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**MEETINGS AND COMMITTEES**

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- MADKOM
- Stakeholder Meetings

**CONTACTS**

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- Contacts Stakeholder
- Contacts Goverment Agencies
- Customs
- Passport Police
- Military Police
- Health Services
ARE YOU READY FOR A BRAND NEW AIRPORT EXPERIENCE?
Introduction

Dear Stakeholders in İGA
In an area like İGA with high safety standards, special requirements, permits and a large operation, there are many things to take into account when operating.
We hope this guide can help you to operate in İGA and get an overview of the organization. The Guide for stakeholders is a tool containing relevant information on rules and regulations, as well as İGA contacts, services and products.
The guide is organized in 4 main sections:

- Access Permissions: explains the certificates and process for getting started
- Rules for operating in İGA: Lists the rules and regulations including contacts and explanations.
- Exclusive Services in İGA: are additional services and some of our partners' services
- Co-operations and contacts: an explanation of some selected meeting and formats and a list of contacts in İGA Airport.

This will help guide you through the necessary information regarding operating in İGA, and will also help you to find the right contacts and way into our organization.
Please do not hesitate to contact email or one of the contact persons listed in the contact list on the last page of the guide.

www.igairport.com
All stakeholders must obtain a company license to operate from IGA before gaining access to and carrying out any ground handling services at Istanbul New Airport. Please note, that if granted, the license only entitles the stakeholder to carry out handling services which are explicitly listed in the license. The stakeholder is not entitled to carry out any other services or commercial business of any kind at Istanbul New Airport without the prior written approval of IGA. The License is non-exclusive and non-transferable and subject to the terms and conditions mentioned in the Terms of Use.

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

1) Registration
2) Apply for an ID-card
3) Security Awareness Test

After you have obtained a license to operate you may apply for a security pass (ID-card) in order to gain access to the airport. The first thing you need to do is register your company in the IGA database and appoint a staff member to be responsible for the company's ID-cards (an ID-card administrator). Please note that it may take up to 10 weekdays to register your company.

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

If you have any questions concerning the above process please contact apronid@igairport.com

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

Please note that each employee must be approved by the national police authorities, which may take up to three weeks. If you have any questions concerning the above process please contact apronid@igairport.com
Access Permissions

Vehicle Permit
Every registered motor vehicle that passes in and out of the airport’s restricted areas must be equipped with an valid license plate and vehicle identification card.

Tool & Working Permit
In order to be able to carry tools within the restricted areas of İstanbul New Airport you must sign a declaration which states that your company informs and instructs its employees & 3rd parties on how to carry, store and work different tools and articles within İstanbul New Airport and how to make sure passengers do not gain possession of tools or articles within the various passenger restricted areas.

Survey Permit
In order to able to conduct surveys among passengers within the areas in İstanbul New Airport you must obtain a permit from IGA

Photo And Filming Permit
All kind of shooting is subject to permission from İGA.

Advertising Permit
Commercial advertising is subject to permission from İGA.
Access Permissions

Visitor Course

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

driverlicence@igairport.com

Driving Course

In order to drive motor vehicles within the airport’s restricted areas you have to pass a driving course and get a license. To sign up for the course please contact:

Visitor Course

Emergency Response Plan – ERP Training
Safety Management System – SMS Training

Other Courses
**Authority Approval**

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

The Turkish Civil Aviation Authority may require specific certification of stakeholders operating at IGA, i.e. of stakeholders who provide catering services or carry goods, see below.

**Airline Representatives**

All airline representatives are subject to Turkish Civil Aviation regulations as stated on SHY-22 22.

For further information please go to the Turkish Transport Authority’s website at http://web.shgm.gov.tr/ or contact the Turkish Transport Authority at:

Phone: 4446001 Call Center

Office hours: Monday – Friday 9 AM - 5PM

**Catering Suppliers**

All catering suppliers operating at Istanbul New Airport require a security clearance from the Turkish Transport Authority.

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

The task in the form of steps in Article 1 / B d of the "Terms of Service, Nature and Scope" of the Terms of Reference; the document contained in the tender dossier and project planning, requirements programs, and according to the terms and conditions of the project, providing financing and inspection of facilities and installations in accordance with the ECAC / ICAO documents and related manuals and SHY14A, SHY14B, SHY33A, SHY33B criteria of mechanical, electronic, electrical and security systems, cargo and general aviation activities in accordance with the provisions of the contract as domestic and international lines, taking into consideration the passenger satisfaction in the administration supervision of the airport.

The subject of this contract is the implementation of the Law No 3996 and 201111807 on the Construction of Some Investment and Services on a Build-Which is tendered within the framework of the procedures and principles determined by the Decision of the Council of Ministers on the Application Procedures and Principles of the Law No. 3996 Regarding "İSTANBUL NEW AIRPORT" (Facility) construction and operation work.

Terms of Use for Ground Handlers

İGA has a set of standard which located in 'Terms of Use' Service Agreement for ground handlers operating at Istanbul New Airport. The İGA will be responsible for the safety and security of the airport, as well as the safety and environmental requirements of the airport. The Terms of Use contain the conditions for providing ground handling services at Istanbul New Airport, including safety management requirements, security requirements, environmental requirements, insurance requirements as well as rules on submitting information and data on airport operations and services to İGA. Please review link below.

Ground Handling Service Agreement
Safety Management

The Safety Management System must contain the following:

- A Safety policy clearly stating how the company manages ‘safety’.
- A dedicated person, responsible for the Safety Management System at İGA
- A process for performing risk assessments. All operational changes, that can affect flight & ground safety, must be risk assessed. (Your company must be able to demonstrate your safety management approach taken to comply with our safety requirements.)
- A process for reporting safety occurrences, incidents and accidents within the company and how these are forwarded to İGA.
- A process for reporting safety occurrences, incidents and accidents within the company and how these are forwarded to İGA. İGA applies a sanction-free environment for reporting of breaches of safety processes and procedures. The stakeholders reporting process must ensure that all reports are forwarded to the İGA Safety Department. The sanction-free clause requires reporting within 24 hours. The stakeholders must also have an investigation procedure in place to identify root causes to any incidents and accidents. Such reports must be forwarded to İGA once completed.
- Stakeholders must have an investigation procedure in place to identify root causes to safety occurrences, incidents and accidents. Such reports must be forwarded to İGA once completed.

For further please contact: igasms@igairport.com
EU Gates

To help operators in İGA handle International traffic İGA is describing the rules on handling passengers within the International area. Rules are issued in co-operation with the police and a representative group of stakeholders.

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

Below you will find EU Gates and rules of operation;
• The EU passenger coming from the jet bridges do not pass to the arrival passenger level but goes directly to the departure pier level.
• The EU passenger arriving on the remote gates pass to special EU gates where located Pier B or Pier F and goes directly to the departure passenger level.

Arriving passengers from Internationals destinations (which do not have special agreements with the EU) and domestic destinations, must be separated in terms of arriving gates. These arrivals are specified as;
Status 1 = EU status passengers = passport check (only ECAC pax can transit to next flight)
Status 2 = EU / Non Schengen status passengers = passport check
Status 3 = Non EU / Non Schengen status passengers = passport check / security screening if needed.

Domestic Gates

To help operators in İGA handle Domestic traffic İGA is describing the rules on handling passengers within the Domestic area. Rules are issued in co-operation with the police and a representative group of stakeholders.

Below you will find Domestic gates and remote gate operation rules;
• Domestic passengers from Pier G, first change the level to the transfer floor, then change the level again to the domestic luggage lounge.
• Domestic passengers who arrive in the baggage claim hall take their baggage and go out to meet the passengers. Taxi and vehicle use this level should exit a lower level if pax use public transport.

Transit Gates

The passengers traveling from the piers to the international flights, first change the level and descend to the transfer floor. The passenger arriving at the transfer floor ascends to the departure hall (gate area) after passing the x-ray of the departure transfer area.

The passengers traveling from the piers to the international line first change the level and descend to the transfer floor. After passing through the passport control and security control points of the international-domestic area, arrive to the domestic (domestic gates) hall.
AOCC

General Rules and Conditions

The command and control of all critical airport operations beyond Istanbul New Airport navigation systems and air traffic control are integrated under a centralized structure. This approach will provide an integrated and holistic approach to planning, monitoring and managing operations. It is aimed to centralize the monitoring of the comprehensive operation of the airport at the primary level and the Airport Operation Control Center (AOCC) has been established for this purpose. An instant follow-up of the 24/7 operation will be carried out from AOCC. Assessments within the AOCC will be based on the following: functional values, primary and secondary operational responsibilities, irregular operations and emergencies, processes and protocols, and operational relationships between each of them.

The AOCC will follow normal operations and will also coordinate the interventions against operational disruptions. The Emergency Operations Center (ADOM) will be activated to manage the major event / emergency / crisis situations. AOCC will be competent to work in coordination with ADOM. Collaborative decision-making, a common platform and shared benefits will be provided, as well as the integration of airport planning and monitoring systems. Communication and decision making will be provided through systems based on the latest technologies, with real-time, consistent and predictable data. The decision-making and responsibility hierarchy within the airport is defined in the organizational chart, and problems will be resolved and transferred appropriately.

For further please contact: aocc@igairport.com
AOCC

General Rules and Conditions

AOCC will serve as the sole check point for airport management and coordination.

AOCC has undertaken the responsibility of the airport's surveillance to ensure smooth operation and availability of all airport facilities and services. It will provide strategic coordination with the systems and technologies for planning of daily operations, monitoring and resolving important events. AOCC is managed under the control of the airport operator and will operate 24/7.

As a central operational command and control center, AOCC is a top to bottom planning, monitoring, collaboration and decision-making body in which operational units are represented. In general, AOCC consists of the following units:

- Airside Operation
- Terminal Operation
- BHS Operation
- Security
- IT
- Technical Services
- CDM
- RMS

Certain strategic representatives of these units will work together under the AOCC framework. The presence of representatives of the units within the AOCC will not prevent the each units from having their own operation centers. The representative in AOCC will ensure that the relevant unit is in contact with AOCC.
A-CDM

A-CDM, a virtual platform managed by the AOCC Director and to be acquired by all stakeholders from AODB derived information; will be installed at AOCC. Through information sharing; increasing predictability, optimizing resources and efficient operation are the main objectives of the A-CDM. In this case, in the event of a delay in the ground operation, all stakeholders will align their plans accordingly. Instant operational communication will be linked to A-CDM, and on a wider perspective, land side transportation such as trains, subways, buses will be included. The aim of instant operational communication is to carry out an effective operation to ensure that aircrafts depart from the airport on time with passengers and luggage. Via the exchange of reliable estimated arrival and departure time information between the A-CDM and the Eurocontrol NMOC, our airport will be integrated into the European air traffic network. IGA plans to operate a fully integrated A-CDM airport after the first phase of the project. A-CDM optimizes the following collaborations among stakeholders:

- Airport Operator
- Airlines
- Ground Handling Companies Agencies
- Air Traffic Control Center (DHMI)
- European Network Management Operations Center (NMOC)

For further please contact: acdm@igairport.com
Airport Planning and Capacity Management

AOCC members will develop, maintain and coordinate the KPI map at all relevant control centers that perform certain aspects of airport operations. It will show a gradual planning approach from a more strategic plan showing long-term demand and capacity to short-term tactical planning and execution of daily operations. AOCC will proactively monitor the deviations in KPI values to ensure the coordination needed to mitigate related issues and risks. Short-term or tactical arrangements to be made against relatively small-scale problems will be coordinated under the AOCC framework. Emergency plans have been developed for larger-scale events which include emergency and crisis management scenarios.

- Following the flow of flight information from the Airline Companies and the Ground Service Facilities to the RMS and AMS system via FIDS system,
- Planning / determining aircraft parking positions using the RMS system, making bus gate allocations for passengers in remote stands, information transfer of parking positions and landing & take-off conditions to the passengers via FIDS screens in the terminal,
- Organizing Ramp operation using FIDS, AMS, VDGS, A-SMGCS systems,
- Directing aircrafts to appropriate parking places considering arrival / departure times, type and size of the aircraft,
- Tracking flight schedule information in the AMS system and keeping the system up-to-date and updating the system manually if necessary,
- To monitor the VDGS system continuously to make sure that the system works correctly and to correct mistakes when necessary,
- Carrying out PBB operations within the specified standards in coordination with Jetbridge Operations Department.
- Assigning parking stands in coordination with ATC during aircraft towing operations.
- Coordination of the services of the VIP aircraft,
- Restructuring the planning according to the current weather conditions by evaluating the meteorological data,
Signage Branding Rules

General Rules
In İGA we want to maintain free passenger flows and a calm, clean and orderly atmosphere in the passenger terminals. The following rules on signage and branding placement in the terminals apply to all airlines and ground handlers at Istanbul New Airport. General rules for Airline Branding

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

For further please contact: igacommercial@igairport.com
Brandig Placement Rules

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

**Signs behind check-in counters:**
- Signs behind check-in counters must comply with the measurements 44 cm x 184 cm and may be stored behind counter
- For assistance with the mounting of signs please [Terminal@igaairport.com](mailto:Terminal@igaairport.com)

**Retractable belt posts:**
- İGA provides retractable belt posts for queue management. İGA has carts for posts located under the staircases.

**Gates**
- The gate area is defined as the area not interfering with the pier passenger flow. In this area it is allowed to use hand baggage size gauges with airline branding.
- If you wish to place a newspaper stand in the gate, you will have to make your own arrangements with inflight media. Cleaning and removal of newspapers in the gate is the airline/handlers responsibility. For further information please contact İGA Customer Care.
Airline logos on İGA dynamic monitors

İGA monitors displaying airlines’ logos are available in the following formats:

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

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

The images to be used in the imaging monitors must be in the format approved by İGA.
General Aviation Terminal

It supervises full and timely service to CIP flights from the General Aviation Terminal. In order to ensure "customer satisfaction" of all passengers who uses from General Aviation Terminal services; airway, airline representatives, security services authorities, public institutions and organizations in a coordinated manner.

For GA Flights will operate in special saloon/lounge in G pier near Turkish Airlines CIP lounge.
Check-in Counter Allocation

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

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

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

Information

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

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

Questions and request regarding counter allocation and access to the İGA Network can be directed to Counter@igairport.com

PRM (Person With Reduced Mobility) Handling

The rights of disabled persons and persons with reduced mobility in air transport are regulated by TCAA. İGA is mindful of its obligations to ensure the rights of PRM’s and provides assistance to PRM’s on departure, arrival and during transit in cooperation with and İGA provide assistance to passengers with reduced mobility. At the entrance of the terminal there is the Assistant Phone and the passport bank has PRM transit points.
Self-Service Products

Common Use Self-Service (CUSS)

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

Responsibilities

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

Questions and request regarding CUSS can be directed to

THY Self Service Bag Drop

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

Benefits

- Reduction of handler personnel in check-in counters
- Operational cost reduction Passenger time through check-in decreases
- Process improvement

www.igaairport.com
Self-Service Products

Self Boarding Gates (e-gates) & Immigration Gates (I-gates)

İGA has installed Self Boarding Gates (E-gates) and Immigration Gates (I-Gates) as described above.

Staff readiness and use of these special gates will be announced later by İGA.
Baggage Reclaim Area

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

**General guidelines for the Baggage Reclaim Area**

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

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

Charging of equipment should be done within operators facilities determined by İGA.

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

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

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

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

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

General Rules:
- Only the ground handler personnel are allowed to use the microphones in the gates
- The ground handlers are responsible for following the guidelines for standardized calls and number of calls allowed (see rules on the below)
- Calls must be kept as short as possible to avoid blocking others’ calls
- No more than 3 calls per departure are allowed
- Generally, calls can only be in English or a Turkish language. However, if it is likely that passengers on a specific flight/route do not understand English or a Turkish language, ground handlers can request making calls in other languages.

Exceptions to the rules: If İGA’s information systems (Signs and monitors) are out of order, the rules of “Silent Airport” do not apply and all departures are called

When to make a call:

Departure Calls (max. 3 calls/departure)
It is only allowed to make general calls or name calls if:
• The departure gate changes from what has been announced

Personal calls: (max. 5 passengers for the departure)
It is allowed to make personal calls: In IRR situations (delivery of food vouchers) In special circumstances (if a passenger’s route changes, lost items etc.)

Other calls: Recorded messages (safety, irregular weather, etc.) will be announced in accordance with standardized procedures. These calls are administered by İGAs Operations Center or Customer Care.

How to make a call: To ensure coherence in the announcements made at İstanbul New Airport the following text must be used:

General call for departure:
Lütfen dikkat! .......................Havayolların’ın ............... sefer sayılı ............... uçağı kalkışa hazır olup yolcuların uçağa binmek üzere ....................... nolu kapıya gelmeleri önemle rica olunur.

Name calls:
Lütfen dikkat! Sayın ....................... (isim/soyisim), .......................’a/e müracaatınız önemle rica olunur.

Attention please! ....................... Airlines, flight number ....................... to ....................... is ready for departure, passengers are kindly invited to board the aircraft at gate number ........................

Attention please! Mr. Mrs. Miss ....................... (name/surname) is kindly requested to contact .................
Baggage Handling Systems

In İGA sorting areas, there are rules and processes to which must be followed. Below is a short abstract of some of the rules and regulations. To find all the rules for the areas and to read about guidance to the baggage systems – Please go to Rules in the baggage handling area:

Driving speed no more than 10 km/hour in the baggage handling areas
Every Tuesday evening baggage hall must be cleared of equipment to make room for cleaning
Number of luggage carts that can be transported by tractors; empty 6, full 4, the number of containers will be full and empty maximum 4.
No pedestrian access
No stacking of bags in make-up carousels
Anything about in the baggage hall please contact: infohhs@igairport.com

www.igairport.com
APRON

ARFF Services

- The ARFF (Aircraft Rescue and Fire Fighting) stations are positioned on Apron to provide access to the runways at 3 different points and within 3 minutes.
- The ARFF level at İGA is in category 10 and access to all points and aircrafts is quickly achieved due to fast tracks.
- The ARFF unit has equipment capable of serving all types of aircraft and accident recovery.

Airside Safety Management

Airside Operations Management is responsible for controlling runway-apron-taxi area and its availability for flights, runway surface conditions, fight against wild animals, FOD detection and clearance, implementation and tracking of defined rules of the Aerodrome Manual within the operational area, follow-me services and incentive measures about procedures of tarmac for stakeholders staff. Airside Operations Directorate is the primary and continuous safety element within the apron area, compliant with legislation of Civil Aviation General Management and ICAO. First intervention regarding safety issues within all the operations field is within this context.

For further please contact: apron@igairport.com

Air-side Operation and Support Services (Follow-me, snow operation, grass-fighting)

Daily control and management of PAT sites, providing all necessary services for operational continuity (fight against wild animals, FOD detection and clearing, snow operations, grass fighting, follow-me)

PBB Services

PBB service will be provided by İGA 24/7 and detailed information is given under "7.4.5.7 PBB and Boarding Services".

There are 143 passenger boarding bridges in the terminal. These bridges will be able to serve 114 flights at the same time. There are 18 domestic gates in Pier2, 96 international gates and 4 gates are designed to be used as swing gates in Pier1. In addition to the passenger boarding bridges, there are 29 remote boarding gates on the apron level, including 13 domestic and 16 international (2 of which can serve as closed gates).

In self boarding, there are two E-Gate in the B1 and B3 gate and one in the C4 gate.
İstanbul Airport City

İstanbul Airport City, located at the İstanbul New Airport project, is a globally unique urban development project located near the airport within the boundaries of the expropriation area.

İstanbul Airport City will be built to perfection with a 10 million square meter area to be a reference point for the cities of future airports around the world.

İstanbul Airport City; will be surrounded by green, sustainable design and architecturally rich buildings with offices, shopping centers, social facilities, hospitals, schools and exhibition facilities.

Thanks to the large scale and diversified store mix, the entire city will serve not only airport customers. The shopping and living center, which is directly connected to the subway line, will host many domestic and foreign brands and will provide 24/7 service.

İstanbul Airport City will become a new commercial center with A + office facilities (functional, comfortable and luxurious) and will increase its performance by adding value to the tenant companies.

Airport Hotel 24/7

‘Yotel’, a British-based hotel operator in London, Amsterdam and Paris with a total of four airports, will also operate the hotel in İstanbul’s new airport. Yote will be Europe’s largest airport hotel with 451 rooms. The British were signing a 15-year contract with the 3rd airport investor, İGA, for the hotel, with the agreement revenue guarantee model.
**Exclusive Services in İGA**

**İGA Passenger Lounges**
İGA offers 965 m² on-site lounge service for passengers on the H level. İGA Lounge is reached via lifts or escalators located on the right side of the Bosphorus area.

**Buggy Services**
The Buggy’s enter the passenger floors from the car park to the terminal at main passanger entrance gate number 2, 4 and 6. In addition, through the existing ramps at the intersection points of the Terminal and Pier, buggy vehicles are allowed to pass through the piers and sections.

**Fast Track**
On the terminal floor, there is a fast track on the 1st door, a fast track on the 5th track and a fast track and THY CIP on the door, and there are fast transit points in various places at the passport control points.

**Dining Facilities**
There are 2 cafes on the D floor, 4 on the terminal B, 1 for the police force on the E, 2 restaurant for and 1 cafeteria for the managers on the H level. Also 2 restaurant for apron side placed on Center pier.

For further please contact: lounge@igairport.com
Exclusive Services in İGA

**Ad-Space Allocations**

İGA reserves the right to use, rent and sell all areas, services, products and materials subject to the advertising at the airport. Relevant customer requests are transmitted in writing to the Advertising Areas Allocation Directorate. Customer's request is examined and feedback is given regarding the price, duration and conditions of use according to the availability of the requested location or panels.

**Commercial Fields and Office Allocations**

Companies' office need has to be notified to İGA in formal written document. The request of the relevant company is evaluated and, if appropriate, the allocation is made by the business unit. The tariff price is reported to related company. Afterwards, the contract is prepared and the transaction is completed if the related company finds the declared place and price appropriate.

**Car parking Lot**

- Multi-storey car park, consists of a total of 5 blocks, 1 block with 3 floors, 4 blocks with 7 floors, with a parking capacity of 18,000.
- Car wash, auto salon, tire sales and exchange and fueling service will be offered at floor -12,60 of the multi-storey car park.
- The block in the middle which consists of 3 floors has commercial areas on the top floor. There are 23 entrances and 20 exit points in the multi-storey car park.
- A total of 908 parking spaces for the disabled (PRM) have been allocated near the elevators. The information that PRM can use the car park free of charge is stated in the tariffs. (There is no any special sign on plates anymore so this has to be canceled.)
IT Services And Support

Passenger processing, baggage handling and flight information processing operations at modern airports are realized by Private Airport Systems, which is part of the Information Systems. These systems are special systems designed for airport passenger and terminal operations and serve as a critical integration platform for real-time information exchange among airport stakeholders. In order to ensure that these systems work effectively, data center and network infrastructure systems are evaluated within the scope of Information Systems.

Core business processes are categorized into seven segments. However, taking into account the relationship between the relevant business processes and the Information Systems, the Airport Information Systems are divided into seven segments. The business department, Communication and Information department, which is not included in the basic processes, Segments;

- Flight Planning & Operation
- Passenger Process
- Business Administration
- Security & Safety
- Facility Management
- Business Center & Airport Management
- Communication & Information

For further please contact helpdesk@igairport.com

Electrical Concierge Services

İstanbul New Airport terminal provides electricity from TEİAŞ high voltage transmission line. A special "Reduced center" building for the airport was constructed and a second high voltage line connection was made by TEİAŞ for back-up, providing the lowest amount of energy interruptions. After the electricity energy reaches the cells, it is transferred to the small transformer and cells by means of large transformers and generators. The electricity coming to the appropriate network location to be used is brought to the end user via low voltage panels. Gas insulated transformer system and main distribution center maintenance, operation and breakdown interventions are carried out within the plan and program with competent personnel.
Health Services

The terminal provides health services 24 hours a day, 7 days a week. There are health units located at the passenger level and at the apron level of the terminal in order to provide services to the passengers and their relatives to serve in the airplane accidents and collisions that may occur in the airport and their municipalities.

Fueling For GHE

There are five fuel stations in the İstanbul New Airport. For further information about fueling and financing will be giving soon.
Power Plant, Water and Natural GAS

Plumbing system; bringing the drinking water, usage water and the water circulating in the systems to the desired conditions, presenting the usage, collecting and removing the waste water from the WCs. Purified water in the wastewater treatment plant and the water obtained by the rainwater collection system will be used for landscaping irrigation at the airport.

For the water to be used throughout the terminal, the line from ISKI has a water reservoir to be stored within the airport boundaries.

The water needs of the terminal are provided by the water facilities, water softening equipment and installed installations, under the conditions that are required. Precautions are taken for failures that may occur due to installation or lifetime in the installation, and the failures are eliminated again by the mechanical operation. The periodical maintenance of the equipment that makes up the system is provided together with external firm support. Daily water analysis and conditioning are continuously controlled by the Machinery Department.
AOC

It is AOC vision to be a strong, sound and independent organization who strives to achieve optimal conditions for operational excellence on the following policy areas:

- Safety
- Security
- Operation
- Operation Costs

The purpose of the AOC is to provide opportunities for dialogue, advancement and improvement of all aspects of the airport operations through communications by means of briefings, quarterly member meetings, publications, our website, other presentations and social events.

MADKOM

The role of the MADKOM, is to support sustainable operations of the Aviation industry and interests of association members by promoting fair, equitable and secure access to general operations of the airport; assuring safety, standards of best practices at Airports and Handling Companies; in bad weather conditions and such events. Committee decide how to run airport in terms of hourly capacity of runways to cleaning and removing of snow etc.

Stakeholder Meetings

To facilitate airport operations pertaining the clearance and handling of passengers, crews, baggage, cargo and aircraft the Stakeholders shall dedicate attentive consideration particularly to:

- Ensuring any adjustments to Industry rules agreed upon to overcome local difficulties;
- Referring all matters related to facilities, operations and services both in the air and on the ground;
- Referring all matters concerning medium to long-term airport development programs involving the handling of passengers, cargo and aircraft;
- Stay focused on safety, security, operational excellence and cost efficiency by transparency;
- Play an active role in the decision making process with stakeholders;
- Consult, involve and inform members about relevant issues.
<table>
<thead>
<tr>
<th>IGA</th>
<th>Contact Information</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service (Call Center)</td>
<td>444 0 442</td>
<td><a href="mailto:customerservices@igairport.com">customerservices@igairport.com</a></td>
</tr>
<tr>
<td>Lost And Found</td>
<td>444 0 443</td>
<td><a href="mailto:lostandfound@igairport.com">lostandfound@igairport.com</a></td>
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**GOVERNMENT AGENCIES**

**CUSTOMS**

**PASSPORT POLICE**
## CONTACTS İGA

(Contact information will be shared with all stakeholders when defined.)

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Email</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Military Police</td>
<td><a href="mailto:customerservices@igairport.com">customerservices@igairport.com</a></td>
<td>24/7</td>
</tr>
<tr>
<td>Lost And Found</td>
<td><a href="mailto:lostandfound@igairport.com">lostandfound@igairport.com</a></td>
<td>09:00–16:00</td>
</tr>
</tbody>
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[www.igairport.com](http://www.igairport.com)
THANK YOU