

Istanbul Airport



MANAGEMENT OPERATION PLAN

H. KADRİ SAMSUNLU

CHAIRMAN OF THE EXECUTIVE BOARD AND CEO

IGA.OPS.M05	03	08/02/2021	Fahmettin YAZAR	Mehmet BÜYÜKKAYTAN	İnanç YAPAR
DOCUMENT NO.	REV.	DATE	PREPARED BY	REVIEWED BY	QUALITY SYSTEMS

**TABLE OF CONTENTS**

1. PURPOSE	1
2. SCOPE	1
3. RESPONSIBILITIES	1
4. DEFINITIONS AND ABBREVIATIONS	1
4.1. Definitions	1
4.2. Abbreviations	4
5. LIST OF REFERENCES	4
6. IMPLEMENTATION	4
6.1 GENERAL RESPONSIBILITIES AND OBLIGATIONS OF OPERATOR	4
6.1.1 General Responsibilities and Obligations	4
6.1.2 Responsibilities and Obligations concerning Personnel	13
6.2 CLEANING, MAINTENANCE AND APPEARANCE OF SPACE	16
6.3 OVERHEADS	17
6.4 MARKETING	18
6.5 USE EXPENSES	18
6.5.1 General	18
6.5.2 Electricity	19
6.5.3 Water	19
6.5.4 Wastewater and Treatment	20
6.5.5 Telephone	22
Article 6.6 OTHER MATTERS	22
6.6.1 Stand	22
6.6.2 Services	22
6.6.2.1 Goods Lift	22
6.6.2.2 Car Park	23
6.6.2.3 Healthcare	23
6.6.2.4 Waste Management	24
6.6.2.11 Terminal Shuttle Level/ Mass Transit Lanes	28
7 ANNEXES	29



REVISION RECORDS

Rev. No.	Date	Revision Description	Section Revised
00	20/03/2019	First Release	-----
01	02/09/2019	Compliance with Occupational Health and Safety instructions, rules and legal regulations added. Technical Specifications added. IGA.CA.TRN01.T01 Goods/Products Loading and Unloading Instructions added. IGA.OPS.M05.L01 List of Rules to be Respected by the Operator revised.	Article 6.1.1 h Article 6.6.2.6, 6.6.2.9 Article 6.6.2.7 Annex 5
02	04/02/2020	Scope amended as İstanbul Airport. IGA.OPS.TRN01.T01 Goods/Products Loading and Unloading Instructions revised. IGA.OPS.TRN01.T03 Mass Transit Lanes Use Instructions added. IGA.TOD.IKHG01.F01 revised. IGA.OPS.M05.L02 List of Contact Numbers and E-mail Addresses revised. List of Rules to Respected by the Operator and List of Amounts of Fine combined and revised as IGA.OPS.M05.L01 List of Amounts of Fine. IGA.OPS.TRN01.T03 Mass Transit Lanes Use Instructions added. IGA.ADM.G01.T03 Staff Shuttle Lane Use Instructions added. IGA.TOD.IKHG01.T04 Electrical Vehicles Driving Instructions added. IGA.OPS.M05.F02 Support Zone Violation of Rule Fact-finding Form added. IGA.ADM.G01.F01 Staff Shuttle Lane Violation of Rule Fact-finding Form added. IGA.OPS.TRN01.F02 Mass Transit Lanes Violation of Rule Fact-finding Report added.	Article 1-2 Annex 10 Annex 12 Annex 1 Annex 7 Annex 6 Annex 11 Annex 12 Annex 13 Annex 14 Annex 15 Annex 16
03	08/02/2021	SHY-33A "Regulation on Business Licence for Non-sanitary Businesses in Airports open for Civil Air Transportation" added to the list of references. Submission of Environmental Progress Report to İGA added. Article regarding the use of counters or boarding desks added. Article regarding the provision of safety of Operators in confined areas added. Article regarding the resting areas of Tenants/Operators added.	Article 5 Article 6.1.1



	<p>Articles regarding the use by Tenants/Operators of their spaces added.</p> <p>Article regarding the fire-extinguishing systems of Operators added.</p> <p>Article regarding the damage to be given to sewer as a result of improper use added.</p> <p>Article regarding the requirement for the operators operating out of the terminal and the ground handling operators to prepare a procedure for electrical vehicles added.</p> <p>Rules required to be respected by Operators in the car park added in detail. Items of fine for car park added to the list of fines.</p> <p>Obligation to comply with the documents relating to pandemic measures added.</p> <p>Article regarding the submission of the waste plan to İGA added.</p> <p>Article regarding maintenance by Operators of landscaping in their spaces.</p> <p>IGA.ESD.ENV06.T04, IGA.WM.G01, IGA.TOD.IKHG01.P01 IGA.AOCC.OSAP02, IGA.OPS.M05.F04 documents recorded as Annex.</p> <p>IGA.TOD.IKGH.F02 Environment Violation of Rule Fact-finding Form number amended as IGA.OPS.M05.F03.</p> <p>Article regarding fine in respect of unlicensed operation of companies added.</p>	<p>Article 6.1.2</p> <p>Article 6.2</p> <p>Article 6.5.2</p> <p>Article 6.6.2.2</p> <p>Article 6.6.2.3</p> <p>Article 6.6.2.4</p> <p>Article 6.6.2.6</p> <p>Article 7</p> <p>Annex 6, Annex 1, Annex 14</p>
--	--	---



1. PURPOSE

The purpose of this plan is to set out the methods and principles incorporating the guidelines required to be followed strictly by all the real and/or legal person Operators operating within the framework of the legal relation under the Airport in respect of the operation of İstanbul Airport.

2. SCOPE

Refers to this management operation plan (for the avoidance of doubt, all the provisions of this Management Operation Plan will, insofar as it is practically feasible, be applicable within the borders of the entire Airport, including the areas out of the Terminal), which incorporates the guidelines required to be respected strictly by all the real and/or legal person Operators operating within the framework of the legal relation under the Airport in respect of the operation of İstanbul Airport and the preparation and revision of which is under the sole and unilateral exclusive authority of İGA and which will be published by İGA on their website "www.igairport.com" or in other channels.

3. RESPONSIBILITIES

Terminal Operation Units, Digital Services and Commercial Units, Supporting Area Management Unit, Administrative Affairs Unit, Transportation Coordination Unit, Technical Services Units, and Environmental and Landscaping Units are responsible for the execution of this plan.

4. DEFINITIONS AND ABBREVIATIONS

4.1. Definitions

Space(s): Refers to space(s) that İGA allocates and/or will allocate to and permits to be used and/or will permit to be used by the Tenants/Operators within the Airport acting as a Leaseholder, Employer and in other capacities as well as other Persons with whom a legal relationship is instituted to operate at the Airport;

Waste: Refers to any substances or materials that are discarded on or left or have to be discarded on to the environment by the generator or the real or legal person who actually possess them;

Waste owner: Refers to a real and/or legal person that generates or possesses or owns the waste;

Separate collection: Refers to the accumulation of wastes separately by waste type and property;

Environmental pollution: Refers to each one of the following cases or each one of the cases arising out of or in connection with them:



- Release, emission, leakage or spread of any hazardous material into the environment from any part of the project site; and
- An accident, fire, explosion or sudden incident directly or indirectly arising from or based on any hazardous material in the project site;

DHMI: Refers to the General Directorate of State Airports Authority;

Overheads: Refers to all kinds of expenses in connection with the maintenance of all the public space in the Airport, including but not limited to cleaning, security, the maintenance and insurance of electromechanical and similar equipment, and natural gas, central heating, central cooling, central ventilation, sewerage, the repair of public spaces, lifts, escalators and travelators, landscaping, the promotion of the Airport, advertisement expenses, insurance premiums, wastewater and being not limited to the foregoing, all kinds of mandatory expenses that are required/ may be required to be paid in respect of the foregoing;

Airport: Refers to İstanbul Airport;

İGA: Refers to İGA Havalimanı İşletmesi A.Ş.;

Operator: Refers to real and/or legal person(s) to whom a Space is allocated by İGA based on the Contract(s) under any subject whatsoever or who, even if not allocated a Space, are called as the Tenant, company or in other names in the Contract(s) (for the avoidance of doubt, the provisions governing the persons called as the Operator in this Management Operation Plan will, insofar as it is practically feasible, will also be applicable to İGA and/or the third persons to whom İGA has allocated a space and the parties to whom a legal relationship has been instituted);

Wastes that the Operator is obligated to deliver: Refers to Wastes that the Operator and their sub-contractors and third-party enterprises are obligated to deliver to İGA and are divided into 5 (five) categories as follows:

- Organic wastes generated from catering activities;
- All paper-cardboard, including newspapers, periodicals, office paper, packaging paper, etc.;
- All *non-hazardous* packaging wastes including plastic, aluminium tins, metals other than those from constructional activities;
- Glass *packaging wastes*;
- *Domestic* wastes to be forwarded to the dump site of İstanbul Metropolitan Municipality;

Polluter Pays Principle: Refers to the payment of the spending made for the prevention, limitation, elimination of pollution and degradation and for the improvement of the environment by those who pollute or cause degradation;



Person(s): Refers to any legal person or enterprise, partnerships without legal personality, boards, committees, administration or a unit or department of any one of these, including but not limited to any real person or partnership, joint venture, company, organisation, foundation;

Use Expenses: Refers to use expenses that are indicated in the Contract(s) and will be established in this Management Operation Plan;

Public Space: Refers to space(s) minus commercial and administrative spaces in the total closed space within all borders of the Airport, including the areas out of the Terminal;

Project: Refers to the "Construction of İstanbul New Airport on Build-Operate-Transfer Model Basis" tendered out by DHMİ within the frame of the procedures and principles set out by Law 3996 on the Procurement of some Investments and Services on Build-Operate-Transfer Model Basis, published in the Official Gazette issue No. 21959 dated 13/06/1994, and by the Council of Ministers Decision 2011/1807;

SHGM: Refers to the General Directorate of Civil Aviation;

SHY-33B: Refers to the Regulation on Business Licence for Terminals and Sanitary Businesses in Airports Open for Civil Air Transportation, entered into force upon its publication in the Official Gazette issue No. 30349 dated 03/31/2018;

SHY-33A: Refers to the Regulation on Business Licence for Non-sanitary Businesses in Airports Open for Civil Air Transportation, entered into force upon its publication in the Official Gazette issue No. 26838 dated 05/04/2008;

Contract(s): Refers to all contracts concluded concerning the activities carried out within the borders of the Airport, including the contracts containing provisions as to the allocation/ permit to use/ permit to benefit of Space and signed with the Tenant to whom Space(s) is/are allocated within the Airport or with the Persons to whom a legal relationship has been instituted for operating at the Airport in other capacities;

Tariff: Refers to the Public-Private Partnership (PPP) tariff to be announced by DHMİ for being applied in the Airport and if DHMİ does not issue a separate tariff for the Airport, to the tariff announced by DHMİ for being applicable to all airports;

Terminal: Refers to the terminal and its annexes in the Airport which İGA is entitled to construct and operate on Build-Operate-Transfer Model Basis in accordance with the provisions of the Implementing Agreement;

Terminal On-duty Managers: Refers to the terminal on-duty managers who are in office for 24 (twenty-four) hours / 7 (seven) days in the Terminal;

Implementing Agreement: Refers to the Implementing Agreement on the Construction of İstanbul New Airport on Build-Operate-Transfer Model Basis that was concluded between DHMİ and İGA on 19 November 2013 and the annexes thereto;

Third Person(s): Refers to real and legal persons other than the parties to Contract(s);



Management Operation Plan: Refers to this management operation plan (for the avoidance of doubt, all the provisions of this Management Operation Plan will, insofar as it is practically feasible, be applicable within the borders of the entire Airport, including the areas out of the Terminal), which incorporates the guidelines required to be respected strictly by all the real and/or legal person Operators operating within the framework of the legal relation under the Airport in respect of the operation of İstanbul Airport and the preparation and revision of which is under the sole and unilateral exclusive authority of İGA and which will be published by İGA on their website "www.igairport.com" or in other channels.

Supporting Area: Is the common name including Aircraft Maintenance and Repair (MRO) Area, Cargo Area, Ground Handling Area, THY Campus and THY D-Zone areas (including airside and landside).

4.2. Abbreviations

Other abbreviations are given on "İGA.QS.QA02.L01 Management Systems List of Abbreviations".

5. LIST OF REFERENCES

Implementing Agreement on the Construction of İstanbul New Airport on Build-Operate-Transfer Model Basis that was concluded between DHMİ and İGA on 19 November 2013 and the annexes thereto

SHY-33B Regulation on Business Licence for Terminals and Sanitary Businesses in Airports open for Civil Air Transportation

SHT-33B Instructions on the Principles of Implementation for Terminal Operation

SHY-33A Regulation on Business Licence for Non-sanitary Businesses in Airports open for Civil Air Transportation

6. IMPLEMENTATION

6.1 GENERAL RESPONSIBILITIES AND OBLIGATIONS OF OPERATOR

6.1.1 General Responsibilities and Obligations

- a. The Operator is, apart from the events considered to be the events of force majeure pursuant to the Contract(s) between the Operator and İGA and the situations approved in writing by İGA, obligated to maintain continuously and without interruption their activities in the scope of leasing, allocation or service within the Space and render service to the passengers and/or companions using the Airport in line with the goal of leasing, allocation as set out in their Contracts or of service/activity included in their Contracts. For the avoidance of doubt, it should be noted that, unless otherwise established by the Contracts, the Spaces allocated to the Operator within the Airport will be kept open to serve passengers for 24 (twenty-four) hours / 7 (seven) days / 365 (three hundred and sixty-five) days, including weekends and official holidays. If approved in writing by İGA, the period in which the Spaces are open may



change. The Operator will provide service with sufficient staff and inventory of material to the international standards depending on the density of passengers in the Airport.

- b.** The Operator will act carefully while using the Space(s) and use this/these Space(s) in accordance with the Implementing Agreement and all the related legislation and will not be engaged in any activity out of the purpose of use indicated in the Contract(s). The Operator will not be engaged in activities that are contradictory to the law or immoral, a nuisance, and detrimental to the Airport's reputation.
- c.** Unless otherwise established by the Contracts, the Operator will not transfer to Third Persons, sublet or have Third Persons use or operate either for a fee or free of charge any part of the Space(s) without prior written approval of İGA. The Operator may not use and/or collateralise the Space(s) or any component within the Space(s) for the payment of an obligation or security against Third Persons.
- d.** The Operator will not assign a part or all of their rights and obligations arising out of the Contract to Third Persons unless the Contract specifies otherwise.
- e.** The Operator will abide by all the modifications and additions that may be made to this Operation Management Plan and the Tariff by DHMİ. The Tariff is published yearly or in certain periods.
- f.** The Operator will not, following the delivery of the Space(s) to them by İGA in accordance with the Contract, be engaged in any conduct that may affect the condition of the Spaces as specified in the delivery of site certificate, become prejudicial to the applicability of the provisions and conditions included in the delivery of site certificate or lower the value and hinder or interrupt the operation of the Space(s). The Operator may not cancel or render null and void for any reason of the delivery of site certificate.
- g.** The Operator will abide by all the instructions and procedures and operation rules that İGA will issue for the safe operation of the Airport and are prepared by İGA and may time to time be modified at the İGA's disposal, including fire instructions, cleaning instructions, dangerous situation, safety and similar emergencies, and ensure that their personnel exactly abide by the same instructions and procedures. All the instructions and procedures to be prepared by İGA will constitute an inseparable part of this Management Operation Plan.
- h.** The Operator's responsibilities against İGA will also continue fully exactly when the Space(s) are allocated to sub-operators upon the İGA's written authorisation and the Operator is responsible against İGA for all kinds of activities of sub-operators and their personnel and the outcomes of such activities. The Operator is obligated to abide by the occupational health and safety instructions, rules and legal regulations.



- i.** The Operator will behave in a respectful manner toward the passengers and/or other Persons in the Terminal and avoid conduct that will be a nuisance for them and/or detrimental to the Airport's reputation.
- j.** The Operator will not place billboards, signs, directions or other advertisement means without consent of İGA and will place and maintain the billboards, signs or other advertisement means permitted by İGA in a manner to fit for the general architectural concept, design and appearance of the Airport and not to cause any danger. The Operator will not use any names/titles, logos or other advertisement means on the façade of the Space(s) without written permission of İGA and will not display, *leave* any products or other materials of them, regardless of whether these constitute subject of selling/service or not, on the façade of the Space(s). The Operator will always keep the showcases, lights and glazing of the Space(s) as illuminated, clean, in good repair and in agreement with the general appearance of the Airport. The Operator may not put logos, marks, titles, advertisements, notices and similar letterings or other things in the places and to the standards other than those to be determined by İGA. The Operator will obtain prior written approval from İGA for the logos, marks, titles, advertisements, notices and similar letterings or other advertisement means that they will used in the Space(s).
- k.** The Operator may not take their activities out of the borders of the Space in any case whatsoever and occupy any place out of the borders of the Space in any way without written permission of İGA.
- l.** The Operator will take utmost care in not causing visual pollution and spoil the architectural and aesthetic structure in their information and promotional practices which they may exercise in accordance with the provisions of the related legislation and being subject to prior approval of İGA in respect of their activities toward passengers in the Space allocated to them. The Operator will, if considered necessary by İGA, terminate such practices forthwith.
- m.** The Operator will not keep available any machines or equipment that may cause inconvenience to the other people in the Terminal and Airport *unless İGA consents in writing to them*. The Operator will avoid any conduct that will be a nuisance for the other people in the Terminal and Airport and use the audio-visual systems to be used in the Space in a manner not to be a nuisance for the environment. The Operator will not use the Space(s) in a manner to disturb the peace in the Terminal and will not play music so loudly that it is heard outside and suppresses the announcements by tape recorder, radio, disc, film, TV or video and similar means and will not create any noise causing annoyance outside. If necessary, the Operator will, at their expense, provide acoustic enclosures and covers to minimise the disturbance caused by the noise. The Operator will not perform without written permission and approval of İGA the public broadcast and special broadcast that will be performed in the Space. In



addition, the Operator is solely responsible for the obligations as to the copyrights of the music, video and similar items they play in the Spaces.

- n. The Operator will not put, even temporarily, any stuff or materials in the corridors, under the stairs and the other spaces without written permission of İGA.
- o. The Operator is obligated to follow and abide by the Turkish Environmental Legislation, IFC Standards, ISO 14001:2015 Environmental Management System, Green Building Certification, Envision Certification Programme and Green Airport/ Green Corporation Project principles by which İGA is obligated to abide by, as well as the sustainability standards by which İGA will be obligated to abide in the future in all kinds of practices in respect of the Wastes in the Space(s). The Operator's obligation to abide by the Environmental and Sustainability rules which are an annex to and an inseparable part of the Contracts the Operator has signed with İGA is reserved. *Every operator is obligated to complete the "Environmental Progress Report" monthly and submit to İGA. The details about this are provided in Annex 17 İGA.ESD.ENV06.T04 Monthly Environmental Progress Report Information Instructions.*
- p. The Operator will not keep any explosive, flammable material or hazardous material of any type or any material harmful to the human health in the Space(s) and will take all kinds of necessary measures against any potential hazards in the Space(s). If the Operator is warned by Third Persons about violation of the legislation or disposal of the hazardous materials into the Space or the site, then the Operator is obligated to inform İGA forthwith in respect thereof and immediately correct the situation causing such a warning to be issued. If the Operator needs to use hazardous materials to decorate the Space or make the Space serve its purpose of allocation, it is compulsory to obtain the written permission of İGA.
- q. The Operator is obligated to abide by all the plans, procedures and instructions concerning the Environment and Sustainability that will be issued by İGA, including *Annex 18 İGA.WM.G01 Waste Management Procedure*. The Operator is obligated to take all the measures regarding the environmental noise and emission in the Terminal or in the spaces where they provide service in the Airport.
- r. The Operator and/or their employees will not contact, call the passengers and/or companions who are at a point outside the Space within the borders of the Airport in order to advertise, promote and market their business activities or find a customer, attract customers and for similar purposes, and will not provide reception and farewell services by using tablet, paper, banner and similar means, and will not take passengers into their arm and lead them to the Space or transfer points, and will not call passengers and customers out loud, and will not be engaged in making agreements with certain shops to be paid commission in return for taking especially tourist groups to them for shopping, and will not be engaged in such or similar



activities that are detrimental to the Airport's reputation or harmful to the environment and/or will not make agreements with third parties to be engaged in such activities.

- s.** With regard to the reception of passengers in the Terminal, İGA or the Persons approved by İGA may only serve the companies or Persons registered in the "Meeting Lounge" to be reserved on the arrivals level. Commercial passenger reception is only allowed in the Meeting Lounge areas found appropriate by İGA in the Terminal and passenger reception (including non-commercial reception) will not be performed by calling out loud the passengers and/or companions at any point or by using tablet, paper, banner and similar means in the Terminal.
- t.** There is a reserved area for passenger reception designated by İGA in the Terminal for the operators. In this area, the operators may rent a place for a fee and provide special reception and farewell service to their passengers.
- u.** On the levels where those persons who are in the Airport for mass transit and passenger reception purposes are present, all the real and legal persons who are not allocated a Space in the Terminal or the Airport or private cars receiving their passengers are only allowed to board their passengers by parking for a short period (provided always that they do not exceed the time to be found appropriate and may be notified to them by İGA) and long-term parking of cars will not be permitted. If, on the levels in question, parking period is to be longer than 10 (ten) minutes, the parking Persons will be obligated to pay the car park fee charged to them. Even if the car park fee has been paid, İGA may request the Persons concerned to leave the area they have parked.
- v.** The Operator may render Lounge and speed pass services only to the passengers they have selected (business class, first class (if any), etc.) (including members and union passengers) and the members of loyalty program in the Airport and will not render service to any airline passengers and/or individual passenger other than their passengers.
- w.** The Operator will not grant discounted or free of charge right of use for Lounge and/or speed pass in the Airport by implementing a new loyalty program or a joint loyalty program with a third person without the written permission of İGA apart from the loyalty programs already available in them on the signature date of the Contract to which they are a party.
- x.** The Operator may only ensure the Lounge and speed pass services to be used by their customers selected in the scope of the Contracts to which they are a party and may not sell such services to third persons and/or have third persons use such services in any case whatsoever.
- y.** Electrical vehicles (including buggy) will not be used in the Terminal by any party other than the companies that are approved by İGA to use such vehicles. Even if the use of such vehicles



is approved by İGA, such vehicles may only be used within the areas designated by İGA. Electrical vehicles may not be used in the airside areas apart from the box-body electrical vehicles and healthcare vehicles used for carrying goods on the airside and complying with the rules established by İGA (including but not limited to the routes and times set). The electrical vehicles used in the Terminal will not be parked improperly and left uncontrolled. The Operator is obligated to abide by IGA.TOD.IKHG01.T04 Driving Instructions on Electrical Vehicles Used in Terminal included in Annex 13 to this plan and *IGA.TOD.IKHG01.P01 Maintenance and Repair Plan on Electrical Vehicles Used in Terminal included in Annex 19 to this plan* and ensure that such instructions and plan to be abided by.

- z.** Unless approved in writing by İGA, reception and farewell services will not be provided by the Operator and/or the parties enjoying a contractual relationship under the Airport as well as by the employees of the respective parties.
- aa.** The Operator will not sell the vouchers issued for Speed Pass and Lounge services by the airlines approved in writing by İGA or vouchers to be delivered to passengers for spending in eating-drinking places due to delayed flights to third persons other than the persons determined according to the contract signed between the Operator and İGA or affiliated companies and/or have such vouchers spent by such persons.
- bb.** Hotel Reservation & Transfer & City Tour Offices will not allow cars not registered with them to park in the car parks to be allocated to them under their Contracts.
- cc.** The Operator is responsible for carrying out the maintenance and repair and keeping in working and usable condition all the fixed assets and their annexes and accessories in the Space(s) and will bear all kinds of costs of the maintenance, repair, spare parts and material replacement of them. Where it is required to carry out planned maintenance and repair works in any part of the Space, the Operator is obligated to obtain the approval of İGA for the maintenance and repair, which will be carried out in accordance with the scope of *Annex 20 IGA.AOCC.OSAP02 İstanbul Airport Technical Work Permit Procedure*. The maintenance and repair works to be carried out by the Operator will be carried out in such time as will be set by İGA and in a manner not to hinder the operation of the Space and the performance of the works determined under the Contract(s) and not to affect negatively the functioning of the existing fire protection systems and escape routes and provided that the present status of the Space is maintained. If it is found out that any unauthorised work is performed, such work will not be permitted. If the Operator wishes to entrust the maintenance and repair of the Space to Third Persons, it is compulsory to obtain the prior written approval of İGA as to such Third Persons. In addition, İGA, where considered necessary by the technical teams of İGA, is entitled to control and audit all kinds of maintenance and repair activities carried out by the Operator. If the Operator requests making renovation, arrangement, development, improvement, modification and expansion in any part of the Space, the architectural designs



will be submitted to İGA before the works for such request commence and the İGA's approval will be obtained for the designs. The approval of İGA will also be obtained for all materials to make sure that the materials to be used are in agreement with the Airport. The works performed without obtaining the İGA's approval will be demolished, with the cost of such demolition work being at the Operator's account. If the Operator requests large-scale modifications, İGA may request the Operator to obtain a "static conformity report" from technical universities which document that the work requested is compatible with the static of the building. İGA is authorised to inspect the works as well as change the method of works, interfere with the work and if discovers any works not conforming to the related design or discovers a situation violating occupational health and safety, stop the works. The Operator will submit the as-built drawings to İGA for approval following the completion of the works.

- dd.** The Operator will carry out all of their activities, including their obligations in respect of maintenance and repair and, in particular, the movement of goods and services, in the Airport or the Terminal in a manner and at times not to compromise Airport and Terminal safety, hinder fast and efficient passenger traffic and Airport operation, create negative impact on the general functioning order and disturb passengers, or take all the necessary measures to ensure that they are so carried out. The operator request in writing permission from İGA for shipment prior to the shipment of all kinds of equipment and goods to the Space, including the shipment of all the necessary equipment for the maintenance and repair of the Space in the scope of item (cc) of this Management Operation Plan, and also take all the necessary measures and permits for the transportation of the equipment and goods in question. *The Operator will submit to İGA the maintenance and repair forms requested by İGA.* It is strictly prohibited to use carts allocated to passengers and oversize carts for carrying goods. İGA is authorised to audit at any time the measures taken in this regard and if considers necessary, request such measures to be corrected or modified or additional measures to be taken.
- ee.** If it is required to obtain licence and/or permit from the governmental institutions and organisations for the business activity in the Space(s) or their enterprise, the Operator is obligated to obtain such licence and permit completely and in line with the legal periods stipulated in the related legislation. The Operator will follow up the renewal periods of the licences and/or permits in question. İGA and the other related governmental institutions and organisations are entitled and authorised to audit such compliance at any time and take the measures they consider necessary.
- ff.** The Operator is obligated to obtain a business licence for sanitary and non-sanitary business, which is one of the licences that the Operator is obligated to obtain in accordance with item (ee) above and will be obtained in compliance with the provisions of SHY 33B - *SHY 33A*, and post it in the Space in a manner to be visible by passengers.



- gg.** The Operator must make fire extinguishers available in the Space(s) where these are mandatory according to the size of the space and keep the certificate of qualification of the manufacturer of fire extinguisher, which the manufacturer has obtained from the Republic of Turkey Ministry of Industry and Technology. Under all circumstances, the Operator must make the fire system in operation in the Space(s).
- hh.** The Operator will keep in writing security, healthcare, police, İGA management, fire, emergency contact information and similar information on the telephone in the Space(s).
- ii.** In the Space(s), advertisements and notices which violate the legislation and which (1) promote alcohol and tobacco use, (2) make propaganda of any political and social view detrimental to public moral and national sentiments, (3) mislead passengers and exploit lack of experience and lack of knowledge of passengers, (4) put the safety of life and property of passengers in danger, (5) encourage violence acts and committing crimes, (6) damage public health, (7) negatively affect sick people, old-aged people, children and disabled people, etc., will not be posted. If this obligation is violated, the Operator will forthwith correct such violation upon the request of İGA and in the event of the failure to correct such violation, all the legal and penal responsibility will exclusively rest with the Operator. If İGA is required to pay any cost, expense and similar amounts for the reasons mentioned in this article, these may be claimed from the Operator by İGA. Following the correction of the violation, the new billboards, signs, directions or other advertisement means, which will be put in place of the removed billboards, signs or other advertisement means, will be designed at the Operator's expense and submitted to İGA for approval again.
- jj.** The Operator is obligated to prepare an operation check list for daily work start and end operations in the Space(s) and carry out the operations given on this list in accordance with the Contract.
- kk.** The Operator will prepare user instructions for the equipment used in the Space(s) (if the user manual of such equipment is not available in the Space(s)). These user instructions will provide ease of use for the personnel and will be understandable by them.
- ll.** The Operator will put a grievance and recommendation box for passengers in the Space(s) and submit in writing the grievances and recommendations of passengers to İGA on monthly basis. If İGA is advised that such practice is not possible, showing the reasons thereof, and İGA approves this, the Operator will direct passengers and/or customers to the grievance and recommendation boxes in the Public Space.
- mm.** The Operator is obligated to have the necessary disinfection performed regularly, provided that the Operator obtains prior written permission from İGA and abides by the rules (including timing and the details of the materials to be used) to be notified to them by İGA and such



disinfestation does not create any negative impact on the daily operation of the Airport and on the passengers, and keep the records of such disinfestation regularly. The Operator will carry out their activities in the Space(s) taking utmost care in cleaning and hygiene and submit in writing the related reports to the İGA management on monthly basis.

- nn.** The Operator acknowledges, declares and undertakes to carry out no any activity emitting odour and smoke causing inconvenience to the Third Persons in the Space, Terminal and Airport.
- oo.** The Operator acknowledges, declares and undertakes not to put and keep the Wastes and domestic and packaging wastes which they are obligated to deliver during the operation period or the term of the other contracts to which they are a party in the Public Spaces and corridors and to deliver them and/or have them delivered to only the *waste admission centres* in the Terminal which are designated by the İGA management and if a common area and a common system are established for the Wastes, to abide by such rules. For the avoidance of doubt, it should be noted that İGA will only be responsible for the collection of all of the domestic and packaging wastes (excluding constructional wastes arising from modifications and similar works and hazardous wastes) of the Operator or having them collected from the Public Space.
- pp.** If it is discovered that the Operator causes inconvenience to the environment and the Third Persons, including the other tradesmen and passengers, in the Airport during the Operator's promotions which the Operator performs when the Operator is allowed to perform in the scope of the Contracts, İGA may request the Operator to stop forthwith such promotions. If requested by İGA, the Operator will forthwith stop such promotions and will not claim any payment from İGA under any name whatsoever, including the claim for the payment of the expenses they have already had, due to the request for the stop of promotions. On the other hand, the Operator acknowledges, declares and undertakes to carry out no promotion and selling, including leaflets and advertisements, in the Public Spaces. The Operator will not allow any promotion personnel, characters and mascots to be deployed around the Airport and the Terminal, including the areas inside the Airport or car parks, without obtaining prior written permission of İGA.
- qq.** The Operator will be responsible for keeping the covers of the waste containers which they use and/or for which they are responsible always closed.
- rr.** If animals like birds, bats, etc. are seen in the area where the Operator operates and/or in the area of responsibility of the Operator, the Operator is obligated to inform İGA thereof so that the animal is taken out of the area without being harmed. In such circumstances, feeding of such animals or any action that will keep such animals there and attract such animals will be avoided. During their operations, anything that may attract wildlife, e.g. ponds, wastewater



discharge, landscaping, and forming any areas that will become a perching place for birds in the locations creating a risk to flight safety and being not limited to the foregoing, all kinds of occurrences that may create a risk to flight safety will be avoided.

- ss.** If the Operator is entitled to make any modifications, repairs under the Contract, the Operator will not keep the constructional waste to arise from such operations in the open areas randomly and will take forthwith all the necessary measures in line with the legislation and ensure that such wastes are transported to the final licensed disposal points.
- tt.** The Operator's personnel will not eat food in any place other than eating-drinking places or work offices and will not leave food waste. If İGA considers that the nature of the work the personnel assigned to allows the personnel to move in the Space by taking their drinks with them, such Persons will not be subject to such ban. Any condition that will create wildlife risk and attraction will be avoided.
- uu.** The provisions to which persons referred to as the Operator in this Management Operation Plan are subject are, insofar as it is practically feasible, applicable to all the Persons (regardless of whether or not such Persons have any legal relationship with İGA or the persons to whom İGA has allocated a space) within the borders of the Airport.
- vv.** *The tensa barriers in front of the counters and/or boarding desks will not be left in a disorderly manner. The documents of airlines or ground handling companies (boarding cards, DCS baggage tags, manual baggage tags, cabin tags, printed manifestos, printer papers, etc.) will be cleaned or removed from the counters or boarding desks.*
- ww.** *The Operator will ensure that sharps that are allowed in the restricted areas are kept safely, sufficient measures are taken to keep them safely and/or 3rd persons are not allowed to access such sharps. The National Civil Aviation Safety Program regulations, the Office of Civilian Authority instructions and the Safety Commission decisions will be abided by. Security will not be compromised by leaving the gates open within the borders of the Airport and emergency break buttons will not be used except for emergencies.*
- xx.** *The Tenant/Operator will not establish sitting and resting places out of the smoking areas/terraces of their office/store personnel or out of the enterprises they work for.*

6.1.2 Responsibilities and Obligations concerning Personnel

- a.** The Operator will, if stipulated by the legislation or requested by İGA, have at least 1 (one) of their staff members who will work in each shift receive firefighting and first-aid training certificates. The Operator will employ personnel in sufficient number and of sufficient



qualification in the Space and ensure that all the personnel to be employed will have the necessary and sufficient experience and training for the performance of the works.

- b.** The Operator is obligated to ensure that their personnel appointed to the Space(s) wear uniforms fitting for the unit they are employed and for the nature of their position (insofar as it is practically feasible depending on the nature of position) in accordance with the provisions of SHY 33B and *SHY 33A*.
- c.** The Operator is obligated to distribute, fully at the Operator's expense, the Airport permanent access cards (apron/Terminal card) of the personnel the Operator will appoint within the Airport, employ in the Space or the personnel of the Operator's sub-contractors prior to taking up their duty *unless otherwise specified by the contract* and ensure that the personnel wear such cards during their duty and that if the personnel leave work, their Airport access cards are returned to İGA. If the Operator fails to meet these requirements, İGA will immediately have the access authorisation of such cards cancelled and collects the fined card fee indicated in the Tariff from the Operator. The Operator may not employ any personnel, to whom a permanent access card is not issued by İGA or, who, though having an access card, do not wear their access card, in the Airport and/or Terminal. The Operator has complete and sole responsibility in this regard.
- d.** If any one of the Operator's staff members is found out by İGA to have violated one time or more than one time a part or all of the instructions and rules established or to be modified in the future by İGA, the Operator warns such staff member. When there are justifiable reasons, İGA is entitled to request the Operator to replace their personnel. In this case, the Operator will dismiss such personnel within 3 (three) business days at the latest and terminate their contracts and remove such personnel from the work and the Space forthwith and on the same day.
- e.** The Operator has complete and sole responsibility for the working conditions of the personnel they will employ. The Operator is obligated to fulfil all of their obligations arising out of the Labour Law, the Social Security Law and the other related legal regulations fully and in a timely fashion. The Operator undertakes that İGA will assume no responsibility due to the failure of the Operator's personnel to fulfil their obligations.
- f.** The Operator will ensure that the Operator themselves and their business partner, sub-contractor and the Operator's personnel from all levels objectively take care and pay attention when performing their duty and audit and control the Persons in question. The Operator has complete and sole responsibility against the Third Persons, governmental authorities and İGA for kinds of damages to and losses of the Space(s), Terminal, Airport, passengers, Third Persons, İGA, the İGA's personnel and/or property due to any accident caused by the aforesaid Persons.



- g.** The Operator has complete and sole responsibility for all kinds of direct and indirect damages that may arise from the accidents occurring in the Airport, Space(s) or Terminal due to their activities.
- h.** The Operator is obligated to abide and also ensure their personnel to abide by the İGA's rules in respect of dangerous situations, fire and similar emergencies and have their personnel receive the necessary training in this regard. If İGA observes that the training level of the Operator's personnel is insufficient, İGA may always request additional training to be given, with the costs thereof being at the Operator's account.
- i.** The Operator is obligated to ensure that each one of staff members they will employ in the Airport and/or Terminal has received fundamental environmental awareness training and submit forthwith the certificate proving that the training in question has been received to İGA. Further, the Operator's personnel who will handle the wastes should, in addition to the fundamental environmental awareness training, have received training concerning the Waste management, Zero Waste programme established by İGA (they will comply with this program by fulfilling its requirements completely) and environmental emergency and accident preparedness/ response in accordance with the principles of Green Airport/ Green Corporation Project and it should also be certified that these training courses have been received.
- j.** The Operator will abide by the national and international safety rules, the entry-exit procedures implemented and the safety rules to be established by the competent authorities and İGA and ensure the Operator's personnel to abide by such rules within the Airport. The security services provided by İGA are related only and mainly with the Public Space, Terminal and the general order of the Airport and do not include the provision of security in the issues of theft, stolen belongings, found belongings, etc. and the supervision and audit in respect of the execution of the Operator's daily routines and giving instructions in the Space(s) allocated to the Operator. The Operator acknowledges in advance that İGA has no responsibility and obligation in respect of such issues and similar issues. The Operator is obligated to take the security measures complying with the İGA's security standards and implement the necessary legal procedure without the need to issue a warning in the Space.
- k.** The Operator will deliver any lost and/or found belongings that are found by the Operator themselves and their personnel or passengers to the office of lost belongings or the related unit of lost belongings in the Terminal within the shortest time as from the time when the belongings is found against a document proving that the belongings in question have been delivered.
- l.** The Operator acknowledges that they have sole responsibility in the circumstances given in items (c), (e), (f), (g) and (j) in this section. Although İGA assumes no responsibility and obligation, İGA takes action according to the provisions of the Contract and this Management



Operation Plan in respect of the grievances or applications to be transmitted to İGA by Third Persons. In addition, the Operator is obligated to respond in writing within 24 (twenty-four) hours at the latest the passenger grievances notified by İGA to one of the contact addresses of the Operator given in Annex 7 to this Management Operation Plan.

- m.** The Operator will pay forthwith all kinds of losses to be suffered by İGA due to the Operator's failure to fulfil any one of their responsibilities and obligations mentioned in the items above and as per the Contracts to which they are a party to İGA upon the İGA's request without the need to issue a notice, warning and take a court decision.
- n.** The use by the Operator of the storage areas out of the Space is limited to only storage purposes. Operators will have a camera system operating being connected to the surveillance centre installed in their storages. The responsibility for obtaining the necessary permits from the Office of Civilian Authority and paying all the expenses, if any, will rest with the Operator. Operators have exclusive responsibility for providing the security of storages in accordance with the security standards of İGA. *The Operator is responsible for providing storage in accordance with the international standards without putting any goods around fire extinguishers, fire cabinets, fire sprinkler systems and in such a way that fire extinguishers will always be active in the storages areas.* The Operator will have exclusive responsibility for any damages, including but not limited to pest, fire, flooding that may be given to the other Operators or Third Persons in the Airport and/or Terminal. If a device with fire and/or explosion risk is found in the storage areas, the İGA Management may, as required by the health and safety regulations, request that the storage area in question should forthwith be emptied, otherwise, any loss that may emerge should completely be compensated by the related Operator. In case of the recurrence of the violation, İGA will take action in accordance with the legal procedures, as required by the health and safety regulations.
- o.** *Within the borders of İstanbul Airport, particularly in the spaces used as an office, the company to which the space is allocated is prohibited to let, without knowledge and approval of İGA, the other companies and/or employees use the space to conduct their operations.*
- p.** *The written approval of İGA Projects Unit is required to be obtained for all the works to be performed by Tenants/Operators on the façades of their offices and Space(s) or on their inner walls in a manner to be visible from outside.*

6.2 CLEANING, MAINTENANCE AND APPEARANCE OF SPACE

- a.** The Operator is obligated to abide by all the legislation, regulations and commercial practices relating to their business activities and enable the İGA Management or its authorised personnel to access the Space.



- b.** The cleaning of the Space should be carried out between 01:00 and 04:00 hours (except for the routine cleaning required to be carried out as part of daily routines). Any changes to these hours that will be made due to operational requirements will be notified by İGA and the Operator will observe such changes. No comprehensive cleaning, including façade and showcase cleaning, will be carried out out of these hours. During the cleaning of the Space, the Public Spaces and passenger toilets should not be polluted and the cleaning rules established by the İGA management should be abided by. The Operator should keep readily available absorbing materials and cleaning equipment in the area where the activity is carried out with a view to responding any possible leakages and spills.
- c.** The Operator will have exclusive responsibility in case of a damage due to the breach of the rules given below.
- It is prohibited to use detergents emitting offensive odour and similar cleaning agents.
 - In case of wet floor, it is compulsory to place warning-caution signs warning about the wet floor and following cleaning, the floor should be dried.
 - For cleaning showcases and their frames and the side facing the Public Space, absorbing material like cloth, etc. and following cleaning, the floor should be thoroughly dried.
 - The Operator should clean the showcase and shutter of the Space regularly. The Operator may not use the Public Space as a storage for materials for the internal or external cleaning works of the Space as well as may not put waste and debris in the same places.
 - An Operator having wastewater installation should not use this installation for a purpose other than purpose of use and should not throw any foreign materials away into the installation. *If foreign materials are thrown away into the installation, the cost emerging due to clogging will be passed on to he Operator by İGA.*

6.3 OVERHEADS

- a.** The Operator is obligated to contribute to all kinds of Overheads of the Airport and/or Terminal in accordance with the procedures and principles to be established by İGA. Unless otherwise expressly set out in the Contracts, the Operator will fulfil the obligations regarding the Overheads included in this plan.
- b.** The Operator will pay such sum as will be calculated at the rate indicated in the Tariff at rental to İGA in cash and in a single sum as the contribution share for the services which have to be received and constitute the subject of Overheads to be determined unilaterally by İGA. For the avoidance of doubt, unless otherwise expressly set out in the Contractors, the contribution share in Overheads will not be set off against the rental in any case whatsoever.
- c.** The Operator may not refrain from paying contribution share in Overheads on the excuse that they do not or could not use a part or none of the services constituting the subject of



Overheads or on similar excuses and may not raise objection to this amount and may not, in any case whatsoever, demand any discount from the contribution share in Overheads or the other costs they are liable to pay as per the Contract(s).

6.4 MARKETING

- a. Photograph shooting and the use of logo and name, press release, press event and interview to be performed in the Airport may be performed by obtaining prior written permission from the İGA's corporate communication team. The İGA logo may not be used without the approval of the İGA's corporate communication team and the İGA name may be used by the Operators for only specifying the address.
- b. If the Operator needs information about the necessary procedures and permits for organising an event within the Space or the Airport, they should forthwith contact in writing the officials from İGA whose details are given in Annex 7 to this Management Operation Plan.
- c. The officials from İGA are authorised to give permission to the Operators for photograph and film shooting which requires authorisation from the Office of Civilian Authority and the competent security authorities. Judicial legal process will be applied for the shooting performed without obtaining the necessary permission. Operators should advise the officials from İGA and obtain the necessary permits prior to any such activity in order that this process can work without problem.

6.5 USE EXPENSES

6.5.1 General

- a. As the use expenses are not included in the contribution share in Overheads and the rental/operation cost, the Operator is obligated to pay the Use Expenses, including the expenses in connection with power, water, *natural gas*, ventilation, heating-cooling, communication systems fully to the İGA's bank account indicated in the related Contract on monthly basis in accordance with the procedures and principles to be established by İGA unless otherwise expressly set out in the Contract.
- b. The Operator has to ensure the supply and installation of all electricity and water meters in the model to be decided by İGA obtaining prior approval, which will be in operation for 24 (twenty-four) hours in every season during the year, after the Space(s) have been delivered to the Operator or prior to commencing using the Space(s). The Operator will obtain the prior approval of İGA for all the mechanical, electrical-electronic parts and materials to be used in this scope. The costs of supply and installation of the meters in question are borne by the Operator. The costs of maintenance and repair of the meters in question are borne by the Operator. The amounts of power, heating-cooling and water consumption by the Operator,



which are included in the Use Expenses, will be metered on monthly basis via remote reading from the meters.

- c. The Use Expenses to be accrued on the Operator and the total amount billed to İGA for the related use and consumption amounts under any name whatsoever will be calculated by İGA based on the Tariff and billed, with VAT added, to the Operator via submeter method. If it is not advanced via submeter method, the related amount will be passed on to the Operator by İGA at the rate determined. If the power generated by İGA is used, it will be charged in the manner to be determined by İGA.
- d. The Operator may not claim any payment under any name whatsoever, including but not limited to the compensation of the damages and losses, from İGA due to the discontinuance of the services forming the subject of Overheads and/or Use Expenses for any reason.

6.5.2 Electricity

The Operator's electricity usage charge will be calculated and accrued in accordance with the procedures and principles to established by İGA based on the seasonal consumption value recorded in the electricity meter installed in the Space(s) and will be paid to the İGA's bank account indicated in the Contract in cash and in a single sum. If it is found out that metering could not be done due to the failure of the electricity meter, the invoicing will be through modelling for the related period. *Especially those using electrical vehicles for the Operators operating out of the Terminal and the ground handling Operators are required to prepare a procedure for the charging of vehicles. In this procedure, the list of vehicles, vehicle charging points and car park areas should be entered in a plan and the written approval of İGA should be obtained.*

6.5.3 Water

- a. After the Space has been delivered to the Operator, the Operator has to ensure the supply and installation of all the energy and water meters prior to commencing using the Space. Energy (electricity-heating-cooling, etc.) meters and under all circumstances, water meters and all of their components will be of the brand and model decided by İGA and have appropriate technical characteristics in order that İGA can establish a central metering and control system (insofar as it is practically feasible). The installation of such meters will be made to be performed based on the İGA's approval. The costs of the supply, installation, maintenance and repair of the meters and components in question are borne by the Operator. If the Operator fails to have the meter system installed in the specified period, then the meters will be made to be installed by İGA, with the cost thereof invoiced to the Operator.
- b. On the other hand, if the Operator already has a water meter installed in the Space(s), for water consumption by the Operator, the amount of consumption will be calculated and



accrued in accordance with the procedures and principles to established by İGA based on the seasonal consumption value recorded in the water meter and will be paid to the İGA's bank account indicated in the Contract in cash and in a single sum. If it is found out that metering could not be done due to the failure of the water meter, the invoicing will be through modelling for the related period.

6.5.4 Wastewater and Treatment

- a. The cost of wastewater and treatment due by the Operator within the Space will be calculated and accrued in accordance with the procedures and principles to established by İGA based on the seasonal consumption value and will be paid to the İGA's bank account indicated in the Contract in cash and in a single sum.
- b. If oil waste such as vegetable waste oils, etc. is generated from the Operator's operation, the Operator will certainly collect such wastes separately and remove the Space in accordance with the legislation. If the Operator wishes to put to work the treatment option, the Operator has to establish an oil separator/retainer system meeting the technical requirements and prevent the deposition of oil that may lead to the clogging of the wastewater installation strictly in a manner not to compromise and affect the input parameters of the İGA's biological domestic wastewater treatment plant. The technical operation performed to remove all kinds of clogging caused by the failure to take the aforesaid measure or taking the aforesaid measure inadequately and the damage caused by the clogging will be invoiced to the Operator by İGA. In such cases, the Operator may not continue their operation until the necessary measure is taken.
- c. İGA's *sewerage discharge* parameters are as follows:

Table 1 Sewerage Discharge Values	
PARAMETER	DISCHARGE LIMITS
Temperature (°C)	40
pH	6.5-9.5
Suspended solids (mg/L)	350
Oil and grease (mg/L)	50
Tar and petroleum-based oils (mg/L)	10



Chemical oxygen demand (COD) (mg/L)	600
Biochemical oxygen demand (BOD ₅) (mg/L)	300
Sulphate (SO ₄ ²⁻) (mg/L)	125
Total sulphur (S) (mg/L)	2
Phenol (mg/L)	10
Free chlorine (mg/L)	2
Total nitrogen (N) (mg/L)	60
Total phosphor (P) (mg/L)	10
Arsenic (As) (mg/L)	1
Total cyanide (Total CN ⁻) (mg/L)	3
Total lead (Pb) (mg/L)	3
Total cadmium (Cd) (mg/L)	1
Total chromium (Cr) (mg/L)	2
Total mercury (Hg) (mg/L)	0.2
Total copper (Cu) (mg/L)	2
Total nickel (Ni) (mg/L)	5
Total zinc (Zn) (mg/L)	5
Total tin (Sn) (mg/L)	5
Total silver (Ag) (mg/L)	5
Cl ⁻ (Chloride) (mg/L)	125
Methylene blue active substances (MBAS) (mg/L)	In principle it is prohibited to discharge those substances of which biological



degradation is not compliant with the Turkish Standards Institution standards.

d. Operator:

- May discharge their wastewater into the İGA's wastewater network only after applying preliminary treatment such that the wastewater will have the parameter values above;
- Is required to give permission for the requests of İGA or the competent governmental organisations to conduct at any time audit, sampling and measuring of the treatment plant the Operator will establish;
- Is obligated to keep retrospectively in the scope of the period to be set by İGA the measurement records and samples proving that the treatment plant the Operator has established provides treatment in the desired values;
- May not discharge the wastewater used in the cooling towers and called as the blow-off water into the wastewater network.

6.5.5 Telephone

If the Operator requests telephone/data to be allocated to them in order to use within the Space, İGA will meet such request within 20 (twenty) days at the latest, with the costs of deposit, installation and connection, including the installation of line, the price of machine, material and workmanship fees, etc. fully being on the Operator's account. The Operator will pay telephone, rental, yearly subscription, deposit, security, maintenance and repair fees, call charges, assignment, transfer and all the other related costs which will be calculated and accrued in accordance with the procedures and principles to be established by İGA to the İGA's bank account indicated in the Contract in cash and in single sum.

Article 6.6 OTHER MATTERS

6.6.1 Stand

If the Operator requests stand and/or desk to be allocated to them for use for introduction and promotion activities that the Operator may carry out, provided that they have reached an agreement with İGA beforehand in respect of commercial conditions, the Operator should contact "İGA Digital Services and Commercial Unit". *The Operator may not put any stands, totems, stickers without the written approval of İGA Projects Unit.*

6.6.2 Services

6.6.2.1 Goods Lift

The Operator may use all the goods lifts in the Terminal, *Car Park and the other buildings in the Airport* for the carrying of the goods in the Space(s) in accordance with the procedures and principles established by İGA. It is prohibited to carry goods in the lifts other than the goods lift. The goods lift may only be used in mandatory circumstances and on condition that the details



about the size and weight of the goods are communicated to İGA beforehand and the written approval of İGA is obtained. It is strictly prohibited to carry goods on the escalators and travelators. All kinds of damages to arise from the carrying of goods will be invoiced to the Operator.

6.6.2.2 Car Park

Unless otherwise expressly set out in the Contracts, the Operator may use the car park of the Terminal for their private and/or company cars as far as the car park is available and for fee according to the procedures and principles indicated in the Tariff.

The Operator is obligated to follow the traffic rules indicated in the Car Park.

It is prohibited for an employee of a company to let an employee of another company benefit from the discounted subscription fee assigned to his/her company by using the apron card.

Penal action will be taken if the disabled people's parking bays reserved by the Car Park and Central Services Directorate are used unfairly.

No constructional activity and unloading/loading of goods will be performed without knowledge of the Car Park and Central Services Directorate.

Passenger lifts should not be used to carry loads and goods in the car park.

Unauthorised sitting and resting areas may not be created in the car park.

Permission should be obtained from the Car Park and Central Services for driving golf carts, electrical vehicles, etc. within the car park area.

6.6.2.3 Healthcare

The Operator may allow their personnel to benefit from the healthcare services in the Terminal as far as the İGA's facilities allow and for fee in accordance with the procedures and principles indicated in the Tariff, provided that the Operator files a written application with İGA therefor. Examination and treatment fees will be paid to the İGA's bank accounts by the Operator in cash and in single sum within no later than 5 (five) days as from the date of delivery of the invoice of such fees.

The Operator is obligated to abide by, as requested, all kinds of rules applied in the Airport and/or the Terminal, including but not limited to the Pandemic Prevention Measures Manual, Airport Fight against Pandemic and Risk Management System Plan, Passenger Health and Safety Operation



Plan, Measures to be taken at Facilities Operation Plan, Tenant Pandemic Measures Instructions, Cleaning Services Procedure, İGA Hygiene Team Working Procedures either prepared by İGA or notified by the other governmental organisations. In this scope, if İGA finds out any non-conformance, those measures that will be considered appropriate by İGA for the protection of health and safety, including penal action, may be implemented.

6.6.2.4 Waste Management

- a.** The Operator is obligated to submit, first of all, Waste management goals to İGA for approval.
- b.** *The Operator is obligated to submit a Waste management plan to İGA for approval.*
- c.** The Operator will conduct a Waste management operation compatible with the Waste management plan agreed between the Operator and İGA.
- d.** The Operator ensures their wastes classified in 5 categories in *Annex 18 İGA.WM.G01 Waste Management Procedure*, apart from constructional and hazardous wastes, are transported and/or made to be transported to the waste *admission centres*, the details of which are given in Annex 5 to this Management Operation Plan. The Operator will remove their constructional and hazardous wastes in the Terminal building by obtaining approval from the Terminal Operation Directorate.
- e.** The Operator is prohibited from using the carts and/or oversize carts for carrying their wastes in the Public Space. The wastes will be carried with dedicated carrying means in accordance with the hygienic rules.
- f.** The Operator will comply with the sustainability certifications and projects referred to in article 6.1.1.0 of this Management Operation Plan in all of their Waste-related practices.

6.6.2.5 Information Systems

- a.** The Operator serving in the Airport will meet all kinds of wired or wireless network requirements, as required by the Terminal infrastructure, through the service provided by İGA and/or the service provided over İGA by the sub-contractor İGA will appoint for this purpose. The service fee that will due will be paid to İGA on monthly basis. With regard to the Operator's network infrastructure requirement, the Operator and İGA will agree through mutual discussions on the number LINES, WLAN requirements, WLAN structure and similar details.
- b.** If the İGA's existing infrastructure is incapable of meeting the Operator's requirements, the cost of the modifications that will be made in the infrastructure will be calculated and such modifications will be designed. The cost of design agreed to by the Operator will be invoiced



to the Operator by İGA, with the İGA's right to raise objection to the cost of design always reserved. Each data port and wireless access allocated to the Operator is charged at the Tariff.

- c. Any need for data wiring that may emerge due to the insufficient data lines in the Space allocated to the Operator will be designed by İGA and notified to the Operator.
- d. The Operator may not install any device relating to WLAN in this Space even if it is the Space of the Operator. The Operator will receive WLAN service only from İGA. The Operator will position all kinds of network devices and apparatus in the Space(s) to be allocated by İGA. The Operator is aware that they will not use any other wireless network than the existing wireless network infrastructure or perform wireless network broadcast over İGA.
- e. The Operator will not use the data line (LAN) allocated to them by İGA for a purpose other than purpose of allocation and will never share the line allocated to them with Third Persons. The Operator will connect to the network infrastructure through the devices compatible with the İGA's network infrastructure. No device will be connected to the İGA's network infrastructure by the Operator without obtaining approval from İGA. The Operator will apply all the configuration modifications İGA will request on the Operator's own LAN device.
- f. If requested by the Operator, the information systems personnel from İGA provide support on call basis and the support service is charged at the hourly rate indicated in the Tariff.
- g. If the Operator requests flight information monitor and İGA finds such request appropriate, it will be designed and notified to the Operator by İGA. If the Operator agrees to it, the İGA's personnel and/or the sub-contractor to be engaged by İGA for this purpose will perform the work and the cost of design agreed to by the Operator will be invoiced to the Operator. Also, monthly rental indicated in the Tariff will be collected for each flight monitor allocated.
- h. The Operator may not put landline, computer, etc. in the areas out of the Spaces allocated to the Operator, including the counters, gates, general aviation terminal, etc., and may not connect to an external network without knowledge and written approval of İGA.

6.6.2.6 Technical

- a. Technical services for the systems in the Terminal building and all kinds of equipment and building materials to be supplied by the Operator are provided by the *İGA Technical Services Unit upon request and for fee*. Apart from the services provided by İGA, all kinds of maintenance and repair services in the Spaces will be provided by the Operator being fully at the Operator's expense.



- b.** The Operator may not use any installations that will put extra load on the mechanical, electrical and electronic structure in the Space(s). It is mandatory to obtain the written permission and approval of İGA so as to be able to make modifications and alter the existing system.
- c.** The Operator will, with regard to the additional designs that will affect energy consumption and arising from all kinds of maintenance, repair and modification works, adopt efficiency in energy and water consumption parallel to the Green Airport criteria and observe efficiency at the procurement and design stages. For the products offering energy-efficient options, certainly those products with high energy class will be preferred. The Operator will raise awareness among their personnel about energy efficiency. The Operator will ensure that their personnel participate in the joint training sessions and programmes to be organised by İGA in respect of the environment, energy efficiency and sustainability.
- d.** The operator is obligated to comply with the Technical Specifications included in the Contracts and *in Annex 10* to this plan in all kinds of technical works (in interference such as maintenance, repair, renovation, modification, renewal, modernisation, cleaning, control, etc.) that the Operator will request in addition to the existing system and services. This specifications includes the technical requirements that are required to be met in the scope of all kinds of maintenance, repairs and modifications as well as the occupational health and safety and the environmental requirements.
- e.** The Operator is responsible for the damage given by them to their own Space or to the Space(s) of other Operators and/or to the Public Spaces and/or to the administrative spaces by virtue of any device and equipment the Operator uses within the Space(s). Such damage is assessed by İGA and the amount paid for the correction of the damage is fully collected from the Operator.
- f. The Operator is responsible for carrying out the necessary maintenance and repair of the live/ artificial plants in the landscaping areas within their space. If such maintenance and repair is not carried out, penal action will be taken in line with the report prepared by the İGA Landscaping Unit.*

6.6.2.7 Transportation of Merchandise Goods

The Operator transports all kinds of goods in accordance with IGA.OPS.TRN01.T01 Goods/Products Loading-Unloading Instructions and with IGA.TOD.IKHG01.T03 In-terminal Transportation of Merchandise Goods Instructions included in Annex 9 to this plan. In case of the breach of the rules, including driving vehicles in a manner to create a risk to safety with violation of speed limits during the transportation of load or goods within the Terminal included, the carrying of personnel on the goods transportation equipment, driving vehicles without plate



number and/or driving licence, not using sealed box-body powered/non-powered vehicles during the transportation of load or goods in the passenger hall, the transportation of load or goods out of the times and routes to be notified by İGA, given in the aforesaid instructions, the fines in the annex are imposed.

The Operator is also obligated to comply with İGA.OPS.TRN01.T01 Goods/Products Loading-Unloading Instructions included in Annex 8 to this plan and have these instructions complied with.

6.6.2.8 Use of Public Space

The Operator may use the Public Space in accordance with the rules established by İGA. İGA is authorised to make arrangements time to time in the Public Space and allocate this space to only the Persons/ other operators İGA will consider appropriate.

6.6.2.9 Construction works

- a.** The decoration of the Space(s) will be made by the Operator or the Third Persons who are appointed upon the written approval of İGA, with the costs thereof being on the Operator's account. The Operator is obligated to make the decoration of the Space in accordance with the decoration criteria included in the decoration specifications attached to the Contracts. For this purpose, the Operator has to submit the architectural design including the lighting, showcase, wall covering, every work and material, the approvals of material, and IT, electrical and mechanical designs complying with the Technical Specifications included in the Contracts and in Annex 10 to this plan as *a 3-dimensional BIM model prepared in Autodesk Revit format* within 15 (fifteen) days from the contract signature date to İGA for written approval and complete the operations in question in the period indicated in the Contract(s). The Operator will take all the measures that will prevent noise and visual pollution during the construction works and ensure that the labour safety and labourer's health rules established by İGA and the environmental management and monitoring plan and all the related documentation as well as the Environment and Sustainability Rules attached to the Contracts are completely abided by.
- b.** Following the completion of the aforesaid operations, the operations *will be submitted to İGA for written approval as As-built drawings in DWG format and 3-dimensional BIM model in RVT format* in order to confirm the conformity of the operations with the technical specifications.

6.6.2.10 Maintenance, Repair and Modifications

- a.** The Operator will obtain on their own all the legal permits minimum 3 (three) business days in advance for the works they will perform within the Space and notify this to the Directorate of Commercial Affairs, which, in turn, will submit this for the necessary approval within İGA and following the obtaining of the related approvals, the Operator will be given permission



and information about conformity. Any work will not certainly be performed within the space until the necessary permission process is completed.

- b.** Where it is required to carry out repairs in the joint installation relating to the Space and/or the compartment, level or corridors the Space is located, İGA is authorised to carry out the necessary repairs and modifications or have them carried out at any time. If İGA interrupts the Operator's activities partly or completely due to the necessary supervision, maintenance and repairs, the Operator may not claim compensation from İGA under any name whatsoever. The Operator will, at their expense, carry out small-scale maintenance and repairs such as paint, glass, door, socket, switch, electrical, plaster, etc., which will not alter the existing condition, if warned by İGA in respect thereof, within 3 (three) days at the latest in the Space used by the Operator. If the Operator fails to carry out the aforesaid maintenance and repairs, İGA may carry out such works by themselves or delegate them to Third Parties, with the costs thereof being on the Operator's account.
- c.** The Operator may not keep equipment creating a risk to fire safety such as electrical/radiant heater, fan, aspirator, etc. in the areas out of the Spaces allocated to them, including the counters, gates, lounges, commercial areas, general aviation terminal, etc., without knowledge and written approval of İGA.
- d.** The Operator may not keep equipment toaster, electric fryer, tea/coffee brewer, etc. which may emit offensive odour, moisture and similar impacts without knowledge and written approval of İGA. If İGA gives written permission for the use of such equipment, it is required to make the necessary modifications, upon the written approval of İGA, to adapt the purpose and conditions of use of the Space to the use of such equipment.
- e.** The Operator may not use the Space allocated to them for the intended use of the Space as specified in the Contract(s) without knowledge and written approval of İGA.
- f.** Hazardous chemicals may not be kept and used in the Space allocated to the Operator without knowledge and written approval of İGA. The chemicals to be used and the data information are submitted to İGA, along with the Material Safety Data Sheets (MSDS).

6.6.2.11 Terminal Shuttle Level/ Mass Transit Lanes

Where the Operator transports passengers to İstanbul Airport via mass transit, the Operator is obligated to abide by İGA.OPS.TRN01.T03 Mass Transit Lanes Use Instructions included in Annex 11 to this plan and ensure these instructions are abided by.



The procedures and methods for the use of the shuttle lane and shuttle level by those companies and their drivers providing shuttle service for staff within the borders of İstanbul Airport and the companies and staff receiving such service are given in IGA.ADM.G01.T03 Staff Shuttle Road Use Instructions included in Annex 12 to this plan.

7 ANNEXES

Annex 1 IGA.TOD.IKHG01.F01 Violation of Rule Fact-finding Form

Annex 2 IGA.TOD.IKHG01.F01 Environment Violation of Rule Fact-finding Form

Annex 3 IGA.CA.TRN01.F01 Goods Admission Violation of Rule Fact-finding Form

Annex 4 IGA.OPS.M05. F01 Operator Contact Details Form

Annex 5 IGA.WM.G01.L01 List of Floor Plans and Waste Management Elements

Annex 6 IGA.OPS.M05.L01 List of Amounts of Fine

Annex 7 IGA.OPS.M05. L02 List of Contact Details

Annex 8 IGA.OPS.TRN01.T01 Goods/Products Loading-Unloading Instructions

Annex 9 IGA.TOD.IKHG01.T03 In-terminal Transportation of Merchandise Goods Instructions

Annex 10 Technical Specifications

Annex 11 IGA.OPS.TRN01.T03 Mass Transit Lanes Use Instructions

Annex 12 IGA.ADM.G01.T03 Staff Shuttle Lane Use Instructions

Annex 13 IGA.TOD.IKHG01.T04 Driving Instructions on Electrical Vehicles Used in Terminal

Annex 14 IGA.OPS.M05.F02 Support Zone Violation of Rule Fact-finding Form

Annex 15 IGA.ADM.G01.F01 Staff Shuttle Lane Violation of Rule Fact-finding Form

Annex 16 IGA.OPS.TRN01.F02 Mass Transit Lanes Violation of Rule Fact-finding Form

Annex 17 IGA.ESD.ENV06.T04 Monthly Environmental Progress Report Information Instructions

Annex 18 IGA.WM.G01 Waste Management Procedure

Annex 19 IGA.TOD.IKHG01.P01 Maintenance and Repair Plan on Electrical Vehicles Used in Terminal

Annex 20 IGA.AOCC.OSAP02 İstanbul Airport Technical Work Permit Procedure

Annex 21 IGA.OPS.M05.F04 Car Park Violation of Rule Form

<u>Penalty No.</u>	<u>Matter Concerning Penalty</u>	<u>Applicable Penalty Amount</u>	<u>At 1st Repetition</u>	<u>At 2nd Repetition</u>
1	Unauthorized Use of Check-In Counter	3 Times Tariff Fee	2 Times Penalty Amount	4 Times Penalty Amount
2	Unauthorized Construction, electrical, mechanical, IT etc. Works	300 €	600 €	1200 €
3	Without Project Approval and Unauthorized Construction, Electrical, Mechanical, IT etc. Works	2,000 € in addition to restitution of the place	2,000 € in addition to restitution of the place	3,000 € in addition to restitution of the place
4. a	Disposal of, and discharge of the water with, large particulate and water-insoluble wastes that will affect (clog) the operation of the indoor waste water lines and the main sewage system,	For the 1st incident, the costs of labor and materials spent to remedy the violation will be reflected.	For the 2nd incident, 1000 € in addition to the costs of labor and materials spent to remedy the violation	In case that the event repeats for 3 or more times consecutively, 2,000 € will be applied in addition to the penalty equal to the cost of material and labor spent to remedy the violation, for each repeated incident.
4. b	Improper discharging to Wastewater Sewage System or dumping matters such as to cause disruption in the wastewater sewage and/or wastewater treatment system	In the first incident, İGA will fine the Operator a penalty equal to the cost of industrial wastewater disposal and transportation in the amount of two-day average flow (if the flow rate is not measured, the average daily water consumption in the month/months in which the event occurs), in the second incident, 5.000 € in addition to industrial wastewater disposal and transportation in the amount of two-day average flow. • Additionally, costs arising from all kinds of damages incurred/may be	In case that the event repeats consecutively, penalty amount of 10.000 Euros in addition to the cost of industrial wastewater disposal and transportation in the amount of two-day average flow (if the flow rate is not measured, the average daily water consumption in the month/months in which the event occurs) per each recurring event, Additionally, costs arising from all kinds of damages	In case the limit excess situation is repeated more than three (3) times in one (1) year, penalty amount of 50.000 € will be applied in addition to the cost of industrial wastewater disposal and transportation in the amount of two-day average flow (if the flow rate is not measured, the average daily water consumption in the month/months in which the event occurs) per each recurring event, without prejudice

		incurred by İGA's sewage, biological treatment system and facilities shall be directly collected from the Operator.	incurred/may be incurred by İGA's sewage, biological treatment system and facilities shall be directly collected from the Operator.	to the rights arising from the Contract and the legislation. Additionally, costs arising from all kinds of damages incurred/may be incurred by İGA's sewage, biological treatment system and facilities shall be directly collected from the Operator.
5	Keeping unauthorized hazardous chemical	1,000 € at finding	2.000 €	4.000 €
6. a	Failure to submit the Waste Management Procedure to İGA within 1 month after signing the agreement and not getting approval	1 st warning (15 days time given)	2 nd warning (15 days more time given) If fails to submit within	3 rd Warning (15 days more time given) If not fulfilled at the end of the said period 1000 €
6. b	Failure to obtain the opinion and approval of İGA before the Waste Management Plans are submitted to the Provincial Directorate of Environment and Urbanization	1,000 €	-	-
7	Failure to submit to and have approved by İGA its own environmental management plans in compliance with the format of Table 8.5 Environmental and Social Management Plan included in Istanbul Airport Project ESIA (Environmental and Social Impact Assessment) Report Part 8 Environment Management and Monitoring Plan, within 8 (eight) months from the activity date	1 st warning (15 days time given)	2 nd warning (15 days more time given) If fails to submit within	3 rd Warning (15 days more time given) If not fulfilled at the end of the said period 1000 €
8	Operator's failure to deliver its Waste Obligated to Provide to İGA or the third party to be addressed by İGA in full and complete, and/or entering into any commercial agreement with any third party other than İGA for the Operator's Wastes Obligated to Provide,	If quantity of wastes is known, penalty in an amount of 3 times their material value; If quantity is unknown: 5,000 €	10,000 € per each incident	If such incident repeats consecutively more than three (3) times within one (1) year, 50,000 € penalty without prejudice to rights arising

				from Contract and legislation
9	Inappropriate management of waste according to the rules in the Waste Management Procedure and instructions defined by IGA	If the quantity of waste is known, penalty in an amount of 3 times of their material value; If quantity is unknown: 5,000 €	10,000 € per each incident	If such incident repeats consecutively more than three (3) times within one (1) year, 50,000 € penalty without prejudice to rights arising from the Contract and legislation
10	Operator's failure to create waste units in its area for its own waste	1000 €	1000 €	2000 €
11	Failure of the Operator to ensure the order and organization of waste units, lack of necessary cleaning and absorbent equipment in waste storage areas, failure to take all kinds of electrical, mechanical and construction measures against explosion and fire.	100€	100€	300€
12	Penalty to be applied to the relevant Operator for the mixed delivery of the wastes to the cleaning teams authorized by IGA and/or bringing them to waste reception centers	100€	250€	500€
13	Penalty to be applied to the relevant personnel for the mixed delivery of the wastes to the cleaning teams authorized by IGA and/or bringing them to waste reception centers	20€	30€	50€
14	Failure to use bags and containers with suitable quality (colour, size, leak-proof, thickness, etc.) and lack of label/barcode of the waste's possessor firm on the bag	100€	200€	500€
15	Moving the containers that used jointly with other Operators and supplied by IGA to other locations and usage for any other purpose	500 €	1500 €	2500 €
16	Operator's failure to take the Wastes Obligated to Provide (as defined in the Contract) to the areas indicated/to be indicated by IGA and/or not keep the records of the wastes that it is obliged to deliver to IGA in the waste tracking form to be found in the area indicated/to be indicated by IGA or in the digital platform	100 €	200€	300€

17	The wastes' causing visual pollution and leakage problems at the waste units	500€	1000€	2000€
18	Operator's failure to take action at their own waste, wastewater, contaminated water or water treatment units despite the stench that disturbs the passengers and/or employees and complaints	200 € and analysis and testing expenses for the detection of odor problem	400 € and analysis and testing expenses for the detection of odor problem	600 € and analysis and testing expenses for the detection of odor problem
19	Failure to meet any of the requirements of the Zero waste program defined by IGA	200 €	300€	500€
20	Failure to keep appropriate number and color of containers for the places under the Operator's responsibility	200 €	300€	500€
21	Operators's failure assign to employee in charge of when delivering its waste to IGA	100 €	250€	1000€
22	Operator's personnel failure to attend in the environmental management including waste management, wildlife management training, committees, workshops organized and wherein attendance is requested by IGA without stating a valid excuse	100€	200€	300€
23	If Operator has any right to modification, repair under the relevant contract, its keeping the construction debris wastes to be generated in consequence thereof in random open areas, its failure to ensure the conveyance of the same to the end licensed disposal points by immediately taking all necessary measures	5000€	7500€	10000€
24	Keeping the lids of the waste containers open	100€	200€	500€
25	Failure to acknowledge that seeing animals like bird, bats etc.	100€	200€	500€
26	Causing wildlife risks	100€	200€	500€
27	Delivery of wastes outside of the designated dumping hours	50 €	100 €	200 €
28	Polluting surroundings during waste dumping	100 € + covering cleaning cost	2 Times Penalty Amount	4 Times Penalty Amount
29	Improper piling up and/or storage of wastes	300€	600€	1200€
30	Delivery of waste into waste reception centers in violation of the other rules designated by IGA	200€	400€	800€

31	Employment of personnel lacking environmental training	200€ per each personnel	400€	800€
32	Pursuant to the Environment and Sustainability Rules that form the annex of the Contract, not to manage in accordance with all Legislation on Hazardous and Non-Hazardous Waste Management published or to be published by the Ministry of Environment and Urbanization of the Republic of Turkey, IGA Waste Management Procedure and Hazardous Materials Handbook	5.000€	10.000€	50.000€
33	Causing Environmental Pollution as defined in the agreement with the Operator	5.000 €	25.000 €	50.000 €
34	Excess of square meters without written notification and permission	500 €	500 €	750 €
35	Creation of sitting and resting areas outside the Operator's own office/ store employees in smoking areas/terraces or of their businesses	200€	200€	300€
36	Advertising without written notification and permission	2000€	4000€	8000€
37	Without written consent; exhibiting/placing any product or other such material, regardless of whether pertaining to sale/service, on the Area(s)' façade	Rental fee corresponding to 10 days	Rental fee corresponding to 15 days	Rental fee corresponding to 30 days
38	Except for the information and approval of IGA, the relevant site that is allocated for the company for its particular use, is allocated for usage to other companies and/or their employees to carry out their operations.	Rental fee corresponding to 10 days	Rental fee corresponding to 15 days	Rental fee corresponding to 30 days
39	Utilizing electricity from common areas	500 €	500 €	750 €
40	Misuse of baggage trolleys and oversize baggage trolleys, not to clear away baggage trolleys, leaving trolleys untidy and leaving the stations empty	100 €	100 €	150 €
41	Use of counter (desk, etc.) without written notification and permission	200 €	200 €	300 €

42	Unauthorized/improper use of Terminal equipment (tensa barrier, lounge suite, desk etc.)	50 €	50 €	75 €
43	Damaging Terminal equipment or property	Compensation for damage + 10% labor fee over the invoice amount + 50 € penalty	Compensation for damage + 10% labor fee over the invoice amount + 50 € penalty	Compensation for damage + 10% labor fee over the invoice amount + 75 € penalty
44	Failure to keep offices and areas of responsibility cleaned and leaving idle materials out of the office	200 €	200 €	300 €
45	Engaging in any business or businesses outside the scope of business specified in the Contract	200 €	200 €	300 €
46	Operator within the Airport broadcasting loud (disturbing) music, etc.	50 €	50 €	75 €
47	Smoking within Terminal	30 €	30 €	30 €
48	Establishing unauthorized network infrastructure	150 €	150 €	225 €
49	Failure to use two or more wheeled electric transportation vehicles within the terminal in accordance with the instructions, using vehicles in a way that threatens security, improper parking, unrestrained use, misuse, use of a vehicle with a mobile phone	50 €	50 €	75 €
50	Non-compliance with any hygiene-related requirement or legislation, including the Food Hygiene Regulation, Hygiene Education Regulation	250 €	500 €	1000 €
51	Handing out brochures and other such publicity materials without permission	200 €	200 €	300 €
52	Placing billboard/flag/pennant/banner/desk/baggage sizer and other such materials to counter, gate and other such areas pertaining to any airline, ground services company and/or agency without permission			
53	Doing such work in a way that activates the fire alarm system	250 €	500 €	1000 €
54	Admission of persons other than the authorized ground handling companies' personnel and who lack permanent Airport entrance card to the back of the counter sections	100 €	100 €	150 €

55	Usage of buggies, scooters and similar vehicles having no license plate without getting approval from IGA Management	1500 €	1500 €	2250 €
56	Operator and its ground handling company to sell premium services (including welcoming farewell, fast track, lounge and buggy services) to any institution, organization, airline or customer in any way without the prior written consent of IGA	1000 €	2000 €	4000 €
57	Specific to premium services (including welcoming farewell, fast track, lounge and buggy services), the entry method determined by the company to which IGA given the operating rights, is to be sold any passenger other than the passengers permitted by the Airline and agreed by the parties, and/or to be offered for use of any other purpose (such as gift, favor)	1000 €	2000 €	4000 €
58	Unauthorized provision of Meet-Greet service	1000 €	2000 €	4000 €
59	During greeting of the arriving passengers within the terminal; acting in a manner such as to disturb the passenger, calling passengers loudly, greeting passenger by showing cardboard, paper or banner, causing visual pollution at the arrival floor, pulling passenger to inside the office or transfer point by grabbing their arms, engaging in touting	1000 €	1000 €	1500 €
60	Use of buggy outside the route designated by IGA	250€	250€	375€
61	Driving electric vehicles above the specified speed limits within the terminal	500 €	500 €	750 €
62	Carrying personnel in equipment intended for carrying freight	1000 €	1000 €	1500 €

63	Failure to use box body vehicle when carrying freight or goods in the passenger lounge	1000€	1000€	1500€
64	Carrying freight or goods outside the designated hours	1000€	1000€	1500€
65	Failure to comply with the Carriage of Goods Within Terminal Procedure	250 €	500 €	1000 €
66	Freight and waste transportation in passenger elevators within the terminal	250 €	500 €	1000 €
67	Failure to comply with Procedures, Rules and Regulations of The Occupational Health and Safety	250 €	500 €	1000 €
68	Leaving the tensa barriers which are in front of the counter desks and/or boarding desks untidy	50€	50€	75€
69	Failure to clean or exposure of the documents (Boarding carts, DCD luggage tags, Manual luggage tags, cabin tags, printed manifestos, printer papers, etc.) which are relating to Airline or Ground Handling Company in Counter or Boarding Desks	100€	100€	150€
70	Failure to preserve sharp and penetrating tools safely which are allowed to be in the restricted areas and failure to take adequate precaution for preserving such tools and/or allow third parties to have access to these tools	100 €	100 €	150 €
71	Failure to comply with the regulations of the National Civil Aviation Security Program, rules of Local Authority and decisions of Security Commission	100 €	100 €	150 €
72	Prompting to security gap by leaving the doors open within the boundaries of the Airport, using emergency button without emergency	100 €	100 €	150 €
73	Driving without an electric transport vehicle certificate	1000 €	1000 €	1500 €
74	Operator and/or employees do any behaviour that may cause discomfort to the Area for any reason (including	2.500 €	2.500 €	3.750 €

	verbal dispute) among themselves or against third parties.			
75	To display/use advertisements that may be associated with the Airport such as "Airport Hotel" and similar on the exterior facade or interior walls of the Operators's office Area(s)	2.000 €	2.000 €	3.000 €
76	Failure to obtain the approval of IGA Projects Unit for all the work that the Operators will perform on the exterior of the Area (s) or on the interior walls that are visible from the outside.	250€	250 €	375€
77	Not wearing the airport entry card visibly within the airport boundaries	90 €	180 €	360 €
78	Employment of personnel without Airport Entry Card, regardless of air side, bonded areas, restricted zones, terminals and their integral parts	100€	100€	150€

<u>Penalty No.</u>	<u>Matter Concerning Penalty</u>	<u>Applicable Penalty Amount for Every Violation</u>
<u>Penalty No.</u>	<u>Matter Concerning Penalty</u>	<u>Applicable Penalty Amount for Every Violation</u>
79	Trespassing to the Good Acceptance & Service Road	75 €
80	Parking on the roads and tow away zone	75 €
81	Occupying the loading and unloading ramps out of the allocated hours	200 €
82	Cruising reverse direction the traffic flow on the Good Acceptance & Service Road	250 €
83	Failure to keep contact information on the vehicle's front glass the way that is seen from outside	50 €
84	Leaving the vehicles which are used for loading and unloading on the common areas	100 €
85	Failure to take security precautions stated under the Clause (Approach to the Ramps)	200 €
86	Dangerous substances such as oil, fuel oil leaking from the vehicles and	300 €

	leaving materials dropped from the vehicle during the loading and unloading of goods such as, packaging materials, boxes, pallets, etc.	
87	Failure to give the way to pedestrians at the crosswalk	200 €
88	Failure to comply with the speed limits on the Good Acceptance & Service Road, tunnel entrance road and inside the tunnel	200 €
89	Causing the capacity loss by not attending the reservation made on the website and not reporting it	75 €
90	Use of Public transportation lane Entry cards/electronic tags that is not compatible with the license plate when entering at Public transportation areas	25 €
91	Exceeding over of their allocated area or parking in other areas	25 €
92	Using public transportation route for other than its purpose	25 €
93	Failure to comply with speed limits in public transportation area	25 €
94	Passenger pickup-drop off, stop, stand, park on the pedestrian crossing	25 €
95	Not giving way to pedestrians at pedestrian crossings	25 €
96	Reversing on the public transportation route	25 €
97	Manoeuvring, entering or leaving the road with a violation of the area closed with a sidewalk or delineator on the public transportation route	25 €
98	Failure to comply with the signs and warnings of UKM staff and markers in Public transportation areas	25 €
99	Creating environmental pollution with fuel, oil and chemicals leaking from vehicles and wastes such as plastic bottles or plastic bags etc.	25 €

100	Disturbing passengers by touting, barking etc., make loud calls to the passengers, make all kinds of rude behaviors and movements outside the Terminal Building, including the Public transportation areas	1000 €
101	Failure to comply with the instructions of IGA UKM staff in charge of maintaining order of traffic	25 €
102	Personnel not using the walkways on the service floor	WARNING
103	Personnel not obeying all cautions, warnings and safety rules on the service floor	250 TL
104	Smoking of the personnel, except in the designated areas on the service floor	30 TL
105	Driver not obeying the traffic rules and/or warning/caution signs/controllers within the boundaries of INA	100 TL
106	Driver to unload the Personnel on the service floor without approaching the relevant platform	100 TL
107	Driver not using the bay allocated as a waiting area/stop	50 TL
108	Directorate to make inspections on the service road and corridor at certain intervals and days and determine the lack of conformity of the companies using the service road in these inspections	100 TL
109	Regarding the general rules, disregarding the cleaning (FOD) matters in the area, land and surroundings allocated on the airport land side (building, office, porch, hangar, etc.)	100 €
110	Contaminating the environment (road, refuge, parking lot, tunnel, common areas, building fronts, etc.) and not cleaning properly (excluding the service fee to be incurred if the polluted area is cleaned by IGA)	250 €

111	Washing of vehicles and equipment outside the areas specified by IGA in the Support Zone	100 €		
112	Placement of structures such as mobo, porch etc. or applying area measurement and architectural changes in the Support Zone without the knowledge and approval of IGA	250 €		
113	Use of vehicles used in constructional activities outside the route specified by IGA for them (per vehicle)	100 €		
<u>Penalty No.</u>	<u>Matter Concerning Penalty</u>	<u>Applicable Penalty Amount</u>	<u>At 1st Repetition</u>	<u>At 2nd Repetition</u>
114	Improper use of parking cards	200 €	400 €	800 €
115	Failure to comply with traffic signs and rules in the parking lot	50 €	100 €	150 €
116	Unfair use of disabled parking areas determined by the Parking Lot Directorate	50 €	100 €	150 €
117	Doing construction work without the knowledge of the Parking Lot Directorate	300 €	600 €	1200 €
118	Loading or unloading goods without the information of the Parking Lot Directorate	300 €	600 €	1200 €
119	Material transportation in passenger elevators in the parking lot	250€	500€	1000€
120	Creating a sitting and resting area within the parking lot without permission	200 €	200 €	300 €
121	Usage of buggy, electric transportation vehicle, etc. in the parking lot without permission	50 €	100 €	200 €
122	Providing the personnel of another company to benefit from the discounted parking fee (subscription fee) granted to the company of which they are employed, by using the apron card.	100€	200€	400€
123	Leaving without paying the parking ticket by following the vehicle which is paid its ticket already or leaving 2 vehicles with a subscriber card belonging to the person/institution that has been given the right for one vehicle only	50 €	100 €	200 €

124	Operator is responsible for making the necessary maintenance and repairs of the living / artificial plants in the landscaping areas in its area.	200 €	400 €	800 €
125	Failure to comply with the rules applied at the Airport and/or Terminal, especially but not limited to the Pandemic Prevention Measures Handbook issued by İGA or reported by other official institutions.	30 €	50 €	100 €
126	Operator's violation of the rule of obtaining and/or hanging in a way that can be seen, any of the required permits or licenses which he is obliged to obtain pursuant to the provisions 6.1.1. (z) (ee) and (ff) of the Management Operation Plan published by İGA related to its activity or business in the Area(s), especially the business license.	1 (one) month rental fee	2 (two) month rental fee	3 (three) month rental fee