the Terminal Duty Manager.

Terminal Users shall be obligated to take the necessary initial measures to prevent or limit the effects of the said incidents, to ensure the safety of the incident scene, and to provide the necessary information, documents, and cooperation during the investigation and evaluation studies to be conducted by Fraport TAV.

Terminal Users shall be obligated to keep records regarding the incident, to preserve existing records, information, and documents, to submit them to Fraport TAV upon request, and to refrain from any interference that would make the investigation of the incident more difficult.

Reasonable and legally compliant instructions given by Fraport TAV to investigate the incident, prevent its recurrence, and eliminate occupational health and safety risks shall be carried out without delay.

4.11 Environmental and Social Compliance Obligations

Terminal Users accept to comply with the applicable legislation, contractual obligations, the IFC Performance Standards, the EBRD Performance Requirements, and the plans, policies, procedures, and instructions maintained in force within the scope of Fraport TAV's Environmental and Social Management System, such as the *Integrated Management System Policy, Environmental and Social Action Plan (ESAP), Environmental and Social Management Plan (ESMP), Waste Management Plan, Carbon Management Plan, and Stakeholder Engagement Plan (SEP),* as well as any systems, terms, and similar requirements to be implemented on these matters in the future, to the extent connected to the nature and environmental-social risks of their activities.

Terminal Users shall be obligated to ensure the compliance of their own activities, as well as those of the contractors, subcontractors, and other third parties assigned by them, with the relevant requirements; to immediately report environmental and social incidents, risks, and non-compliances to Fraport TAV; and to implement the designated corrective or preventive measures.

4.11.1 Environmental Obligations

Terminal Users shall be obligated to conduct their activities in line with the principles of environmental protection, efficient use of natural resources, and sustainability.

Terminal Users shall be obligated to take the necessary measures to prevent any risk that may cause environmental pollution and to minimize environmental impacts during their activities.

4.11.1.1 Waste Management

Terminal Users shall be obligated to segregate, collect, temporarily preserve, and leave the wastes arising from their activities at the relevant collection points in accordance with the applicable legislation and the waste management rules determined by Fraport TAV. Waste management practices shall be conducted in accordance with the Waste Management Plan in force at Fraport TAV, the Zero Waste Principles, and the provisions of the relevant national legislation. Within this scope, it is essential to reduce waste generation at the source, prioritize reuse and recycling practices, and manage wastes in a manner that does not harm the environment.

In order to reduce waste generation and increase recycling rates, Terminal Users shall be obligated to prevent the use of unnecessary materials in their activities, to prefer reusable and recyclable products where possible, and to correctly segregate their wastes at the source. Accordingly, they shall observe practices that support the effectiveness of recycling processes.

The implementation principles regarding the segregation, collection, temporary storage, and delivery of wastes to waste storage stations shall be conducted in accordance with the relevant plans and procedures. Terminal Users shall be obligated to segregate the wastes arising from their activities at the source according to their types, not to mix them with each other, and to leave them in appropriate waste storage equipment. Leaving wastes in common areas, storing them inappropriately, or disposing of them in a manner that harms the environment is prohibited.

Terminal Users shall immediately report any incident, spill, leakage, improper waste management, or similar situation that may cause environmental pollution or create an environmental risk to Fraport TAV.

4.11.1.2 Hazardous Materials and Medical Waste Management

Bu Within this scope, the Waste Management Plan and the Hazardous Substance Management Procedure shall apply with respect to waste management and zero-waste principles, as well as the provisions regarding the management of hazardous substances and medical waste.

In the event of a spill, leakage, dispersion of hazardous substances or medical waste, or if a risk of exposure to them arises, the situation shall be immediately reported to Fraport TAV, and the necessary emergency measures shall be taken without delay. Hazardous wastes shall be under the responsibility of the relevant Terminal User, and the collection, storage, transportation, disposal, or recovery of these wastes, as well as keeping records and documents regarding them, is mandatory.

The relevant Terminal Users shall be obligated to separately collect all hazardous substances and medical waste generated as a result of their activities in accordance with environmental legislation, to store and preserve them in an appropriate manner, to ensure their transportation through licensed companies, and to carry out disposal or recovery operations. Aerosols, deodorants, accumulators, waste cotton/oakum, paint, batteries, fluorescent lamps, mineral oils, chemical substances, empty chemical containers, and similar wastes shall be evaluated within this scope.

Hazardous substances and medical waste shall under no circumstances be mixed with other wastes, and these wastes shall not be left in the common waste collection and storage areas operated by Fraport TAV, nor shall they be managed by Fraport TAV. All administrative, legal, financial, and criminal liability regarding these wastes shall belong to the relevant Terminal User.

All registration, transportation, disposal, and recovery documents regarding the management of hazardous substances and medical waste shall be maintained and submitted to Fraport TAV upon request.

4.11.1.3 Water Management

Practices regarding water use, water efficiency, and the management of water resources shall be conducted in accordance with the provisions of the Water Management Plan maintained in force by Fraport TAV. Terminal Users shall be obligated to base their operations on the effective and efficient use of water and shall plan and conduct their activities accordingly; they shall take and implement the necessary measures for the reduction of water consumption, prevention of unnecessary use, and protection of water resources.

The wastewater and treatment fees within the scope of the leased area or service area of the relevant Terminal Users who are water subscribers shall be accrued based on periodic consumption values in accordance with the provisions of the PPP Tariff in force.

4.11.1.4 Waste Water Management

Practices regarding the generation, collection, treatment, monitoring, and discharge of wastewater shall be conducted in accordance with the relevant permits, legislation, procedures, and the provisions of the Wastewater Management Plan. It is essential that such waste is separately collected, stored, and disposed of in an appropriate manner.

Terminal Users shall not directly or indirectly discharge any pollutants (waste oils, chemicals, hazardous substances, etc.) that may damage the wastewater system or adversely affect treatment processes into the sewage system.

4.11.1.5 Emission Management

The management of emissions shall be conducted in accordance with the Air Quality Management Plan maintained in force by Fraport TAV, the relevant procedures, and national/international standards (ISO 14064, GHG Protocol, etc.). Terminal Users shall support practices aimed at reducing greenhouse gas emissions arising from their activities, and shall conduct their activities in line with the principles of energy efficiency, reduction of fuel consumption, and, where possible, prioritizing lower-carbon alternatives.

The relevant Terminal Users shall be obligated to have emission measurements carried out at the necessary intervals for the vehicles used in their own activities, and to submit the documents regarding such measurements to Fraport TAV.

4.11.1.6 Efficient Usage of Energy and Natural Resources

Terminal Users shall be obligated to exercise due diligence in order to ensure the efficient use of electricity, water, natural gas, and other resources, to avoid unnecessary consumption, and to prevent the waste of resources.

4.11.2 Labor and Working Conditions

Terminal Users shall be obligated to establish, maintain, and effectively implement written labor and working conditions regulations proportionate to the nature, scale, and risk level of their activities for their own employees as well as the employees of contractors, subcontractors, suppliers, and other third parties assigned within the scope of their activities.

It is essential that the said regulations cover, at a minimum, processes regarding ethical conduct and compliance, employee rights, working conditions, non-discrimination and equal opportunity, non-retaliation, prevention of child labor and forced labor, working hours and remuneration, occupational health and safety, employee complaint and feedback mechanisms, prevention of gender-based violence and harassment, as well as training, information, and awareness.

Terminal Users shall conduct their activities within this scope in accordance with the applicable national legislation, and to the extent connected to their activities, international standards and good practices such as the IFC Performance Standards, EBRD Performance Requirements, and the United Nations Guiding Principles on Business and Human Rights. Furthermore, they shall take into account the core principles and minimum standards in accordance with the principles set forth in Fraport TAV's Human Resources Policy, Employee Handbook, and other relevant corporate regulations in force.

It is the responsibility of the relevant Terminal User to announce these regulations to employees and relevant third parties, to make them accessible, to include them in orientation and periodic training processes, to reflect them contractually into subcontractor relationships, and to maintain records regarding the implementation thereof.

In the event that the Terminal User does not have its own written regulations regarding these matters, the scope thereof is insufficient, or it is determined that they are not effectively implemented, the relevant provisions of the policies, procedures, and implementation principles maintained in force by Fraport TAV on the same or similar matters shall be accepted as the minimum standard. The Terminal User shall be obligated to ensure compliance with these standards and to implement

the corrective and/or preventive measures requested by Fraport TAV within the designated period. Taking Fraport TAV regulations as a reference shall not eliminate the responsibilities of the Terminal User arising from its capacity as an employer and the applicable legislation.

Within this scope, the following principles shall be particularly complied with:

- **Child labor and forced labor:** Child labor contrary to the legislation, forced labor, bonded labor, human trafficking, and similar practices that eliminate the free will of employees are prohibited. Terminal Users shall implement the necessary prevention, control, and monitoring measures regarding their own activities and supply chains.
- **Equality and non-discrimination:** No discrimination shall be made at any stage of employment, including recruitment, remuneration, training, promotion, assignment, discipline, and termination of the employment relationship. Employees shall not be subjected to retaliation due to submitting complaints or reports.
- **Working hours and overtime:** Working hours, rest periods, weekly rest days, leaves, overtime, and the remuneration regarding these shall be regulated in accordance with the applicable legislation. Overtime shall be carried out in compliance with the employee consent, duration limits, and remuneration principles stipulated by the legislation.
- **Wages and social security:** Wages and other financial rights of employees shall be paid fully and on time; social security registrations and statutory notifications of employees shall be carried out in accordance with the legislation.
- **Female employees and employees requiring special protection:** Terminal Users shall provide services such as lactation rooms, nurseries, and similar services required to be provided pursuant to the legislation. In night work or working arrangements involving special risks, safe transportation, appropriate shift planning, and other necessary protective measures shall be provided according to the results of the risk assessment.

If deemed necessary by Fraport TAV, Terminal Users shall be obligated to submit commitments and declarations associated with their activities regarding ethical conduct, human rights, employee rights, and labor standards, and to obtain equivalent commitments from the contractors, subcontractors, suppliers, and other third parties under their responsibility.

4.11.2.1 Employee Feedback and Complaint Mechanisms

Terminal Users shall be obligated to establish and operate an accessible and effective mechanism through which their own employees, as well as the employees of contractors, subcontractors, suppliers, and other third parties assigned within the scope of their activities, can submit their complaints, requests, reports, and feedback.

It is essential that the said mechanism is structured in a way that is easily accessible to employees, protects confidentiality, allows for anonymous reporting to the extent possible, prohibits retaliation, and ensures that submissions are evaluated in a timely manner and appropriate feedback is provided to the applicant.

Terminal Users shall not prevent employees from accessing the current complaint, feedback, and reporting channels announced by Fraport TAV; they shall provide their employees and the relevant third-party employees with information regarding the use of these channels, including those that allow for anonymous submissions.

Terminal Users shall be obligated to cooperate with Fraport TAV in the process of investigating and evaluating reports associated with their own activities; to submit requested information, documents, records, and explanations in compliance with the principles of confidentiality and the protection of personal data; and to implement the necessary corrective measures.

4.11.2.2 Obligations Regarding Gender-Based Violence And Harassment

Terminal Users shall be obligated to adopt a zero-tolerance approach against gender-based violence and harassment, sexual harassment, sexual exploitation, abuse, and similar inappropriate behaviors, and to take the necessary administrative and organizational measures for the prevention, reporting, and handling thereof.

Within this scope, Terminal Users shall:

- Designate a GBVH (Gender-Based Violence and Harassment) Contact Person whose authority and responsibilities are clearly defined, and announce their contact details to their employees.
- Ensure that information regarding help, emergency support, reporting, and complaint channels is visible in areas accessible to employees.
- In the absence of their own training and information materials, use presentations, brochures, and other awareness materials prepared by Fraport TAV and keep them available in an accessible manner in their activity areas.
- Ensure that GBVH reports are handled within the framework of the principles of confidentiality, safety, non-discrimination, and the prohibition of retaliation, and prioritize the rights and safety of the affected person.
- Conduct investigation, reporting, and corrective action processes while respecting the privacy of the person concerned and the protection of personal data.

4.11.3 Responsibilities Regarding Chance Finds of Cultural Artifacts

Terminal Users shall, in the event that they discover any cultural heritage during the course of their activities or fieldwork, act in accordance with the procedures defined in Fraport TAV's *Cultural Heritage Protection Plan*.

4.12 Information Security, Confidentiality, And the Protection of Personal Data And Digital Assists

Terminal Users shall be obligated to protect the confidentiality, integrity, and accessibility of information, documents, data, and information systems that they use, access, or process within the scope of their activities; and to act in compliance with the applicable legislation, regulations on the protection of personal data, and policies, procedures, instructions, and other regulations published by Fraport TAV regarding information security, cybersecurity, privacy, and the protection of personal data, as well as the reasonable technical and administrative measures implemented by Fraport TAV with respect to information security, cybersecurity, etc., in line with international standards, financing agreements, or the requirements of authorized public authorities.

Terminal Users shall also take the necessary protective measures against unauthorized access, loss, alteration, disclosure, or misuse of these information assets.

4.12.1 Use of Information Systems

Terminal Users shall use information systems, electronic communication infrastructure, networks, software, and other information technology resources belonging to Fraport TAV or authorized for use by Fraport TAV solely within the scope of the authorizations granted to them and in line with the intended purpose of use.

No action that may adversely affect the security, integrity, or continuity of the information systems shall be performed. No interference shall be made with, nor shall any unauthorized connection be established to, the information systems, network infrastructure, or technological equipment without the prior written consent of Fraport TAV.

4.12.2 Confidentiality

Terminal Users may only use commercial, technical, operational, security-related, or other confidential information and documents acquired within the scope of their activities in line with the purpose of such activities, provided that the applicable legislation and relevant contracts remain reserved; they shall not share, disclose, or use such information and documents for purposes other than intended with or to third parties without the prior written consent of Fraport TAV.

This obligation shall continue to remain in effect even after the termination of the Terminal User's activity in the terminal.

4.12.3 Protection of Personal Data

Terminal Users shall process personal data processed within the scope of their activities in accordance with the applicable legislation in force, particularly the Law on the Protection of Personal Data No. 6698; and shall take the necessary technical and administrative measures to ensure the security of personal data.

Terminal Users may only use personal data shared by Fraport TAV or accessed within the scope of terminal activities in line with the purpose of processing; they shall not disclose such data to unauthorized persons, process it for purposes other than intended, or transfer it to third parties.

Upon the request of Fraport TAV, Terminal Users shall transfer the personal data in their records to FTA in compliance with Law No. 6698 and the relevant legislation; within this scope, they shall fulfill the necessary disclosure obligations, establish the legal grounds for the transfer, obtain explicit consents where required, and take all other technical and administrative measures.

4.12.4 Protection of Critical Infrastructure

Terminal Users, taking into account the status of Antalya Airport as a critical infrastructure, shall be obliged to conduct their activities accordingly, and shall not engage in any act or conduct that may compromise or jeopardize the security, integrity, and continuity, disrupt the operation, or adversely affect the performance of infrastructures, physical facilities, technical systems, information systems, communication infrastructure, security systems, and other critical facilities/assets of critical importance for the execution of terminal operations.

Within this scope, Terminal Users shall not enter or interfere with technical rooms, system rooms, shafts, panel rooms, cable trays, and similar critical infrastructure areas without authorization, nor shall they obstruct the operation of CCTV systems, access control systems, alarm systems, communication infrastructure, and other security systems, block their field of vision, relocate them, or interfere with these systems without authorization.

Terminal Users shall, without delay, notify Fraport TAV of any malfunction, damage, unauthorized interference, risk, vulnerability, or incident that may affect the critical infrastructure.

4.12.5 Unauthorized Hardware, Software and Network Connections

Terminal Users shall not connect, install, modify, or disable any hardware, software, device, portable media, or similar technological component to or on the terminal information systems, electronic communication infrastructure, or networks of Fraport TAV without the prior written consent of Fraport TAV.

The use of unauthorized hardware, software, mobile devices, portable media, or network connections that are of a nature to compromise or jeopardize information security, system integrity, or the continuity of terminal operations is strictly prohibited.

4.12.6 Use of Images, Recordings and Social Media

Terminal Users shall not record, reproduce, share, or publish photographs, videos, audio recordings, camera footage, screenshots, drone footage, or other recordings obtained within the terminal in a manner that violates the applicable legislation and Fraport TAV regulations.

Recordings of a general nature for personal use are permitted, provided that they do not violate safety, security, privacy, and personal data rules; however, photographs, videos, films, advertisements, promotional materials, press coverage, or similar recordings for commercial purposes shall not be made in the areas under the responsibility of Fraport TAV without the prior written consent of Fraport TAV.

It is strictly prohibited to create, or share on any platform (including social media platforms and digital channels), any recordings or footage of terminal operations, security, critical infrastructure, security checkpoints, X-ray processes, control rooms, technical infrastructure, system rooms, card access systems, and other critical security elements; close-up visual or audio recordings made without the explicit consent of individuals; recordings that violate the protection of personal data or the privacy of private life; or recordings and footage made in a manner that disrupts terminal operations, passenger flow, or security practices.

4.12.7 Use of Artificial Intelligence and Digital Technologies

Terminal Users shall not transfer, upload, or process confidential information, personal data, information regarding terminal operations, or data regarding critical infrastructure obtained within the scope of their activities to or in public artificial intelligence systems, generative artificial intelligence applications, or similar digital platforms, unless there is prior written consent from Fraport TAV.

The use of artificial intelligence or similar technologies shall not be carried out in a manner that compromises information security, confidentiality, the protection of personal data, or the security of terminal operations.

4.12.8 Cloud services and Digital Platforms

Terminal Users shall not store or share confidential information, personal data, or information regarding critical infrastructure obtained within the scope of terminal activities on third-party cloud storage services or digital sharing platforms without the prior written consent of Fraport TAV.

4.12.9 Notification of Violations

Terminal Users shall, without delay, notify Fraport TAV of any incident, breach, vulnerability, data loss, unauthorized access, cybersecurity incident, or similar circumstance that affects or is likely to affect information security, confidentiality, the protection of personal data, or the critical infrastructure of the terminal.

Within this scope, Terminal Users shall be obliged to fulfill, without delay, any reasonable and legally compliant instructions issued by Fraport TAV for the purpose of preventing or mitigating the impacts of the incident, investigating the incident, preserving evidence, ensuring the security of the systems, and restoring normal operations; and they shall be obliged to provide the necessary information and documentation, and to demonstrate all forms of cooperation.

4.13 Ethics and Compliance Obligations

Terminal Users, while conducting their activities, shall act in compliance with the applicable legislation and the principles of integrity, impartiality, transparency, accountability, professionalism, and ethical business conduct, and they hereby accept, represent, and warrant to comply with the Code of Ethics, Code of Conduct, Compliance Policies, Anti-Corruption Policies, Gift and Hospitality Rules, Conflict of Interest Rules, and other relevant corporate regulations of Fraport TAV which are currently in force or may come into force during the term of their operations.

If deemed necessary by Fraport TAV, Terminal Users shall be responsible for providing reasonable undertakings and representations regarding their ethics and compliance obligations, and for securing undertakings and representations of the same nature from their employees, contractors, subcontractors, suppliers, and other third parties for whom they are responsible within the scope of their activities.

4.13.1 Ethics and Compliance Rules

Terminal Users; their own employees, directors, representatives, contractors, subcontractors, and other people engaged within the scope of their activities:

- shall not engage in any act or conduct of the nature of bribery, corruption, securing improper benefit, facilitation payments, commissions, or abuse of office,
- shall not cause any conflict of interest that may affect the impartial and objective performance of their duties; and shall, without delay, notify Fraport TAV of any actual or potential conflicts of interest,
- shall not solicit or accept any gifts, gratuities, benefits, discounts, privileges, or any advantage of economic value from passengers, other Terminal Users, suppliers, service providers, or other third parties that may affect the performance of their duties,
- shall not engage in, nor tolerate, any form of discrimination, harassment, bullying, retaliation, or conduct that demeans human dignity,
- shall not engage in activities in violation of the applicable national and international sanctions regulations, anti-corruption, and compliance rules,
- shall refrain from behaviors that may damage the corporate reputation or credibility of Fraport TAV, or the trust reposed in terminal operations.

Terminal Users shall be obliged to ensure that their employees and the third parties engaged within the scope of their activities are informed about ethics and compliance obligations and that the necessary training is provided to them.

4.13.2 Obligation to Comply With National and International Sanctions

Terminal Users shall be obliged to conduct their activities in a manner that does not violate the applicable national legislation and the sanctions regimes imposed by the United Nations (UN), the European Union (EU), the United States Office of Foreign Assets Control (OFAC), the United Kingdom Office of Financial Sanctions Implementation (OFSI), and other relevant competent authorities.
Terminal Users shall not, within the scope of their activities, establish relationships with persons, entities, or countries on sanctions lists in a manner that may expose Fraport TAV to legal, financial, operational, or reputational risks, nor shall they directly or indirectly benefit from such persons or entities.
Terminal Users shall, without delay, notify Fraport TAV in the event of any circumstance arising that may create a sanctions risk with respect to themselves, their partnership structures, management bodies, beneficial owners, or the contractors, subcontractors, or other third parties engaged within the scope of their activities.
Terminal Users shall be obliged to act in compliance with any additional compliance measures requested by Fraport TAV within the scope of its international financing obligations, corporate compliance programs, or international standards.
Fraport TAV may request reasonable information and documentation from Terminal Users for the purpose of assessing sanctions compliance. Terminal Users shall be obliged to fulfill such requests without delay.

In the event that Terminal Users act in violation of the provisions of this article, or if a sanctions risk arises that may pose a legal, financial, operational, or reputational risk to Fraport TAV, Fraport TAV shall be authorized to take the necessary measures under the relevant legislation, contractual provisions, and these Terminal Regulations.

5. RESPONSIBILITY

Terminal Users shall also be liable for any acts, conducts, and omissions in violation of these Rules and the reference documents related hereto by their own personnel, directors, representatives, contractors, sub-contractors, suppliers, service providers, consultants, visitors, and any other third parties utilized within the scope of their activities.

5.1 Remedying Damages

Terminal Users shall be jointly and severally liable, along with the relevant person (if any), for any damages caused to Fraport TAV, other Terminal Users, passengers, or third parties arising from their own fault or from the acts and conducts of the persons within their area of responsibility.

Terminal Users shall, without delay, notify Fraport TAV of any damages occurring in the terminal facilities, common areas, or terminal infrastructure due to their activities.

5.2 Responsibility of Fraport TAV

These Terminal Regulations shall not be construed in a manner that creates any liability for Fraport TAV which has not been expressly undertaken by it pursuant to the legislation in force or the relevant agreements.

Fraport TAV shall not be held liable for any indirect damages, consequential losses, or commercial losses that Terminal Users may incur due to reasonable operational measures taken by Fraport TAV for the purpose of ensuring the safe, secure, and uninterrupted execution of terminal operations. This provision shall not relieve Fraport TAV of its liability arising from its gross negligence or willful misconduct.

5.3 Powers of Public Authorities

The powers exercised by Fraport TAV under these Terminal Regulations shall not prejudice, override, or limit the duties, authorities, and supervisory powers of the authorized public institutions and organizations.

Terminal Users shall also be obliged to comply with the decisions and instructions of the authorized public institutions and organizations, and all administrative, legal, and criminal liabilities arising within this scope shall rest solely with them.

5.4 Rectification of Nonconformities and Collection of Costs

In the event of a violation of these Terminal Regulations, Fraport TAV may, without prejudice to the relevant legislation, contractual provisions, and its other rights, demand the remediation of the nonconformity, take the necessary operational measures, and notify the authorized public institutions and organizations.

In the event that the Terminal Users fail to remedy the nonconformity requested to be rectified by Fraport TAV within the notified period, or if the delay poses a risk to terminal operations, safety, security, or the safety of life and property, Fraport TAV may take the necessary measures directly or have them taken by third parties. Without prejudice to the relevant legislation and contractual provisions, all reasonable, documentable, and directly related expenses incurred within this scope, along with any associated costs, may be claimed from the liable Terminal User. The taking of measures by Fraport TAV within this scope shall not relieve the Terminal User of its liability under these Rules.

5.5 Compensation and Recourse

Without prejudice to the provisions of the relevant legislation and agreements, in the event that Fraport TAV is held legally liable to third parties, authorized public institutions and organizations, or other Terminal

Users, or is compelled to make any payment due to any act or omission of the Terminal Users or the parties for whom they are responsible in violation of these Rules, Fraport TAV reserves its right of recourse against the liable Terminal User. Actions taken in emergency situations for purposes such as mitigating or preventing damage/loss may be deemed an exception to this article.