CPH GUIDE FOR AIRLINES
Welcome to Copenhagen Airports A/S (CPH)

Welcome to Scandinavia’s Hub

Every airline comes with their own unique needs and conditions when starting as a new airline or route in Copenhagen Airport (CPH).

We want you to feel welcome and to have a seamless and easy startup of your operations. To help you with this, we have created this guide with links to all relevant information, contact details, necessary application forms, and deadlines. The guide is organized in main areas – which can be found in the content list on page 3. This should enable you to guide you through all the necessary processes you will go through prior to your start-up in CPH, and later on help you to find the right contacts and way into our organization.

At the same time we want you to know that you have your own dedicated account manager at the Airline Sales & Route Development team, who will assist you in any special needs you may have. It is a part of our One Point of Contact approach and you can find contact details for all team members here:

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NB: In case CPH does not receive the requested data on time, we cannot guarantee a full-functioning start-up
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AIRLINE OPERATORS COMMITTEE (AOC)
Slot Application

Copenhagen Airport is fully coordinated and is a category 3 airport – and with 83 mixed operations / hour, Airport Coordination Denmark A/S (ACD) is responsible for the slot allocation at Copenhagen Airport.

ACD is able to accommodate most wishes to slot applications and is not experiencing any special restrictions in the allocation of slots.

In order to obtain slot times at a fully coordinated airport the operator must apply for slots by sending a request to the coordinator in IATA SSIM* format.

For application and other messages to the airport coordination please look at the Nordic Airport Coordination website:

CPH will invoice Slot coordination fee on behalf of ACD, as a specific charge per departure in addition to the airport charges.

Read more about slot coordination charge and the actual rate on ACD’s website

Online Coordination System

Airlines can also coordinate their schedules online in CPH. The system provides all carriers with a set of “self-coordination” facilities.

Using the Online Coordination Systems (OCS) all air carriers with a user account can undertake much of the routine work of coordination, currently undertaken by sending and receiving SSIM messages.

Benefits

- Self-coordinate schedule requirements within constraints and rules
- Immediate responses 24 hours, 7 days a week
- Analyze proposed schedule changes
- Reduce costs by eliminating SITA messages
- Spot potential slot improvements using the latest slot swap list data
- View live data for all airports and all operators (read only)
- Add, edit and delete flights
- Automatically generate slot offers from the coordinator

Please note: Other constraints, such as terminal or night period restrictions, may prevent slots being allocated as requested.

* Standard Schedules Information Manual
Danish Transport Authority

The Danish Transport Authority (Danish CAA) is the authority for civil aviation in Denmark.

Guidelines
At the Danish Transport Authority website you will find general guidelines on operating private or commercial flights in Danish territory.

Application
Application for traffic rights for non EU operators must be forwarded to the Danish Transport Authority.

Inspection of foreign aircraft
All foreign airlines can expect an annual inspection from Danish CAA according to EC regulation. Danish CAA operates according to EASA Safety Assessment Of Foreign Aircraft (EC SAFA Programme).

Inspections can occur at any operation, including inaugural flights.

AIP DENMARK
AIP CPH

Air Navigation Services

Aeronautical information Publication (AIP):

Naviair provides flight operational information about the Danish airspace to the aviation sector and is by the Danish Transport Authority designated as AIM-office (Aeronautical Information Management) for Denmark. You will find the AIPs of Denmark and CPH by following this link:

Unit Rates 2016:
En Route: 61.76 EUR (459.59)
TNC: 140.98 EUR (1049.14)

Contact:
AIP DENMARK
AIP CPH
Terms of Use for CPH Airport

When using facilities and services provided by CPH, we have a set of Terms of Use which airlines must comply with. By using CPH's facilities and services (including taking off and landing) airlines agree to be bound by these Terms of Use. If more persons and/or companies acting jointly are covered by the term's definition of a user, then each person and/or company is jointly and severally liable to comply with the terms.

Please notice: in the Terms of Use document and appendices, there are several information requirements the airline must send to CPH prior to start-up.

Please find our Terms of Use following the link to our website below.

CPH Terms of Use:

TERMS OF USE

APPENDIX 1: CUSTOMER MASTER DATA

APPENDIX 2: AIRCRAFT FLEET DATA
CPH Local Regulations

CPH’s ‘Local Regulations’ contains all relevant safety related rules:

This includes special road traffic rules in aircraft movement areas, special road signs and markings used only on airside, self-reporting duty in case of incidents and accidents on airside and users of airport facilities, rules for road traffic operators, requirements regarding personal training, insurances and responsibilities, vehicle pass rules, airside traffic permits and sanctions in case of rule-violations, personal protection equipment and environmental requirements.

These rules must be known and followed by everyone operating on airside in Copenhagen Airport.

READ MORE
Application for ID cards and vehicle permits

To get permission to get a security pass, your company must be registered in CPH.

After the company is registered, airlines apply for personnel security pass and/or vehicle permits by submitting an ID application form. The airlines must appoint an internal manager to be ID card administrator to act on behalf of your company.

Vehicle permit:
Every registered engine powered vehicle that passes in or out of the airport’s restricted areas must be equipped with an electronic vehicle permit. You can apply for the permit here:

Should you have any questions – please contact us at idkortkontoret@cph.dk
Airport Charges in CPH

Airport charges are payable for all types of airline operations; including route traffic, cargo, GA flights etc. Specific charge information is explained in CPH’s charges regulation which is published and can be found following the link:

Furthermore you can also find a charges calculator for input to specific operations. To find the calculator, follow the link:

Should you have any further questions related to: payment issues, deposits or other enquiries, questions or comments, please contact CPH accounting via e-mail debitor@cph.dk
Service Level Agreement

CPH and the airlines have signed a Service Level Agreement (SLA) which defines the minimum service level that Copenhagen Airport and the airlines must deliver at Copenhagen Airport.

The service (SLA) level agreement applies to the baggage handling, check-in and security waiting time, baggage transfer and other service parameters. The aim of the service (SLA) level agreement is to ensure flexible flow in operational activities throughout the travel value chain at the airport and safeguard optimal utilization of the infrastructure.

The SLA includes an incentive scheme, which requires CPH to compensate airlines and their ground handlers if the CPH service levels are not met. Airlines and their ground handlers will have access to compensation if they on their part live up to the agreed airline service levels.

For more information on this, please contact your Key Account Manager at CPH Airlines Sales & Route Development.
Airlines’ Signage and Branding

In CPH we want to maintain free passenger flows and a calm, clean and orderly atmosphere in the passenger terminals. The following rules are made for airlines and handling companies to follow when branding themselves in the terminals.

General rules for Airline Branding

- Branding material and equipment may be used at your own preference in the defined check-in and gate areas. (See: branding placement rules)
- Airlines/ handlers must remove and store the equipment when check-in closes, or when the passenger process is completed in the gate.
- The cost of all airline branding and signage equipment is the responsibility of the airlines or their handling agents.
- CPH has equipment: signposts, hand baggage size gauges, signs, retractable belt posts, and dynamic signs that may be used by any airline. The terms for their use are described in the following.
- 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. The signs may not interfere with CPH signage or advertisements.
Airlines’ Signage and Branding

Branding Placement Rules

Check-in:
- Based on IATA standards and benchmarks CPH 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 area, the areas for airline branding is defined as the width of the allocated counters times 2.2 m up from the floor times 7.5 meters out from the counters. Any branding material an airline wishes to use must be within the defined area and only be there during operational hours.

Signs behind check-in counters:
- The signs must comply with the measurements 44 cm x 184 cm. This sign may be stored behind counter 110 in Terminal 2.

Pylon branding:
- CPH signs are designed with a magnetic fastening.
- To fit the pylon, airlines’ signs must comply with the measurements of the designated space: 500 x 500 mm or 500 x 100 mm

Dansign can be contacted for assistance with signage. dansign@dansign.dk

Retractable belt posts:
- CPH provides retractable belt posts for queue management. CPH has carts for posts located under the staircases.
- CPH Posts used by airlines can be placed under staircases in the terminals with or without carts.

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, cleaning is the airlines’ responsibility and you must apply to CPHs Customer care jette.girgin@cph.dk or your Key Account Manager at CPH Airlines Sales & Route Development.
Airlines’ Signage and Branding

Airline logos on CPH dynamic signage (monitors)

CPH 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 design of the signs allows the airlines to present different information, company logo and variable text like e.g. passenger class information.

Standard check-in signs as shown on this page are set up free of charge. Company logo and text must be provided CPH via your handling agent. Requirements for a standard check-in sign:
- Logo size formats 960*192 pixel and 480*192 pixel in the graphic format .gif

Additionally full screen logo dynamic signage can be purchased at a cost. Full screen logo (example):
- Requirements for a new or updated logo:
  - Graphic format for a full screen logo: GIF, PNG, JPG
  - Size for a full screen logo: 960*768 pixel
  - Price for each full screen logo layout: DKK 5000*

*Changes to an existing layout is considered to be a new layout and prices may vary.

Information

In order to have correct logos on all the different signboards, please get in touch with your ground handler. Your ground handler can help you upload your logos to the airport IT system.
Check-in Counter Allocation

In order to optimize the airport’s infrastructure, check-in counters are allocated by CPH. We ensure necessary access for all airlines to carry out check-in operations and assist airlines in developing the most optimal opening hours for check-in as well as planning the queue set-up in front of the counter. The counter allocation is continuously monitored and optimized by CPH - always in close dialog with: airport optimization, ground handlers and airlines.

Counter hours and placement of check-in counters are decided on the following parameters:

- The expected passenger show-up profile for check-in
- Number of departures with simultaneous check-in (common use)
- 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 in Terminal 2 and 3 can be accessed online by all airlines and handlers on CPH network (Links provided on request to CPH Customer Care). The allocation is made a week before operation and is subsequently corrected for 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 can be directed to CPH Customer Care jette.girgin@cph.dk or lisbet.mensa-annan@cph.dk

PRM – person with reduced mobility

Both in the EU and Denmark, efforts are made to improve the rights and conditions for airline passengers with reduced mobility. In the EU, a regulation has been adopted, which came into force in July 2008.

Falck and CPH provide assistance to passengers with reduced mobility under regulation number EU 1107/2006.
Self-Service products

Common Use Self-Service (CUSS)

All airlines are welcome to join the Common Use Self-Service (CUSS) check-in program. CUSS kiosks are run and owned by CPH and airlines are exposed on all kiosks. CUSS is a service free of additional charge. For competitive reasons, no airline specific branding is allowed on the CUSS kiosks.

Responsibilities
- CPH 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 CPH from the airlines systems.

Product Specification
- The boarding passes are printed on thermal paper supplied by CPH.
- The baggage tags are printed passenger receipt first
- The CUSS hardware and middleware platform are supplied by IBM

The kiosks in CPH are supplied by IBM (N2, N7 and T-series models) and are equipped with passport reader (AIT PAX-3), credit card/frequent flyer card reader (Sankyo MCM300-3R1181), 2D (pdf417) bar code printer (ITK38), 2D imager (Jadak FM204) and bag tag printer (Loyal Technologies Airline Bag Tag Printer).

Questions and request regarding CUSS can be directed to your Key Account Manager at CPH Airlines Sales & Route Development or CPH Customer Care jette.girgin@cph.dk or lisbet.mensa-annan@cph.dk

Self Service Bag Drop

Self-service bag drop is a service which CPH recently has launched. It gives the passengers an opportunity to hand in their bags without or with very little handler assistance. The bag hand-in time is about 17 sec per bag meaning a fast passenger flow.

Benefits
- Reduction of handler personnel in check-in counters -> operational cost reduction
- Passenger time through check-in decreases -> process improvement

To become a part of the common use self service BAG drop you should contact your Key Account Manager at CPH Airlines Sales & Route Development who will help you with the practicalities.
Self-Service products

Self Boarding Gates (e-gates)

CPH has installed Self Boarding Gates (e-gates) in a number of gates, which makes it possible for passengers to board the aircraft by self-scanning of boarding pass.

To make use of this opportunity of letting the passengers perform self-boarding, it is necessary to ensure the following:

1) The Airline DCS System must comply with AEA standards, to utilize the gates.

2) If the new boarding procedures introduced by the e-gates, has a significant impact on the current boarding procedures, it is necessary to notify Danish CAA and obtain an approval from Danish CAA. Please notice: this can take up to 6 weeks.

3) Staff must be trained in the use of the E-Gates. Notice: The two largest Ground Handling companies at CPH have already received this training, so it might be that no training is required

To get more information or get started, please contact your ground handler.

Silent Airport

CPH is a “Silent Airport”, to provide passengers with a calm and quiet environment in the terminals. Airlines and handlers must comply with a set of general rules for using CPH’s public announcement system. At Copenhagen Airport, Silent Airport means that boarding call announcements are not allowed with some exceptions. The concept has been developed with the ground handler.

General Rules:

- Only the ground handler personnel is 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.
- Keep calls as short as possible to avoid blocking others’ calls.
- Generally calls can only be in English or a Scandinavian language, however, if it is likely that passengers on a specific flight/route do not understand neither English nor a Scandinavian language, ground handlers can request making calls in other languages.

NB: If CPH’s information systems (Signs and monitors) are out of order, the rules of “Silent Airport” do not apply and all departures are called.
**Cargo – the Northern European air cargo hub**

Copenhagen Airport is by far the largest hub in Scandinavia for cargo carried by plane, train, ship or truck and will continue improving its position as the leading cargo airport in Northern Europe. Copenhagen Airport has an attractive location, which allows integration of all modes of transport.

CPH has an ideal geographic location in Scandinavia and the Øresund Bridge between Denmark and Sweden connects the airport with direct intra-Europe highway access.

More than 70% of the cargo volume passing through CPH is transfer cargo, making CPH a true hub for intermodal cargo operations and an ideal location for distributing cargo throughout northern Europe.

Moreover, on medium and long haul routes, belly cargo is an important revenue factor in the total route economy. The large amounts of cargo going through CPH is thus a strong supportive element for passenger flights.

More information about cargo, handling, facilities, and other facts about cargo in Copenhagen Airport can be found here:

**CPH Express**

CPH Express is CPH’s fast track/priority security offer to airlines. This means that airline selected passenger groups, at an additional cost, can bypass CPH’s central security tracks and go through CPH Express’ security tracks.

CPH Express is open between: 05.00 and 21.00. The waiting time target for CPH Express is maximum 5min waiting time 99% of the time.

To get access to CPH Express, contact your Key Account Manager at CPH Airlines Sales & Route Development, who can help you with the practicalities about getting enrolled.

Please notice: the process of getting enrolled is around 6 weeks.
CPH Real Estate

Operating in CPH, you might need a sales office, a hangar, a crewbase or other establishments in CPH. Real Estate Sales can help you with this.

Real Estate Sales leases both whole buildings, hangars, lounges, smaller rooms, storage or can on request develop and build larger real estate larger projects in cooperation with companies wishing to set up in and around the airport.

Benefits

- Close contact to passengers and daily operations
- Chance of close association with more than 700 companies
- Unique transportation options
- Facility management around the clock
- Employee benefits

To make everyday life easy for you as a tenant, CPH offers a full service solution with possible options for the following services:

- IT solutions
- Cleaning
- Parking

For more information, please visit us on:

Mail address: realestate@cph.dk
IT Service and Support

IT Services

CPH delivers a variety of IT-services to airlines and other tenants in the airport.

CPH IT sell and support services like:
- Internet connection
- Local Area Network (Your own VLAN on the CPH network)
- PDS and fiber cabling
- VPN connections
- WiFi Connections
- Electronic tracking of your assets
- Traffic information monitors
- Server hosting
- IP TV (with different packages of TV channels)

In order to provide competitive pricing CPH are benchmarking prices to the IT-industry every year.

For more Information please contact our IT-department.
Mr. Jan Zacho, Head of IT Operations, jan.zacho@cph.dk, phone +45 2125 3681

Telephony & Access Control etc

Avoid the cost of building your own systems. In the airport CPH IT already have systems which can support your business. Instead of for example establishing your own telephone exchange, you can save cost by renting a number of local extensions in the CPH telephone system including your inbound telephone number.

Moreover, if you want electronic access control on the doors to your rented space in the Airport, CPH offers a system allowing the CPH ID card to be used as a key for your own premises. You can decide who is allowed to your facilities and in which hours during the day.

The same applies to our camera infrastructure, alarm system etc.

Please feel free to contact CPH IT if you have any questions.

For more information please contact our IT-department.
Mr. Jan Zacho, Head of IT Operations, jan.zacho@cph.dk, phone +45 2125 3681
Quick Stands/Efficiency Stands

To reduce turn-around time for aircrafts a number stands has been configured for fast turn-around process. In essence, boarding and deplaning can be done via two staircases hitched to doors at the front as well as the rear of the plane. To promote the faster turn-around process boarding gates in connection to stands configured as Quick Stands are equipped with self-service boarding devices.

Quick stands reduce the time of on/off boarding the plane – meaning a more efficient turn-around, less vulnerability to delays and a possibility to reduce the ground time. Currently, quick stands are available for many of our short-haul stands – more quick stands are planned in the coming years. The stairs are purchased by CPH and can be rented for a price appr. 42dkkr/stair/turn-around.

If you are interested in the product or have any questions, please contact your Key Account Manager or Kamilla Theil Olsen, airline sales: kamilla.olsen@cph.dk.

Other CPH Products

Besides the services listed in the previous pages, CPH has a large variety of products to offer. The products are developed, both to add value to your deliveries to passengers and to help your operations.

Follow the link below to find CPHs product catalog to airlines.

Should this catalog not withhold the products you need, please do not hesitate to contact your Key Account Manager at Airline Sales and Route Development. Your account manager will help you with any request you might have.
Handling Companies

Handling companies are in charge of handling passengers, baggage and cargo etc. Currently three handling companies at Copenhagen Airport service scheduled and charter flights: Aviator, SAS Ground Handling (SGH) and Copenhagen Flight Services (CFS).

For all-cargo airlines there are four handling companies: Swissport, Spirit Air, DHL and Worldwide Flight Services. In addition there are several other companies, which handle executive jets.

Information and contact details can be found here:

Service partners

Different service partners are available in the airport. In this link you will find information about De-Icing, Catering, Cargo, Fuelling, Aircraft Wash and Cleaning and Line Maintenance:

Professional Temporary and Recruitment Solutions

Lufthavnsvikar gives your company professional temporary and recruitment solutions. We have expert knowledge in almost any field of a complex airport environment and offer a vast variety of products, solutions and aids to airlines seeking additional support in any area of its operation. This including following:

- Visitor Escort Services
- Online Courses
- Representation and Supervision
- Campaigns
- Safety & Security
- Quality & Process optimization
- AOG services
- Goods Delivery
- Guards & Aircraft protection

There will always be 100% focus on your company's needs regardless.
We have the most competitive prices compared to the quality. Our prices reflect the substance of the assignment and not the size of your company.
We have only devoted candidates with a vast variety of skills in our database.

or contact:
Terminal 3, 1. sal Vest
2770 Kastrup
CVR: 30809548
TLF +45 21 39 00 80
Mail: support@lufthavnsvikar.dk
New Routes

For new route inaugurations, there may be the possibility of arranging a celebratory gate event. Additionally, the news is published in a number of the airport’s own media supporting the press effort done by the PR team.

All new routes and additional frequencies are continuously updated on the airport’s B2B site on New Routes and Frequencies:

READ MORE

New routes are published in the CPH Advantage newsletters. CPH Advantage is a loyalty program with more than 500,000 members of the airport’s frequent travellers.

New routes are also published in the airport’s Trade newsletters, which are distributed approximately 12 times a year to 2,500 Danish and International business associates within the tourism and travel business.

Additionally, new routes are published on the airport’s Facebook site with more than 50,000 followers.

Route support to new non-served routes

Discounts on new, full-year destinations are offered in order to share the risk of a new route for an extended period of time. Read more about the criteria for receiving discounts here:

READ MORE

Press and Marketing assistance

To make sure the local catchment area – as well as the travel trade media – are aware of new offers and initiatives, CPH offers various forms of assistance. Amongst others, CPH offers:

- A press release to be sent to Danish and south Swedish press as well as to the international aviation trade magazines. The press release will also be published on cph.dk
- Assistance for press tours for the Danish and south Swedish press can be arranged to and from the destination in question.
- A rotation banner on the front page of cph.dk promotes a selection of new routes.
- The airport’s external relations and marketing teams will guide and give advice regarding PR and marketing activities on the Danish market.
Airline Consultation - AOC

In CPH, there is an airline operators committee (AOC). This forum allows a regular and continuous dialogue between CPH’s management and the airline operators online at the airport.

The AOC is the airlines’ forum for a constructive dialogue where all parties delivering service to the passengers are gathered; airlines, ground handlers and CPH.

Being a member of the AOC allows participation in the AOC meetings and access to the CPH Extranet where operational data is uploaded. CPH facilitates the monthly AOC meeting where airlines receive operational information from CPH concerning security, safety, baggage, etc. Following the updates, operational concerns and suggestions are discussed. Minutes of meetings are then posted on the Extranet.

The annual fee of being an AOC member is DKK 650.

For more information, or to become a member of AOC, please contact chairman of the committee: Tom de Vos Tom-de.Vos@KLM.com or vice chairman Johnny Rasmussen JRasmussen@airgreenland.dk
Global Connected – Route development program

Copenhagen Connected is the official route development program of the Copenhagen region.

Our vision is to attract and strengthen the airline routes between Copenhagen and important gateways and to develop Copenhagen Airport’s position as a major European hub.

Our mission is to support and sustain the sales activities of our partners with effective destination marketing.

A number of public and private investors fund Copenhagen Connected. The program is part of the national consortium Global Connected.

Read more about the program here:

WWW.COPENHAGENCONNECTED.COM
## Contacts

### CPH Contacts

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<th>Service</th>
<th>Phone Number</th>
<th>Email Address</th>
<th>Working Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service (call center)</td>
<td>+45 3231 3231</td>
<td><a href="mailto:customerservice@cph.dk">customerservice@cph.dk</a></td>
<td>6.30-22.30</td>
</tr>
<tr>
<td>Customer Care Director</td>
<td>+45 3231 2274</td>
<td><a href="mailto:thomas.andersson@cph.dk">thomas.andersson@cph.dk</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>Lost and Found</td>
<td>+45 3231 2284</td>
<td><a href="mailto:lostproperty@cph.dk">lostproperty@cph.dk</a></td>
<td>9.00-13.00</td>
</tr>
<tr>
<td>Traffic Department Director</td>
<td>+45 3231 3333</td>
<td><a href="mailto:d.meincke@cph.dk">d.meincke@cph.dk</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>TRA Airside Safety</td>
<td>+45 3231 2338</td>
<td><a href="mailto:Lars.versen@cph.dk">Lars.versen@cph.dk</a></td>
<td>8.00-16.00</td>
</tr>
<tr>
<td>Account Receivables</td>
<td>+45 3231 2252</td>
<td><a href="mailto:debitor@cph.dk">debitor@cph.dk</a></td>
<td>8.00-15.00</td>
</tr>
<tr>
<td>Account Payables</td>
<td>+45 3231 2270</td>
<td><a href="mailto:kreditor@cph.dk">kreditor@cph.dk</a></td>
<td>8.00-15.00</td>
</tr>
<tr>
<td>Assets and Technology</td>
<td>+45 3231 3600</td>
<td></td>
<td>24/7</td>
</tr>
<tr>
<td>External Relations</td>
<td>+45 3231 2555</td>
<td><a href="mailto:kasper.hyllested@cph.dk">kasper.hyllested@cph.dk</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>Security Director</td>
<td>+45 3231 2390</td>
<td><a href="mailto:johnnie.muller@cph.dk">johnnie.muller@cph.dk</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>Security (Operations Center)</td>
<td>+45 3231 3500</td>
<td></td>
<td>24/7</td>
</tr>
<tr>
<td>Airline Sales</td>
<td>+45 3231 2171</td>
<td><a href="#">READ MORE</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>Real Estate Sales</td>
<td>+45 3231 2171</td>
<td><a href="mailto:reed@cph.dk">reed@cph.dk</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>Marketing</td>
<td>+45 3231 2171</td>
<td><a href="#">READ MORE</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>Legal</td>
<td>+45 3231 2171</td>
<td><a href="#">READ MORE</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>Sales</td>
<td>+45 3231 3689</td>
<td><a href="mailto:jan.zacho@cph.dk">jan.zacho@cph.dk</a></td>
<td>9.00-16.00</td>
</tr>
<tr>
<td>IT support</td>
<td>+45 3231 3000</td>
<td></td>
<td>24/7</td>
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<tr>
<td>Assets Cleaning</td>
<td>+45 3231 2462</td>
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<td>24/7</td>
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### Handling of Scheduled and Charter Flights

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Email Address</th>
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</thead>
<tbody>
<tr>
<td>Aviator Copenhagen Airport Terminal 2</td>
<td>+45 3247 4725</td>
<td><a href="http://www.aviator.eu">www.aviator.eu</a></td>
</tr>
<tr>
<td>SAS Ground Handling</td>
<td>+45 3232 0000</td>
<td></td>
</tr>
<tr>
<td>Copenhagen Flight Services</td>
<td></td>
<td><a href="mailto:torben.andersen@nordicaero.com">torben.andersen@nordicaero.com</a></td>
</tr>
<tr>
<td>Menzies Aviation</td>
<td>+45 2215 7635</td>
<td><a href="mailto:jakob.boandersen@menziesaviation.com">jakob.boandersen@menziesaviation.com</a></td>
</tr>
<tr>
<td>ASE Handling</td>
<td>+45 2068 5928</td>
<td><a href="http://www.asehandling.com">www.asehandling.com</a></td>
</tr>
<tr>
<td>Spirit Air Cargo Handling</td>
<td>+45 3232 0000</td>
<td><a href="http://www.spiritaircargohandling.com">www.spiritaircargohandling.com</a></td>
</tr>
<tr>
<td>DHL Aviation</td>
<td>+45 3248 4848</td>
<td></td>
</tr>
<tr>
<td>Worldwide Flight Services</td>
<td>+45 3246 5052</td>
<td><a href="http://www.wfsdenmark.com">www.wfsdenmark.com</a></td>
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### Handling of Cargo

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<tr>
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<tbody>
<tr>
<td>Menzies Aviation</td>
<td>+45 2215 7635</td>
<td><a href="mailto:jakob.boandersen@menziesaviation.com">jakob.boandersen@menziesaviation.com</a></td>
</tr>
<tr>
<td>Copenhagen Flight Services ApS</td>
<td>+45 2181 2644</td>
<td><a href="mailto:torben.andersen@nordicaero.com">torben.andersen@nordicaero.com</a></td>
</tr>
<tr>
<td>SAS Ground Services Denmark A/S</td>
<td>+45 3232 3628</td>
<td><a href="mailto:morten.kongstad@sas.dk">morten.kongstad@sas.dk</a></td>
</tr>
<tr>
<td>PlusPartner ApS (CVR 31779065)</td>
<td>+45 2612 7600</td>
<td><a href="mailto:post@pluspartner.dk">post@pluspartner.dk</a></td>
</tr>
<tr>
<td>LSG Skychef</td>
<td>+45 8871 1869</td>
<td></td>
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<tr>
<td>Gate Gourmet</td>
<td>+45 3247 0888</td>
<td></td>
</tr>
<tr>
<td>Danish Refueling Services</td>
<td>+45 3250 0220</td>
<td></td>
</tr>
<tr>
<td>Shell-Statoil-Total</td>
<td>+45 3250 0312</td>
<td></td>
</tr>
<tr>
<td>Danish Aircraft Wash ApS</td>
<td>+45 4016 8421</td>
<td><a href="http://www.airrcaawash.dk">www.airrcaawash.dk</a></td>
</tr>
<tr>
<td>Copenhagen Flight Services</td>
<td>+45 2181 2644</td>
<td><a href="mailto:torben.andersen@nordicaero.com">torben.andersen@nordicaero.com</a></td>
</tr>
<tr>
<td>Sodexo</td>
<td>+45 4077 9990</td>
<td><a href="mailto:martin.olsen@sodexo.com">martin.olsen@sodexo.com</a></td>
</tr>
<tr>
<td>Europe Handling</td>
<td>+45 7172 5656</td>
<td>europoehandling.com</td>
</tr>
<tr>
<td>SAS Technical Operations</td>
<td>+45 3232 2579</td>
<td><a href="mailto:jens.larsen@asdk.sas.dk">jens.larsen@asdk.sas.dk</a></td>
</tr>
<tr>
<td>Swiss Technical Services</td>
<td>+45 3231 4207</td>
<td><a href="mailto:chrisandersen.thykaer@swiss.com">chrisandersen.thykaer@swiss.com</a></td>
</tr>
<tr>
<td>Northern Aerotech ApS</td>
<td>+45 2230 1022</td>
<td><a href="http://www.northern-aerotech.com">www.northern-aerotech.com</a></td>
</tr>
<tr>
<td>Trafikstyrelsen-Danish Transport Authority</td>
<td>+45 7221 8800</td>
<td><a href="http://www.trafikstyrelsen.dk">www.trafikstyrelsen.dk</a></td>
</tr>
<tr>
<td>Naviair-Headquarters</td>
<td>+45 3247 8000</td>
<td><a href="mailto:naviar@naviar.dk">naviar@naviar.dk</a></td>
</tr>
<tr>
<td>Police</td>
<td>+45 3245 1448</td>
<td></td>
</tr>
<tr>
<td>Customs and Tax Administration</td>
<td>+45 7237 1182</td>
<td></td>
</tr>
<tr>
<td>Border Veterinarian Inspection Post</td>
<td>+45 3246 0099</td>
<td>Click here to read more about travelling with animals</td>
</tr>
<tr>
<td>Plant Authorities (e.g. import restrictions)</td>
<td>+45 2090 0972</td>
<td></td>
</tr>
<tr>
<td>Ministry of Transport and Energy</td>
<td>+45 3392 3355</td>
<td><a href="mailto:trm@trm.dk">trm@trm.dk</a></td>
</tr>
<tr>
<td>Airport Coordination Denmark</td>
<td>+45 3231 4280</td>
<td><a href="mailto:scr@airportcoordination.com">scr@airportcoordination.com</a></td>
</tr>
<tr>
<td>Board of Airline Representatives in Denmark - BARD</td>
<td>+45 3232 4010</td>
<td></td>
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<tr>
<td>SITA Denmark</td>
<td>+45 8233 2876</td>
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