

**RULES OF CONDUCT  
AT THE PASSENGER  
TERMINAL**

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## 1. GENERAL PROVISIONS

The following Passenger Rules of Conduct at the Terminal (hereinafter referred to as – the Rules) determine the principles and conditions of operation of all natural and legal persons, carrying out different operations at the Passenger terminal and within the territory of the airport. The Rules define the following main goals:

- To improve the experience of passengers, by ensuring high quality of the provided services;
- To maintain order and cleanliness at the Passenger terminal and its surroundings;
- To ensure and maintain safety and security of the Passengers and the Users of the Passenger Terminal;
- To facilitate efficient and prompt communication between all parties;
- To develop sustainable and efficient partnership between the airport and its partners.

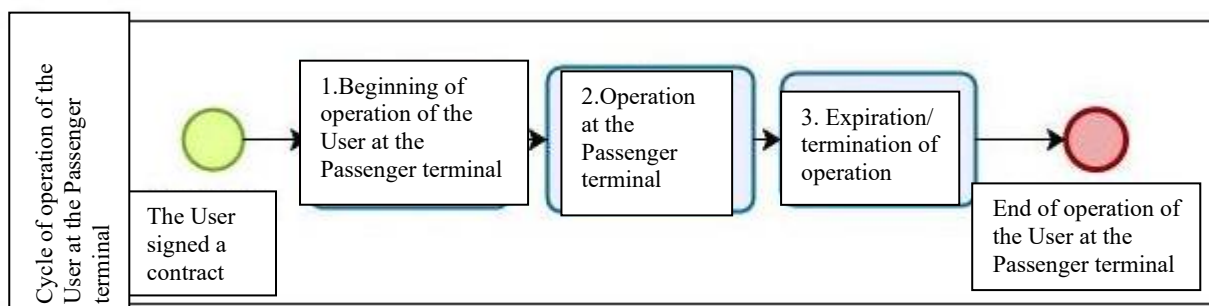
Individual conduct and image of each User is of extreme importance to the entire operation of the Manager, its success and image, therefore every User is required to ensure compliance of its conduct, condition of premises in which such User operates, and the conduct of personnel with the Customer care standard, as well as compliance with the legislation in effect in the Republic of Lithuania, and the provisions of these Rules.

The User shall regard and maintain with respect the Passenger terminal, with all its premises, belongings of the User and the third parties located at the Passenger terminal; upon noticing any failures, emergency situations or fire, the User shall immediately inform respective contacts, as specified in Annex 1 to the Rules. The table of Contacts, provided in the abovementioned Annex to the Rules, contains the information relevant to the Passenger and the Personnel of the User in unforeseen situations.

Attention is drawn to the obligation of the User to present the requirements of these Rules to its personnel, suppliers of goods and supplies and (or) services, and to control compliance of its personnel, partners and others (persons involved in their operations) with the requirements of these Rules.

The Manager is entitled to unilaterally append and (or) amend these Rules, informing by email the authorized representative of the User on the amendments and (or) additions to the Rules. The Manager shall ensure supervision of compliance with the Rules and their implementation.

The Rules comprise of the following three main parts:



The general part of requirements listed in the Rules is applied to all users of Vilnius, Kaunas and Palanga airports; the separate special requirements (highlighted in red for VNO, blue for KUN, and green for PLQ) are applied for each airport individually.

The User shall comply with the provisions of Rules which are applicable in the scope of operation of the User.

*In case of any additional questions, new ideas, or if any assistance is needed, the Users are encouraged to contact the Manager.*

### KEY TERMS:

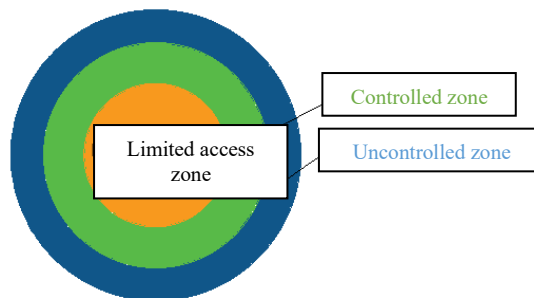
**Common areas** – areas provided for unrestricted use of all Passengers and users of the Passenger terminal;

**Common engineering systems** – the engineering systems (their parts, stands) of the airport, designed to service more than one user of the engineering systems;

**The Passenger** – natural person, using the airport transport;

**Passenger terminal** – Passenger terminals of Vilnius, Kaunas and Palanga airports, including the surrounding airport infrastructure;

**Controlled zone** – traffic area, surrounding territory and buildings or their parts at VNO/KUN/PLQ of limited access. The Controlled zone is only accessed upon provision of an airport pass;



**The User** – Natural and legal persons who operate at the Passenger terminal: tenants, service providers, suppliers of goods and supplies, contractors, beneficiaries (State Border Guard Service under the Ministry of the Interior of the Republic of Lithuania; Territorial Customs Office of Vilnius/Kaunas/Klaipėda; Public Security Service under the Ministry of Interior) and other parties;

**Uncontrolled zone** – the area, surrounding territory and buildings or their parts at VNO/KUN/PLQ, which are excluded from the Controlled zone of the airport and open for public access;

**Premises of the users** – the premises occupied by the Users on the basis of contractual agreements;

**Pass accreditation office** – division of Vilnius airport, in charge of issuing passes of the Vilnius airport;

**The main parts of the restricted access zone** – areas of the Controlled zone at VNO/KUN/PLQ of limited access, with applied additional aviation security standards. The main part of the restricted access zone may only be accessed upon provision of an airport pass and carrying out aviation security check;

**Coordinator of Terminal operations** – the employee who is in charge of the flight-related infrastructure (registration desks, boarding gates, baggage claim belts), provision of information on flight monitors, prompt change and redistribution of the above information, and coordination of general operation of the terminal.

**ABBREVIATIONS:**

<b>ASS</b>	Aviation security division at the Department of safety and security
<b>EAVPS</b>	Division of Economic Analysis and Procurement
<b>IES</b>	Division of engineering and exploitation at respective airport of LTOU
<b>KAS</b>	Customer care standard
<b>KPP</b>	Control passage point – security checkpoint of the personnel and visitors passing in, driving in and passing out, driving out; security checkpoint of their belongings and vehicles
<b>KUN</b>	Kaunas Airport
<b>LTOU, Manager</b>	Lithuanian Airports JSC
<b>KNS</b>	Division of Commercial Leasing
<b>PGS</b>	Division of fire rescue at Vilnius Airport, or Fire rescue team at KUN / PLQ
<b>PLQ</b>	Palanga Airport
<b>RPZSD</b>	The main parts of the restricted access zone at the respective airport
<b>TDP</b>	Technical work project
<b>VNO</b>	Vilnius Airport
<b>SIB</b>	Safety Information Bulletin

## 2. BEGINNING OF OPERATION OF THE USER AT THE PASSENGER TERMINAL

### 2.1. Authorizations

Every User shall operate in compliance with the legislation in effect in the Republic of Lithuania; every User shall be compliant with the requirements of these Rules and provisions of contracted agreements.

Before initiating operation at the territory of the Airport, the parties providing sales and catering services are required to obtain all necessary licences: alcohol retail licence (to be issued by the municipality of respective area), tobacco products retail licence (to be issued by the municipality of respective area), food business operator certificate (to be issued by the State Food and Veterinary Service), permission to establish a VAT exemption storage (duty-free shop) (to be issued by the State Tax Inspectorate Under the Ministry of Finance of the Republic of Lithuania), register the cash register with the State Tax Inspectorate under the Ministry of Finance of the Republic of Lithuania.

The User shall hold responsibility for receipt of all required documents, approving validity of operation. During the contract validity term, on Manager’s request, the User shall provide the copies of the abovementioned documents.

### 2.2. Personnel passes and training courses

Before starting work at the Controlled zone of the Passenger terminal or RPZSD, personnel of the User shall pass mandatory training and gain the required passes. In cases when the Users only operate in the Uncontrolled zone of the airport and have no need to access the Controlled zone or RPZSD, the User is not required to obtain passes.

#### 2.2.1. Aviation security passes

The User is encouraged to contact the Pass accreditation office or the ASS to inquire for issue order of the passes (contact information is provided in Annex 1 to the Rules).

The User who is planning to start operation at the Controlled RPZSD zones of the airport is required to register the company in the *List of subjects operating in the Controlled zone*, by providing an “Application to register in the List of subjects operating in the Controlled zone” to the ASS (pass accreditation office) of the respective airport. Upon registration of the User in the list, the User (or its personnel) shall be entitled to apply for airport passes.

#### Types of passes and requirements

Type of pass	Access to RPZSD	Good repu te chec k	Aviatio n security training
Permanent personal pass	Entitles unescorted pass. Entitles escort of other persons holding temporal passes.	✓	✓

Temporal personal pass	No entitlement of unescorted pass. The person shall be permanently escorted by someone holding permanent personal pass.	x	x
Temporal visitor's pass	No entitlement of unescorted pass. The person shall be permanently escorted by someone holding permanent personal pass.	x	x
Permanent vehicle pass	Entitles access.	x	x
Temporal vehicle pass	Entitles access.	x	x
Escort vehicle pass	Entitles access.	x	x

To obtain a permanent personal permit, an application must be submitted to the Permit Office (ASS).

Additional documents may be requested in cases where the five-year explanation section of the application includes educational institutions, the employment service, or individual activities carried out by the person, as well as periods during which the person resided abroad.

**Visit an internet website:** <https://www.ltou.lt/lt/galimybes-verslui/vilniaus-oro-uosto-leidimai> for more detailed information on passes and aviation security training.

All fees for permits must be paid before the permits are issued, unless the User has entered into an agreement with LTOU regarding payment for the issuance of permits and organized training.

The issued permits are the property of JSC Lithuanian Airports. In the event of the loss of any issued permit (if the permit was lost, stolen, or for other reasons), the person who lost it must immediately inform the relevant airport's ASS (Permit Office).

An employee of the User who is being dismissed must return the issued permit to the specific airport's ASS (Permit Office) on their last working day.

The employees of the ASS (Permit Office) responsible for the issuance and administration of permanent personal permits maintain records of permanent personal permits. Users whose employees have been issued permanent personal permits must, no later than the 5th day of the current month, submit by email to the ASS (Permit Office) a list of company employees who are employed by the company and hold permanent personal permits. If it is determined that a User's employee no longer works for the company (is not included in the submitted lists) but their permanent personal permit has not been returned to the ASS (Permit Office), the User's manager or authorized representative must be immediately informed and must promptly organize the return of the permanent personal permit.

### 2.2.2. Training courses for the User's personnel

Training courses	
Customer care standard training	The Customer care standard provides the guidelines on communication with customers. The Customer care training shall be mandatory for all User's personnel before starting work at the terminal. The training courses are carried out in electronic form.
Care for customers with special needs	The Care for customers with special needs training courses analyse the specifics of care for customers with special

mobility, vision, hearing or mental needs. The training courses are carried out in electronic form.

The Customer care standard training and Care for customers with special needs training courses are mandatory for personnel of the providers of catering, customer care and sales services. The User is encouraged to contact the Division of sales (in cases when training courses are required to start operation at the Passenger terminal) or the Division of real estate management (in cases when training courses are required for new staff during agreement validity period) regarding specific training courses.

### 2.3. Aviation security requirements

All Users operating at the Passenger terminal shall be obliged to comply with the aviation security requirements.

It is prohibited to bring all bellow listed articles into the RPZSD:

a) **Guns, firearms, other shot-releasing weapons** – Any object capable, or appearing capable, of discharging a projectile or causing severe injury, including:

- ✗ All firearms (pistols, revolvers, rifles, shotguns etc.),
- ✗ Toy shotguns, replica and imitations firearms which may be mistaken with real guns,
- ✗ Component parts of firearms (excluding telescopic sighting devices),
- ✗ Air pistols and gas weapons, e.g. pistols, shotguns, rifles and pneumatic shotguns loaded with BB type cartridges,
- ✗ Signal flare and starter pistols,
- ✗ Crossbows, arbalests and arrows,
- ✗ Harpoons and spear guns,
- ✗ Slingshots and catapults.

b) **Stun devices** – Any object, capable of stunning or immobilizing, including:

- ✗ Paralyzing devices, e.g. electric shock guns, Tasers and stunning sticks,
- ✗ Animal stunning and killing devices,
- ✗ Neutralization and paralyzing chemicals, gases and sprays, e.g. aerosol dispensers, pepper sprays, Capsaicin sprays, tear gas sprays, acid sprays, animal repellents.

c) **Pointed/edged objects** – Pointed or edged articles capable of causing severe injury, including:

- ✗ Items designed for chopping, e.g. axes, hatchets and cleavers,
- ✗ Ice axes and ice picks,
- ✗ Shaving razors,
- ✗ Cutters,
- ✗ Knives with blades of more than 6 cm,
- ✗ Scissors with blades of more than 6 cm in length (from the pivoting point),
- ✗ Pointed/edged duel sports items,
- ✗ Swords and small swords.

d) **Tradesmen's tools** – any tools capable of causing severe injury, or the tools which may compromise safety of an aircraft, including:

- ✗ Crowbars,
- ✗ Drills and drill bits, including battery-powered portable electric drills,

- ✘ Tools with a blade or handle of more than 6 cm, which may be applied as a weapon, e.g. screwdrivers and chisels,
- ✘ Saws, including battery-powered portable electric saws,
- ✘ Blowtorches,
- ✘ Bolt and nail guns.

e) **Blunt instruments** – Any blunt instrument capable of causing severe injury by striking, including:

- ✘ Baseball and softball bats,
- ✘ Clubs or batons (e.g. billy clubs, blackjacks and batons),
- ✘ Instrument used in duel sports.

f) **Explosives and flammable substances and devices** – Any explosive or highly combustible substances and devices, capable, or appearing capable, of causing severe injury or posing a risk to the security of aircraft, including:

- ✘ Ammunition,
- ✘ Blasting caps,
- ✘ Detonators and fuses,
- ✘ Replica or imitation explosive material or devices,
- ✘ Mines, grenades and other explosive military stores,
- ✘ Fireworks and other pyrotechnics,
- ✘ Smoke generating canisters or cartridges,
- ✘ Dynamite, gunpowder and plastic explosives.

g) **Alcoholic beverages.**

The User's personnel are entitled to carry in to RPZSD the forbidden items listed in categories c), d), and e), provided that they are indispensable for fulfilment of their functions (e.g. a woodworker needs a screwdriver, kitchen must be equipped with long knives). The KPP security staff shall question the User's employee to make sure the forbidden item to be delivered is indispensable for fulfilment of functions. The forbidden items listed in categories c), d), and e) may be kept in RPZSD, however out of Passengers' reach (e.g. kept in locked lockers, wardrobes, or individual premises protected from unauthorized access).

The User's personnel are entitled to carry in to RPZSD the forbidden items listed in category g), provided that the User presents a written application addressed to the ASS manager to permit delivery (carry in) of alcohol beverages, and the Manager approves such application.

The User's personnel are prohibited from carrying in the following items in RPZSD (including the personal belongings lockers) without documents that approve the purchase of such items, or without prior registration of the items in the Registered items books:

- More than 3 packs of cigarettes, 3 packs of cigarillos, 3 pieces of cigars, 100 g of tobacco;
- Alcoholic beverages;
- Filming, photo equipment, audio devices and accessories (excluding mobile phones);
- Computer devices, navigation equipment and accessories.

The Registered items books shall be administered by the User. The User shall inform the ASS manager on the person in charge for the Registered items book, and shall enable the ASS personnel who carry out personal checks, to view the content of the Registered items books.

## **2.4. Safety requirements**

All Passenger terminal users whose job functions include being on the apron must use the Aerodrome Manual. For a copy of the Aerodrome manual, please visit [safety@ltou.lt](mailto:safety@ltou.lt) .

Additional applicable safety requirements at the Passenger terminal or Aerodrome are set out in a Safety Information Bulletin (hereinafter - SIB). Members of the Safety Committee are informed of the release of a new SIB by e-mail and other users are informed by messages sent by NTVS. The requirements set out in the SIB are binding on everyone, except where exceptions are specified in the SIB itself.

In the event of a confirmed case of COVID-19 disease or other illness on the User's premises requiring disinfection of the premises, the User shall inform the contact person designated by the Manager (Annex 1 to the Rules) and shall carry out the disinfection of the premises urgently.

## **2.5. Nameplates and other internal and external visual finish**

All visual promotional and information measures and nameplates shall be coordinated with the Manager prior installation. Coordination may be accomplished in line with the premises finishing design, or individually, providing drawings and visualizations. Coordination shall also include technical solutions (construction, fastening, selection of materials, compliance with fire safety requirements, installation of electric power). Visual solutions shall be provided by a designer and comply with the context, scope of activity, general interior solutions of premises and the common areas at the Passenger terminal. The Manager shall be entitled to reject the visual solutions offered by the User, reasoning such rejection. The Manager shall also have the right to offer users uniform, standardised solutions for information tools in order to achieve aesthetic design and integrity of the terminals (e.g. information material on the management of the COVID-19 pandemic). In this case, the solutions proposed and produced by the Manager shall be used, periodically updated and hung in accordance with the recommendations given.

The concept of visual promotional and information measures includes, but not limited to:

- Nameplates on the facade, doors, glasses and other horizontal and vertical surfaces of the leasehold premises;
- Promotional measures on the facade, doors, glasses and other horizontal and vertical surfaces of the leasehold premises;
- Display screens, projectors, lighting chains, ornamental lighting elements;
- Information plates, messages, information related with payment, operating hours, assortment of goods and menu description;
- Other promotional installations.

If a User decides to book an advertising campaign in Lithuanian Airports, he/she can do so on the booking platform at: <https://reklama.ltou.lt>.

Lithuanian Airports has more than 100 different advertising positions - all positions can be visually viewed on the specified platform, you can check the availability of the positions, update the content of the advertisement, monitor the results, etc.

## **2.6. Parking of cars of the User and User's personnel at the airport**

The User is not provided with free parking spaces in the airport parking areas. If there is a need to rent parking space(s) in the airport parking areas, the User may do so by a separate agreement by contacting the airport parking operator UNIPARK (UAB "Stova"). Contact details may be obtained from the Administrator.

In the territory of the airport, the User and User's personnel shall comply with the road traffic provisions. Incompliance with the road traffic provisions shall be regarded as incompliance with these Rules.

### **It is forbidden to:**

- Block entrances to the car parking lots, or park vehicles at unappropriated locations, thus causing traffic disturbances.
- Load cargo and goods at unappropriated locations of the airport;
- Wash, dismantle, or repair vehicles at the territory of the airport;
- Upon stopping or before starting to drive, to keep internal combustion engines running for vehicle heating, or otherwise polluting environment with liquid and gaseous emissions from the vehicle.

## **2.7. Installation and upkeep of premises**

All installation/upkeep operations of premises shall comply with the requirements applied for construction/repair works. Should the Manager deem the operations as lacking sufficient quality, finishing or compliance with the requirements applied for construction/repair works, the Manager shall be entitled to prevent the User from commencing the operations specified in the agreement, until final rectification of the noted shortcomings. During the Contract period, the User shall be entitled to additional upkeep works upon prior written coordination with the Manager.

Guidelines on installation of the User's premises may be included in the contract.

### ***2.7.1. Requirements for the project material***

A project is mandatory **for all** installation and upkeep operations, with **no exclusions**.

Before starting operation at the territory of the airport, the User (the User's Contractor) who is planning to install administrative premises, a shop, cafe or premises of other commercial use, shall compile a technical work project (hereinafter referred as – the TDP) in accordance with current STR 1.04.04:2017 "Building design, project examination" version. The TDP is mandatory, irrespective of the type of construction, i.e. it is also mandatory in case of ordinary upkeep.

**The materials prepared for the project must comply with the following fire resistance (flammability) classes:**

## Material Flammability Classes

Category	Material Flammability Class
For rooms	Walls and ceilings: A2-s1, d0(3) Floors: BFL – s1
For evacuation routes	Walls and ceilings: A2-s1, d0(3) Floors: A2FL – s1
Textiles and textile products	According to LST EN 13772, must comply with Class 1

The User's Contractor and Subcontractors shall be accredited players in the construction market, entitled to provide the services specified in the coordinated parts of TDP. The User and the Contractor shall enter into an Agreement on contract work.

Technical work project file shall comprise of the following parts:

1. Explanatory note;
2. Architectural drawings;
3. Construction drawings (should any corrections of the bearing constructions be needed during the upkeep works);
4. Production technologies;
5. Water supply and sewage;
6. Heating, ventilation and air conditioning;
7. Electrical engineering;
8. Electronic networks (telecommunications);
9. Alarm system;
10. Fire detection and alarm;
11. Process control and automation;
12. Fire safety;
13. Preparation for construction and organization of construction works description;
14. Material sheet;
15. Furniture arrangement plan;
16. Interior design and visualization;
17. Organization of works.

The number of project parts depends on the purpose of premises and the operation to be carried out therein.

Before commencement of construction works, the TDP shall be coordinated with the Division of Commercial Leasing (when the scope of TDP is installation of premises) or the Division of real estate management (when the scope of TDP is refurbishment/upkeep of premises).

The designing stage shall take into consideration the Fire safety requirements, i.e. the Basic fire safety requirements and the Fire safety requirements in the public buildings. Should any amendments of the engineering systems be planned in the project, the requirements on the design of engineering systems must be complied with.

Upon re-arrangement of planning of premises, the User shall arrange emergency exit plans.

All fire safety seals and the sealing certificates must be handed to the PGS.

Should the project solutions modify the arrangement of premises or distribution of fire alarm sensors, upon completion of works, the software of the fire safety system must be updated. The same requirement applies to the security alarm system.

Upon modification of arrangement of premises, the User shall update their cadastral survey and register in the Real Property Register and Cadastre. The Cadastral survey file shall be presented to the Manager (pdf and .dwg form). Should the User fail to register the cadastral surveys of the modified premises, the Manager shall order cadastral survey of the modified premises of the User and register it from own resources, recovering the costs from the User.

### ***2.7.2. Organization of works***

Upon commencement of contractual works within the territory of the Manager, the Contractor shall bear full responsibility for compliance with all health and safety at work, fire safety, traffic safety, environmental protection, sanitation and hygiene, normative technical construction and other legislative requirements (including, but not limited to the requirements provided for in the current version in the “Provisions on establishment of workplaces on the construction sites”, approved by the Order of the Minister of social security and labor and the Minister of environment of January 15, 2008 No. A1-22/D1-34, and the “Safety and health requirements in the construction sector DT 5-00”, approved by the order of the chief state labour inspector of the Republic of Lithuania of December 22, 2000 No. 346), aviation security requirements and the internal rules of procedure in effect in the Manager’s territory.

The list of documents is available on the website: <https://www.ltou.lt/lt/apie-lietuvos-oroustus/tvarkos-ir-dokumentai/dokumentai-paslaugu-teikejams>

#### **Duties of the User’s Contractor:**

- The Contractor shall bear valid certificates, permissions and licenses, required for the planned works, as stipulated by the legislation of the Republic of Lithuania.
- Before commencement of works, the Contractor shall instruct all workers on harmful and dangerous factors within the Manager’s territory and shall obtain all permissions required to access the territory of the constructed/reconstructed object.
- Before commencement of works, the Contractor shall provide initial and objective in-site briefing of staff, as stipulated by the legislation of the Republic of Lithuania, and discuss the following issues:
  - Utility premises, storage;
  - Waste management and sorting;
  - Dangerous chemical substances, their application;
  - Transport and human traffic routes;
  - Dangerous zones;
  - Risk and risk elimination measures;
  - Emergency situations, conduct in emergency situations, evacuation;
  - Personal and collective protection measures;
  - Working equipment and machinery;
  - Work at height, on scaffolds, protection against falling;
  - Power supply and safety;
  - Work organization and load lifting order, cranes operation;
  - Fire safety, handling of operations involving fire;

- Requirements for after-work operations;
- Accidents and incidents investigation order, first aid measures;
- Technological (performance) project of construction works, handling sheets.
- Construction works shall only commence upon coordination of TDP with the Manager.
  - The working zones shall be fenced, upon prior coordination of materials of tents and visualizations with the Manager. More detailed information regarding fencing is provided in Chapter 2.6.6.
  - The Contractor shall ensure the mounting/dismounting of scaffolding to be performed by trained personnel only. The scaffolding shall comply with aesthetical requirements and be clean. The scaffolding lacking sufficient stability must be secured. Ladder shall be provided for climbing up and down the scaffolding. Upon mounting of the scaffolding, connection and fastening of individual stabilizing elements, vertical position of posts, security of bearing platforms and grounding of metal scaffolding shall be tested according to the manufacturer's instructions.
    - The Contractor shall organize works, ensuring safety of nearby staff and the third parties and bearing full responsibility for safe execution of works.
    - The workers shall wear clean and neat working clothes and personal protective equipment. The Contractor shall bear responsibility for provision of personnel with personal protective equipment.
    - The Contractor shall ensure that all tools, equipment, ladder, lifting equipment, power and hand tools and other tools and devices are in good technical order, manufactured and tested in compliance with the legislation of the Republic of Lithuania, are safely stored and used in compliance with all applicable requirements on safe usage; the lifting equipment is used in compliance with the Requirements for use of the lifting cranes.
    - The Contractor shall ensure duly training and instruction of personnel appointed for specific tasks, as stipulated by the legislation of the Republic of Lithuania; the personnel shall bear the required certificates.
    - The Contractor shall prevent leaving unfinished or partially finished works in unsafe or other similar conditions that pose risk of injury to the workers or the third parties, impair work or cause damage to the equipment. The User's Contractor shall proceed working until reaching a safe stage.
    - Upon execution of works, the Contractor shall comply with the legislation of the Republic of Lithuania, regulating waste management, and prevent environmental pollution.
    - After execution of works, the Contractor shall ensure prevention of spillage of petroleum products, leftover of uncovered containers with grease, oil, fuel, paint, thinner and other substances.
      - The Contractor shall prevent disposal of waste at unappropriated locations, as well as disposal of waste, petroleum products or chemicals into sewage or soil.
      - The Contractor shall prevent mixture of dangerous and non-dangerous substances.
      - Work site and environment shall be cleaned up every day, removing generated waste.
      - All waste and refuse, generated during the works, shall be sorted and removed from the Manager's territory. After finishing works, the Contractor shall be obliged to put in order the workplace/site.
    - The Manager shall be entitled to visit the workplace at any time and to inspect technical quality of works carried out by the User's Contractor and compliance with occupational health and safety, fire safety, environmental protection requirements. On Manager's request, the User's Contractor shall provide the requested documents or their copies.

- Every incompliance with work safety, fire safety or environmental protection requirements shall be documented in infringement sheet. The sheets shall be issued in two copies: one copy to the Manager, and one copy to the User's Contractor.
- Where relevant, representatives of the Manager or the third parties shall be granted access to the premises under reconstruction at any time. Should such access to the premises be required in relation with regular operation of the Manager's personnel, the Contractor shall instruct on the current work safety requirements.
- After execution of works, they shall be handed over to the Manager with the acceptance certificate. All relevant TDP technical documentation shall be provided with the acceptance certificate.
- Where relevant, the Manager shall be provided with daily schedules of works, ensuring continuous operation of the Passenger terminal.
- A fire permit must be obtained for welding, cutting and other works that may cause fire.

**Any construction/repair works that require utilization of premises of any other user, shall be pre-agreed with the Manager.** Should any other user suffer losses related with the undergoing works, the User shall be obliged to cover such losses.

The User shall hand over to Lithuanian Airports the documents specified in Annex 2 to the Rules to the IES in accordance with the completed part of the scope of the construction/repair project.

The Manager shall be entitled to impose fines, as specified in the contract, should the User: commence operation in the Premises without prior agreement with the Manager; violate legislative requirements in the designing stage (failure to obtain the required building permits or agreements, etc.); fail to comply with the coordinated construction project, or use different building supplies than those listed in the project; fail to comply with the legislation on construction during construction works (failure to duly equip the resting areas for personnel, placement of illegal employees, failure to comply with environmental protection requirements, etc.); fail to comply with work safety requirements; fail to comply with aviation security requirements (failure to comply with the requirement to carry passes, etc.); fail to maintain cleanliness.

### ***2.7.3. Supervision of works***

The User shall ensure supervision of construction/repair works by an accredited supervisor in all cases, with no exceptions. The User shall inform in written prior substitution of the supervisor.

### ***2.7.4. Time of works and noise emission***

The schedule of construction/repair works shall be coordinated and provided to the Manager before commencement of the construction/repair works, however no later than 5 working days before start.

Should the schedule be amended within the working period, all amendments shall be coordinated and provided to the Manager 2 working days in advance.

Should the schedule of works interrupt the Passenger traffic at the Passenger terminal, the schedule of works must be coordinated with the Manager. Noise and dust-emitting works shall be carried out when no flights are operated at the airport (it is usually the period between 2 a.m. and 4 a.m.); the time schedule may vary, depending on the summer or winter season, and days of the week. Provisional coordination is required 5 working days before start of planned works.

#### ***2.7.5. Working areas***

The installation works shall only be carried out at the User's premises and the areas authorized by the Manager for use during construction/repair works.

The Common areas, as well as any other areas which are not included into the contract with the User and which were not clearly authorized by the Manager, shall be kept clean, free from construction dust, free from tools, equipment or any other belongings of the User.

During construction/repair works, the User shall take all appropriate measures to ensure prevention on penetration of dust and construction materials outside the User's premises and the area authorized by the Manager for use during construction/repair works. Should the Manager incur additional cleaning-related costs, resulting from incompliance of the User with the agreement on proper usage of premises, the User shall be obliged to cover such costs.

In cases when the flight-related infrastructure (registration, boarding gate, State Border Guard Service booths, etc.) might be affected, it shall be coordinated 5 working days before commencement of the planned works.

#### ***2.7.6. Fencing of the working area***

During construction/repair works, the User shall fence the working areas, as defined in the Working zone fencing schedule. The Working zone fencing schedule is available on the internet: <https://www.ltou.lt/lt/apie-lietuvos-oro-uostus/tvarkos-ir-dokumentai/dokumentai-paslaugu-teikejams>

The User's Contractor shall not be entitled to use the fencing/enclosing installation as an own or third-party related advertisement. The User is entitled to use the fencing/enclosing installation as the User's advertisement, upon prior agreement with the Manager.

#### ***2.7.7. Recovery of property damaged during works***

The User shall bear responsibility for the recovery of affected/damaged property to the condition before affection/damage. All damage shall be recovered immediately, however no later than within 24 hours since identification. Should such recovery be infeasible, the schedule of recovery of damages shall be determined with the Manager, upon separate agreement. The User shall recover the caused damage under own costs.

Should any floor, walls or other surfaces suffer damage during fencing works, the User shall be entitled to eliminate the damage. The User shall be obliged to put all feasible effort to protect the floor surfaces in installation spots of mobile fencing. The surfaces, the fencing of which shall be fixed to walls and (or) floors, shall be recovered, painted and finished to the as-before condition. The User shall cover all losses incurred by the Manager in relation to the recovery of damage caused by the User.

### ***2.7.8. Power consumption***

Should any power supply be required for the construction works, the need shall be coordinated with the Manager 10 working days in advance. The Manager shall specify the connection point and the requirements for connection to the power supply. The User shall mount all necessary equipment and carry out all tasks required for provision of the power supply to the construction site (lay the required cable, mount the required metering devices, carry out the required connections, etc.) at own costs. The User shall reimburse the costs for the consumed power supply (the same provisions apply for connection to the water supply).

### ***2.7.9. Use of the lifting gear***

Lifting gear (with stages, etc.) may be used in the Passenger terminal to carry out the construction, engineering networks, and other works. The usage of any such lifting gear shall be coordinated with the Manager in written in advance (5 working days before commencement of the planned works). In the application, the User shall specify: the type and weight of the lifting gear, location of the working area in the terminal, time of works (start and end time).

The User shall comply with the following conditions when using the lifting gear:

1. The weight of lifting gear shall not exceed 2.80 t.
2. The lifting gear shall ride on particle boards or similar boards, no less than 20 mm thick.

### ***2.7.10. Aviation security requirements to be complied with during construction/repair works***

During the contractual works, the User shall obtain the permanent personal and vehicle passes. Where relevant, the User shall obtain additional temporal personal and vehicle passes. More information on the issue of passes is provided in Chapter 2.2 of the Rules “*Personal passes and training courses*”.

### 3. OPERATION AT THE TERMINAL

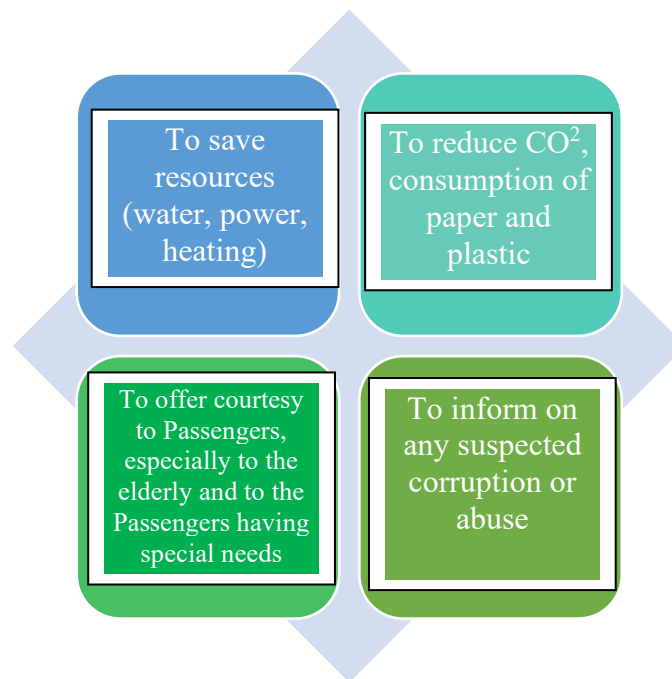
#### 3.1. Maintenance of the occupied premises

The User shall ensure maintenance, tidiness and regular repair of the occupied premises.

Before starting operation, the User shall indicate the responsible person, available on the 24/7 basis, to provide rapid access to the premises. Moreover, the User shall provide copies of keys to the Manager, to grant access to the User's premises to the Manager in emergency situations at any time.

Should the User install promotional signboards, they shall feature smooth internal lighting. The internal lighting shall have no faulty lighting elements. The signboards shall be illuminated 24 hours a day.

**We kindly request the Users to behave in a socially responsible manner:**



#### **It is strictly prohibited:**

- To hinder regular operation of the engineering networks: fire extinguishing systems; ventilation, heating, air conditioning systems; power supply; video surveillance equipment; security alarm systems; etc.
- To install, turn on and use any electrical devices and equipment with power exceeding the specified limits; to modify the heating system, water supply system by installing additional heating sources, control and locking valves.
- Without prior agreement of the Manager, to connect and use any devices lacking technical compliance certificates and non-complying with the requirements for safe operation, and sanitation and hygiene requirements.

**Additional requirements for the premises visible to the Passengers (to the providers of catering, sales, and customer care services):**

The User shall ensure illumination of premises outside the working hours. The night illumination shall be comfortable and aesthetical, i.e. ensuring visibility of premises outside the working hours of the User.

All luminaires at the premises shall be in good operating order; burnt-out lamps shall be replaced with the new ones immediately, no later than in 24 hours.

The User must ensure that the equipment on their premises is regularly serviced, i.e. cleaning of chimneys, maintenance of grease traps, etc.

Power networks and other wires must be integrated – no visible surface solutions shall be allowed.

All abrasions and surface scurf, clearly visible in premises, shall be refurbished; worn-out doorsills and floor covering replaced.

All cushioned furniture shall undergo regular professional cleaning (at least once a year). Worn-out furniture upholstery/leather shall be immediately replaced with new cover. Surface damage that exceeds the area of 1 cm is considered as worn-out.

Carcass furniture shall not be damaged or worn-out. In case of any damages (exceeding 2 cm), the furniture shall be immediately refurbished (no later than in 2 weeks period).

During the period of furniture refurbishment, replacement furniture shall be installed (upon prior coordination with the Manager).

The integral waste bins (*this prerequisite is of extreme importance to the catering establishments*) shall be well-maintained, regularly cleaned and not overfilled. The User shall be obliged to enable all Passengers use the waste bins, irrespective of the premises the waste bins are located at.

The User's premises and surroundings shall be free from irrelevant/outdated visual material (press, signboards with outdated promotions, etc.).

All promotional tools and other promotional facilities of the User shall be cleaned regularly (no less than once a month).

All seasonal decorations shall only be fitted during the relevant period. Special theme decorations shall be removed at the end of holiday season. Decorations shall be coordinated with the Manager.

The User shall be obliged to present the marketing plan for the next calendar year to the Manager no later than one month before the end of each calendar year of the lease term, specifying the planned marketing activities, sales promotion measures, planned promotional campaigns, sales, events calendar, etc. The Manager shall be entitled to request amendment or addition of the marketing plan. Coordination with the Manager shall not be required for individual promotional campaigns or product sales.

The User shall ensure prevention of penetration of food scents and other odours outside the User's premises.

The User shall ensure the safety of Passengers within premises – furniture, exhibits, shelves or products shall not restrict free movement, shall be resistant to smashing/breaking down, or other damage. Exhibits of goods shall be installed, taking into consideration the traffic of passengers (a pyramid of alcohol beverages should not be installed near the entrance/exit, where it would be susceptible to stumbling of Passengers, etc.).

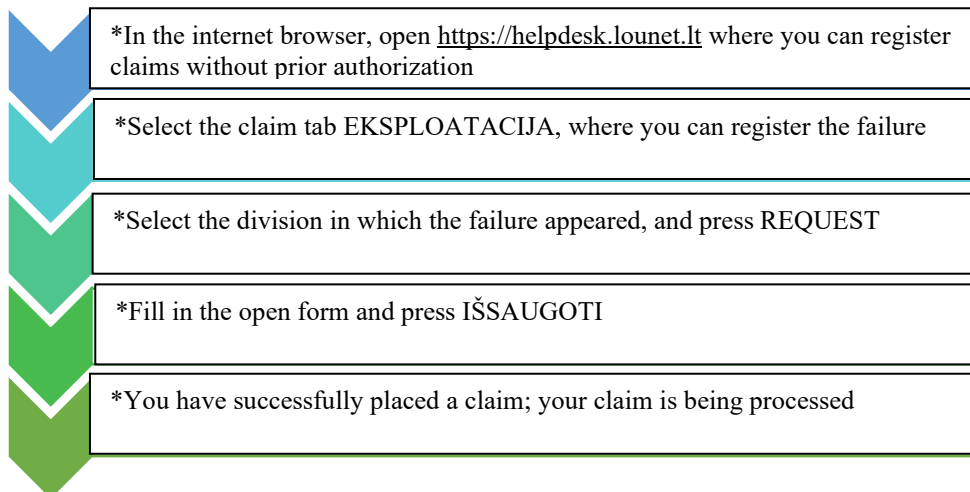
Should the User note an out-of-order self-service machine at the Passenger terminal, the User shall inform the responsible person by phone number, specified in the Contacts list of Table 1 to the Rules. Should the User be provided with an information table (issued by the Manager), the User shall attach it to the self-service machine.

### 3.2. Record of faults

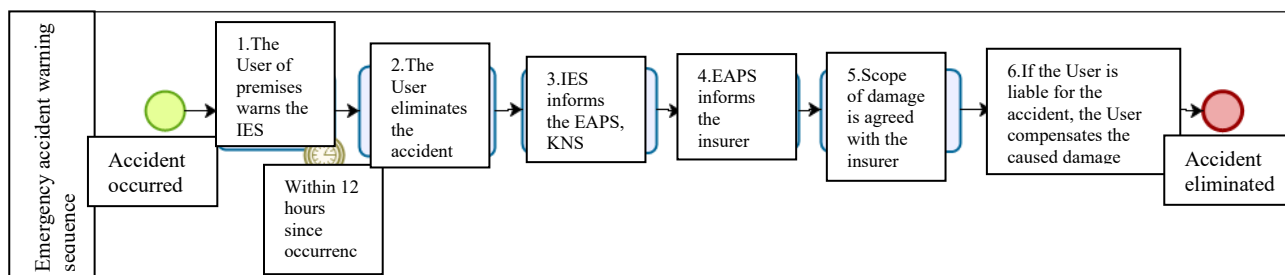
The faults of general engineering systems shall be eliminated by the airport (faults of the conditioning, ventilation, water supply, wastewater, and other systems). Upon separate agreement, the equipment located in the User's premises, which is transferred to the User's liability, may be managed by the airport staff or their sub-contractors. In the event of an accident, the User must immediately notify the shift engineer on duty (Annex 1 to the Rules).

**The User shall warn on any incidents, defects or incurred losses, resulting from infrastructure of the airport or the fault of the User, immediately after occurrence of the fact, i.e. no later than within 12 hours.**

**The airport faults shall be registered in the following steps:**



In emergency cases, the identified failures are eliminated immediately. Terms of elimination of consequences of accidents shall be coordinated with the User. The following accident warning sequence shall be applied:



The failures occurring in the Passenger terminal shall be solved by the IES or the Division of technology development, which shall eliminate the determined faults within their scope of competence. The failures shall be solved according to the critical significance of systems of the specific airport.

### 3.3. Delivery of goods, supplies and other items required for operation

The delivery of goods, supplies and other items required for the User's operation (equipment, furniture, etc.) shall be carried out in compliance with the schedule, pre-coordinated with the Manager in written, which shall be compiled taking into consideration the needs of the User, possibilities of suppliers, the flight schedule and the goods delivery scheme.

The User shall ensure safe delivery/bring away of goods, preventing blockage of pedestrian, vehicle and baggage trolley traffic, preventing jamming in premises equipped with security and fire safety systems. After unloading/loading of goods, the User shall immediately clean up the reception point, including collection of waste.

The User shall be obliged to ensure compliance of the User's suppliers with these provisions upon delivery of goods or other items required for User's operation. The Manager shall be entitled to remove all User's goods and/or all goods intended for the User, which are stored failing to comply with the above requirements of these Rules, without prior notice nor any compensation.

Unloaded/unpacked goods may be stored in areas visible to the Passengers for no longer than 30 minutes. Moreover, empty boxes, packages and other waste resulting from delivery of goods may also be stored in areas visible to the Passengers for no longer than 30 minutes.

The goods shall be delivered to the Controlled zone by the User's carriage or by hands. Upon checking at the KPP point, the goods shall be loaded into the carriages/containers of the User or the airport, and delivered to the User's premises. After unloading of goods, the carriages shall be immediately returned to one of the carriage parking points at the Passenger terminal.

**It is strictly prohibited:**

- To use the Passenger baggage trolleys for delivery of goods. Should any baggage trolley be used for transportation of goods, loads, waste or equipment, such conduct shall be considered as incompliance with the Manager's Rules, Internal rules of procedure and the Customer care standard. Repeated incompliance may be considered as an essential breach of agreement.
- To use the queue barrier systems with retractable belt.

**VNO**

The goods are delivered into the Controlled zone via KPP4 or KPP3. The goods and cargo may be transported with special cargo containers and cargo carriages only (see the types of carriages below).

<p><b>Cargo containers,</b> featuring maximum loading capacity of 400 kg</p>	<p><b>Cargo carriages,</b> featuring maximum loading capacity of 100 kg</p>	<p><b>Trolleys for passengers’ convenience</b></p>
		

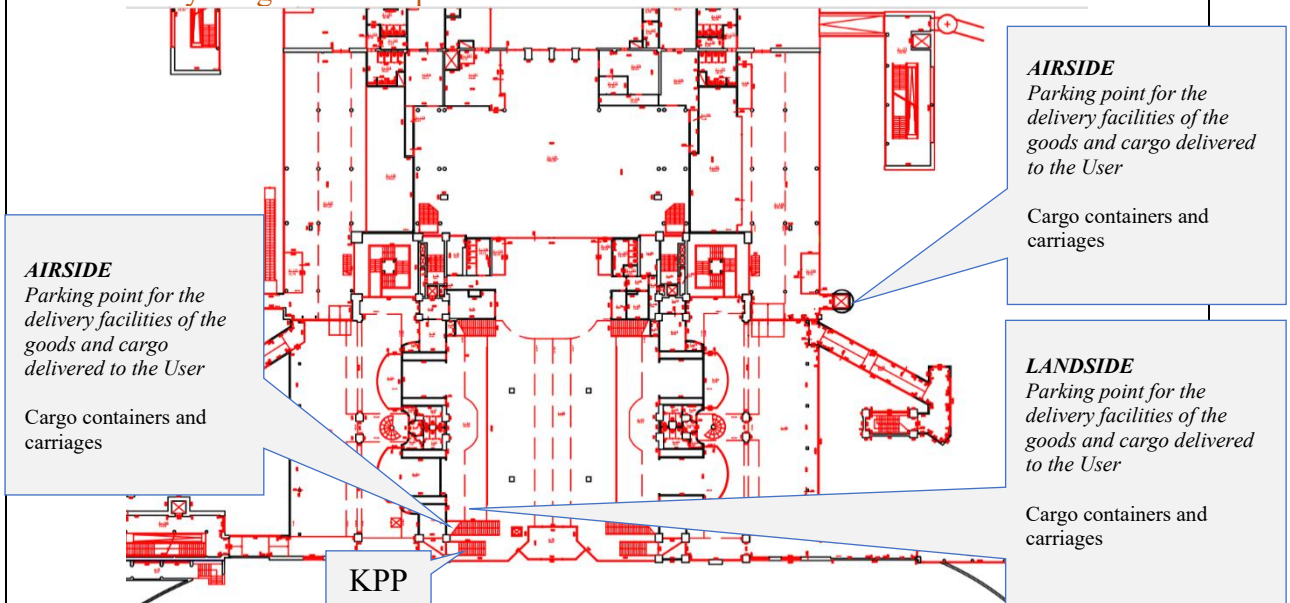
Special carriages are designed to carry packed goods and cargo. Waste loaded into bags, and cardboard waste, may be also delivered to KPP4 by carriages. It is strictly prohibited to transport construction waste using carriages. The specified maximum loading capacity shall not be exceeded.

Pallet carriages may be used for transportation of heavy loads (400 kg and over). However this type of loads shall be transported on no less than 10 mm thick particle boards, laid on the floor.

Special parking spots for the cargo carriages and containers:

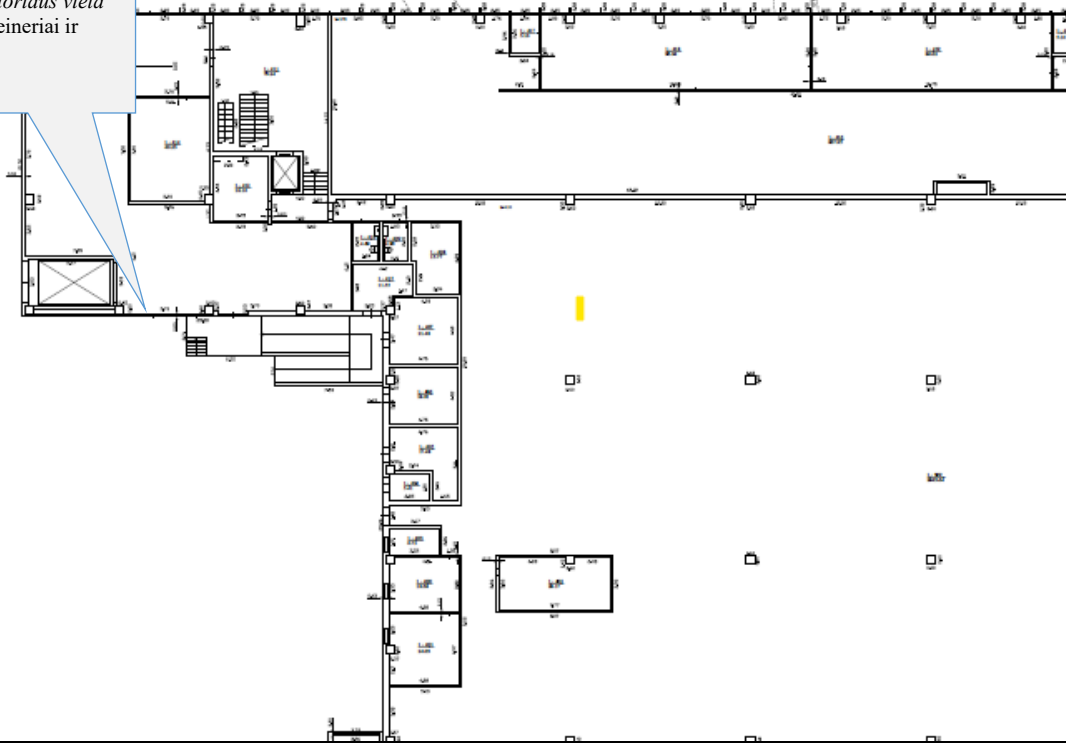
Airside – by the goods checkpoint, at the Northern part of the Passenger Departure terminal, by the cargo elevator, located at the Southern part of the Departure terminal, by the smoking room.

Landside – by the goods checkpoint.



**KPP3****AIRSIDE**

*Naudotojo prekems bei kroviniams pristatyti skirto inventoriaus vieta*  
Prekių konteineriai ir vežimėliai.

**KUN**

The goods and cargo may be transported with special cargo containers and cargo carriages only (see the types of carriages below).

Cargo containers, featuring maximum loading capacity of 400 kg	Cargo carriages, featuring maximum loading capacity of 100 kg	Trolleys for passengers' convenience
		

Special parking points for the cargo carriages and containers:

**PLQ**

The airport shall not provide any carriages for transportation of goods and cargo, therefore the User may use own carriages, or deliver the goods and cargo by hands.

### **3.4. Announcement of prices and information**

Information announced in the catering, sales and customer care establishments shall be provided in at least two languages: Lithuanian and English. Any written information shall be written in no less than 24 pt font size (except for the extremely tiny goods). The announced written information and prices shall be clearly visible and legible. The final costs of goods/services shall be stated, including all taxes. Information regarding acceptable payment methods shall be clearly indicated at the cash registers or counters, where the customers shall pay for the goods/services. The prices indicated by the goods/services on special promotion or sales shall include all relevant information on the discounts and promotions.

### **3.5. Cleaning of premises**

The Manager shall not provide any cleaning services. However the Users may enter into agreements with the providers of the cleaning services. The User shall inform the Manager on such agreements no later than by the day of commencement of such agreement.

Should the User notice the need for cleaning in the common areas, the User shall contact the responsible persons, as specified in Annex 1 to these Rules.

#### **Additional requirements for the premises visible to the Passengers (to the providers of catering, sales, and customer care services):**

The floor of the occupied premises shall be cleaned at least twice a day. During the cold period, with increased volumes of dirt delivered into premises on boots, the floor shall require more frequent cleaning, no less than after each flight, ensuring permanent cleanliness of floor at the premises visited by the Passengers. Shelves at the occupied premises shall be cleaned no less than twice a week during the no-flight period, or when no customers are present at the premises. Other interior installations shall be cleaned no less than once a week, during the no-flight period. Should a more frequent cleaning schedule be specified in the Contract, the provisions of the Contract shall prevail.

The User shall not apply cleaning substances that emit unpleasant odours at the premises of the Passenger terminal. Water and any other liquids shall be wiped off the floor and other surfaces immediately after cleaning. Glass and other surfaces of showcases at the User's premises shall be neatly wiped.

The furniture and equipment accessible and visible to the Passengers should be cleaned with environmentally-friendly, allergen-free substances.

Glasses of showcases and food fridges located at the User's premises shall be periodically cleaned and disinfected, with no visible fingerprints or stains.

The User shall store cleaning agents in special sealed and duly labelled packages. Storage facilities shall be well-ventilated and locked.

### **3.6. Waste storage and removal**

Waste and packing materials shall be kept out of sight of Passengers, in designated locations and containers. The User shall ensure timely and regular removal of waste from designated locations, avoiding generation of vast amounts of waste. Waste bins located at the cash register

points shall be integrated into furniture. The waste in the Controlled zone (from the User's premises to the KPP point) shall be transferred by hands or transported by the User's or airport's carriages, designated for goods; waste shall be duly packed, to avoid contamination of carriages. After passing the KPP, or should the User operate in the Uncontrolled zone, waste shall be transported to the waste containers by special waste carriages.

The Users shall commit to sort waste. Four types of waste containers are provided at the airport: containers for glass, plastic, paper and cardboard, and mixture waste.

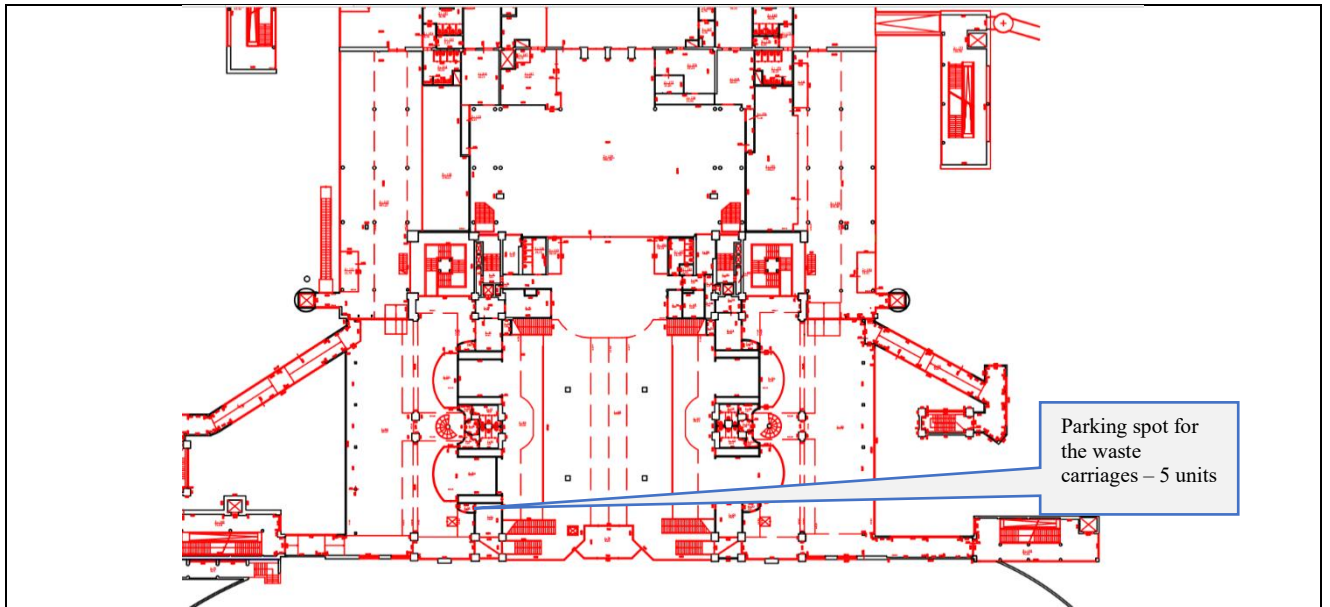
**It is strictly prohibited:**

- To transport waste using Passenger baggage trolleys.
- To dispose into the domestic waste containers: waste from packages and secondary raw materials, large-scale, construction and household hazardous waste, green waste.
- To dispose into the paper and cardboard waste containers: paper smeared with grease (pizza boxes, butter packages, packages from chips, etc.); paper tissues, wipes and towels; toilet paper and nappies; chalked, covered with paraffin, waxed, greased paper; paper covered with plastic, cellophane, foil or bitumen; wallpaper.
- To dispose into the glass waste containers: porcelain; cut-glass; ceramics; glassware; mirrors; all types of electric bulbs; paint; packages contaminated with grease or other chemicals; medical ampoules; glass bottles from drugs; reinforced glass and glass sheets; car window glass; window glass and window glass cullet.
- To dispose into the plastic and metal waste containers: plastic or metal containers contaminated with grease, paint, oil or other chemicals; plastic toys; plastic toys and other products including electronic devices; plastic medical items and products; video tapes; photo tapes; CD, DVD and LP disks; shaving razors; toothbrushes and other items of personal hygiene; aerosol flasks; foam polystyrene; aluminium foil; plastic ware.

**VNO**

The Users are only entitled to transport waste by designated carriages marked with a note "Šiukšlėms gabenti". The carriages are provided for the needs of all Users of the airport, therefore the Users are encouraged to maintain the facilities; after use, the Users are requested to promptly return the carriages to the designated area, avoiding unnecessary holding in User's premises. Upon notice of damaged or broken carriage, the Users are encouraged to contact the responsible persons by telephone number, as specified in Annex 1 to these Rules.





The waste pressing services are provided at the airport. Two pressing units are provided at the airport: the green pressing unit and the pressing unit for mixture waste. The green pressing unit is designated for pressing cardboard, paper, plastic and small metal secondary raw materials only. It is strictly prohibited to dispose other types of unsorted waste, as well as dangerous waste into this pressing unit. The pressing unit for mixture waste is designated for pressing domestic waste unsuitable for sorting. It is strictly prohibited to dispose furniture (or pieces of furniture), trees, branches, grass, as well as dangerous or toxic waste into this pressing unit.

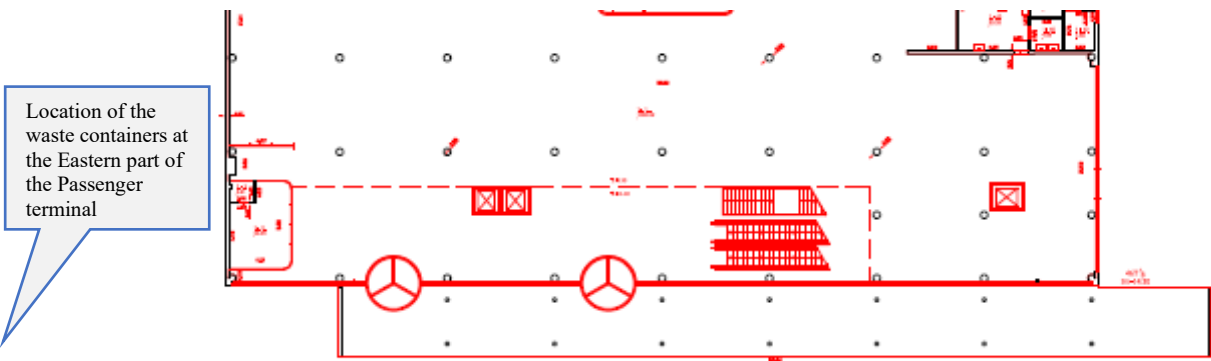
The waste pressing units are available for use to the User's personnel, as well as the Users acknowledged with the applicable pressing rules. The User willing to use the press unattended, is encouraged to contact the Manager regarding operation of the abovementioned devices.

Operating hours of the pressing units: 4:30, 6:00, 10:00, 14:00, 16:00, 18:00, 19:00, 23:00.

The Users shall only deliver their waste on the working hours as specified in the timetable and dispose the sorted waste into the designated press, under presence of the press operator on duty. It is strictly prohibited to block or otherwise obstruct the pressing unit and its parking spots. Permanent free access to the unit must be ensured.

## KUN

Waste sorting facilities are provided at the airport; pressing facilities are not available.



Different types of containers (for paper, glass, plastic, and mixture waste) are provided at the Eastern part of the terminal. All waste shall be sorted and disposed into designated containers only. It is prohibited to dispose furniture (and pieces of furniture), trees, branches, grass, as well as dangerous and toxic waste into the containers.

It is strictly prohibited to block or otherwise obstruct the containers. Permanent free access to the containers must be ensured.

## PLQ

Waste sorting facilities are provided at the airport; pressing facilities are not available.



Locations of waste containers are marked on the plan. All waste shall be sorted and disposed into designated containers only. It is prohibited to dispose furniture (and pieces of furniture), trees, branches, grass, as well as dangerous and toxic waste into the containers.

It is strictly prohibited to block or otherwise obstruct the containers. Permanent free access to the containers must be ensured.

### 3.7. Working hours of the User

The User shall coordinate its working hours with the Manager.

Working hours of the Users providing direct services to the Passengers (providers of catering, sales, and customer care services) shall be harmonized with the flight schedule. Should any

flights be delayed and result in the waiting time of Passengers for over 30 minutes (however no longer than 1 (one) hour), the User shall extend its working hours.

The Users operating under fixed schedule and independent of changes in flight schedules shall indicate exact working hours in a location clearly visible to the Passengers, and operate according to the schedule.

Should the User abandon the workplace within the working hours and discontinue to service the Passengers for a short break, the User shall install a clock provided by the airport in a location clearly visible to the Passengers, indicating an exact planned returning time. The airport clock is provided by the Manager.

**It is strictly prohibited** to leave hand-written notes with telephone numbers or to abandon the workplace without the clock provided by the Manager.

**VNO**

By 19:00 of each day, coordinator of Terminal operations shall provide the planned Daily flight schedule of the next day to all interested recipients, with indicated flight times, distributed infrastructure (registration desks, boarding gates, baggage claim belts) and preliminary number of Passengers. Actual flight infrastructure may be subject to change, as a result of late flights, rotation of aircrafts and other substantial reasons. The changes are displayed in real-time on airport flight monitors. Should any flights be late upon closing time of the providers of catering services, Coordinator of the terminal shall call their staff and notify to stay open by the end of the late flight time, if possible.

**KUN**

By 24:00 of each day, the Operational management officer shall provide the planned Daily flight schedule of the next day to all interested recipients, with indicated flight times, distributed infrastructure (registration desks, boarding gates, baggage claim belts) and preliminary number of Passengers. Actual flight infrastructure may be subject to change, as a result of late flights, rotation of aircrafts and other substantial reasons. The changes are displayed in real-time on airport flight monitors. Should any flights be late upon closing time of the providers of catering services, Shift manager of the Division of operational management shall call their staff and notify to stay open by the end of the late flight time, if possible.

**PLQ**

By 24:00 of each day, the Operational management officer shall provide the planned Daily flight schedule of the next day to all providers of catering, sales and customer care services, as well as the authorities operating at the airport, interested in the above information. Information is displayed in real-time on airport monitors (start of registration, arrivals, etc., which may be subject to change as a result of late flights or other reasons). Should any aircraft be late, the providers of sales services operating in the Schengen and non-Schengen halls shall remain open for as long as any Passengers are present in the hall. Operational management officer shall not call regarding individual late flights. All information shall be displayed on airport monitors.

**A user wishing to obtain the Daily Flight Schedule must contact the Operator, Commercial Leasing Division.**

### 3.8. Behaviour in the event of an emergency

The User's employees shall be prepared to assist Passengers and know the contacts in case of accident, fire, or upon activation of fire alarm notification on fire. The User shall be provided with guidebooks on conduct in the above situations (Annex 3 to the Rules).

Any communication on extreme and emergency situations emerging at the airport, as well as publication of any material in any form (photographed, filmed, etc.) is only permissible upon prior coordination with the Division of Communications of SE Lithuanian Airports by [media@ltou.lt](mailto:media@ltou.lt).

### 3.9. Requirements on appearance and conduct of personnel

The Manager has published the Customer care standard (hereinafter referred to as – KAS), which defines the principles of communication and servicing of Customers. This document provides basic guidelines for every stage of attendance in different situations of communication with Customers; moreover, it provides recommended examples of conduct of the User's personnel and communication expressions. All User's personnel operating in the Passenger terminal shall be obliged to comply with the provisions of KAS.

After conclusion of the contract with the User, the Manager shall provide the KAS in electronic form.

The Users providing direct catering, sales, and customer care services to the Passengers shall be assessed according to the KAS requirements. All Users shall be assessed according to the ABC model. For the first time, the User shall be assessed three times on a quarterly basis or any other interval determined by the Manager if the ABC model is not available due to a pandemic or other circumstances. The Customer care perfection standard of the User shall be determined according to the average rate of three assessments. Frequency of carrying out the following assessments of compliance with the KAS provisions shall be as specified in the table.

Rating interval	Customer care perfection standard	Assessment frequency/on quarterly basis
100%-90%	A*	Once every 3 months
89%-80%	B*	3 times every 3 months
79%-0%	C	6 times every 3 months

\*Upon reception of complaints from the Division of sales, Division of real estate management, the frequency of assessments by the Contact center shall be increased

The User's personnel shall be assessed in compliance with the assessment sheet provided by the KAS (Annex 4 to the Rules), which comprises of measurable criteria and sub-criteria, rating each criterion as "compliant" (1 point) or "non-compliant" (0 points). Upon completion of assessment of the User's customer care perfection standard, the User shall be informed on the scored rate by the provided e-mail. The weaknesses of the personnel, as identified by the Manager, shall be eliminated within the given term, however no later than in 5 working days. The Users' quality assessment system may be altered upon Manager's initiative. In such case, the Users shall be informed in advance on the planned changes by email or at a general meeting.

The User's personnel is **strictly prohibited to:**

- Use public restrooms for any other purposes, than those for which they are intended (washing dishes in other areas, than those specified, etc.).

- Cook, heat, and consume food in common areas at the Passenger terminal, excluding the areas intended for this purpose.
- Consume alcohol or drug precursors in common areas at the Passenger terminal and the User's premises.

Staff smoking area

### 3.10. Requirements for audio and visual equipment

Audio and visual solutions at the premises shall be coordinated with the Manager. The volume of music emitted at the premises shall not exceed the volume of announcements at the Passenger terminal. Should the User's premises feature an open layout, the volume of music shall not interfere with announcements at the Passenger terminal, ensuring the announcements are clearly audible to the Passengers.

Any television and/or radio programs broadcasted in the User's premises through individual sound systems, should be provided legally, the User must have entered into appropriate copyright and/or related rights agreements for their authorisation. The Manager has the right to request the relevant agreements.

Staff smoking area

### 3.11. Taking photos and videos at the Passenger terminal

Taking photos and videos in the Uncontrolled zone using personal, non-professional or semi-professional video devices is unrestricted to natural persons, with exception to commercial filming and photo shooting, as well as filming and photo shooting with unmanned aerial devices.

To take photos or videos for commercial purposes, the User shall provide an application to the contacts specified in Annex 1 to the Rules. Manager's personnel shall coordinate commercial filming or photo shooting proceedings and shall inform the ASS manager, responsible for issue of passes, as well as inform any other interested parties, and coordinate the control and process of filming or photo shooting.

There are established rules for media activities within the airport territory and premises. A user coordinating filming, photography, or interviews at the airport with a media representative must inform the media representative about these rules. Each time, media representatives are required to familiarize themselves with these rules and complete the Media Work at the Airport Application available at: <https://www.ltou.lt/en/media>

### 3.12. Communication of establishments operating at the airport, and their representatives

The airport is the strategic object of national importance, therefore filming, photo shooting and uploading sensitive content into social networks or other internet platforms may cause damage to the company, or jeopardize security. Before uploading any content into the Internet, each subject operating at the airport shall assess potential negative consequences.

Manager-related content, **applicable for sharing:**

- Positive news of the represented company and the airport (according to the provisions

Manager-related content that is **forbidden** to publish:

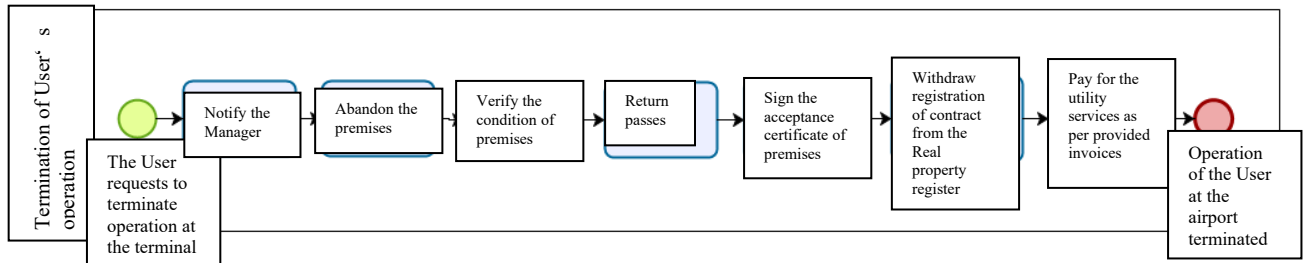
- Photographs of officers, their working facilities and working environment;

<p>on commercial filming and photo shooting, specified above);</p> <ul style="list-style-type: none"> <li>- Content related with boosting of sales;</li> <li>- Social initiatives and events;</li> <li>- New flight destinations and carriers, provided that the information is already officially announced;</li> <li>- Other content that generates positive flow of information.</li> </ul>	<ul style="list-style-type: none"> <li>- Information related with accidents, their photographs and videos;</li> <li>- Confidential information of the company (copies of invoices, agreements, other commercially sensitive information);</li> <li>- Any other information which might discriminate or offend any other persons;</li> <li>- Other content that may generate negative flow of information.</li> </ul>
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In all other cases, in doubt regarding applicability of content for sharing, Division of communications of SE Lithuanian Airports shall be contacted by email [media@ltou.lt](mailto:media@ltou.lt)

## 4. EXPIRATION/TERMINATION OF OPERATION

Before expiration of contract between the User and the Manager on exploitation of premises, or should any of the parties request to terminate the contract before the expiration date, the User shall carry out all steps as listed below.



The User shall notify the Manager regarding the planned termination of operation at the Passenger terminal within the terms, specified in the agreement. The terms of departure, further steps and required procedures shall be discussed with the Manager.

The premises shall be returned in the condition, as specified in the contract and the acceptance certificate, i.e. orderly and in good condition, taking into consideration natural wear.

As soon as the User abandons the premises within the predetermined term, representatives of the User and the Manager shall verify condition of premises as per the Condition of premises verification sheet (Annex 5 to the Rules). Should any defects in the condition of the User's premises be detected (mouldy, washed out walls, etc.) resulting from negligence of the User, the situation shall be assessed on an individual basis, arranging compensation or recovery of condition of the premises with the User.

The User shall return passes of personnel and vehicles to the Pass accreditation office or ASS before conclusion of the acceptance certificate of the premises. Upon signing the Acceptance certificate of the premises, the User shall remove all information related with operation of the User at the airport from social networks, media and websites.

No later than in 10 working days after conclusion of the Acceptance certificate of the premises, the User shall withdraw registration of contract from the Real property register. Should the User fail to withdraw registration of the contract within the determined term, the Manager shall withdraw the contract from own resources, recovering the costs from the User.

### FINAL PROVISIONS

To ensure smooth operation of the Passenger terminal and efficient dealing with potential disputes, the Manager requests the Users to inform him on any potential disputes among the Users, as well as with the Manager's personnel.

Content of these Rules is an author's work by LOU. The User is granted non-exclusive, limited rights to use the Content of Rules in the scope of compliance with the Rules. Any other use of content of these Rules shall require written prior consent of LOU.

**The Manager and the User share a common goal – a satisfied Passenger, smooth cooperation and the environment that fosters fluent travelling.**

# ANNEXES

## Annex 1 to the Rules of conduct at the Passenger terminal

### CONTACTS AT SE LITHUANIAN AIRPORTS

	SITUATION/ PROBLEM	VILNIUS		KAUNAS		PALANGA	
		Responsible	Tel. No.	Responsible	Tel. No.	Responsible	Tel. No.
INFORMATION TO THE USER	Information and coordination before starting operation at the Terminal (tender, conclusion of the lease agreement, accepting premises, installation of premises, training, etc.)	Division of Commercial Leasing	0 643 66777	Division of Commercial Leasing	0 643 66777	Division of Commercial Leasing	0 643 66777
	Information and coordination during validity term of the agreement (agreement implementation control, extra repair works, coordination of signboards and advertisements, coordination of assortment and monitoring of obligations, coordination of goods supply schedule, training for new employees, disputes between the Users, etc.)	Division of Commercial Leasing	0 669 43137	Division of Commercial Leasing	0 669 43137	Division of Commercial Leasing	0 669 43137
	Information and coordination during the agreement implementation (agreement extensions, terminations, amendments, and other matters, submission of turnover reports)	Division of Commercial Leasing	0 61270683	Division of Commercial Leasing	0 61270683	Division of Commercial Leasing	0 61270683
	Information and coordination during the agreement implementation (advertising on screens, in the terminal, rental of the conference center)	Division of Commercial Services	0 610 33293	Division of Commercial Services	0 610 33293	Division of Commercial Services	0 610 33293

	SITUATION/ PROBLEM	VILNIUS		KAUNAS		PALANGA	
		Responsible	Tel. No.	Responsible	Tel. No.	Responsible	Tel. No.
FAILURES	Emergency failures	Shift engineer of the Division of engineering and exploitation	0 616 15836	Division of engineering and exploitation (workdays from 7:00 to 16:30)	0 686 03854	Division of engineering and exploitation	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a> 0 684 14037 0 618 30119
				Shift supervisor of the Division of Operations (weekends 24/7; weekdays from 16:30 to 7:00)	0 60316333	Shift supervisor of the Division of Operations (weekends; weekdays from 15:45 to 7:00)	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a> 0 698 72752
	Illumination failures	Coordinator of Terminal operations ("11")	0 614 46742	Division of engineering and exploitation (workdays from 7:00 to 16:30)	0 686 03854	Energetic engineer of the Division of engineering and exploitation (workdays from 7:00 to 15:45)	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a> 0 684 14037
				Shift supervisor of the Division of Operations (weekends 24/7; weekdays from 16:30 to 7:00)	0 603 16333	Shift supervisor of the Division of Operations (weekends; weekdays from 15:45 to 7:00)	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a> 0 698 72752
	Failures of information technologies, wireless internet at the airport	System administrator	0 527 39032	System administrator	0 527 39032	System administrator	0 527 39032
	Failures of the ventilation and air conditioning system	Engineer	0 616 15 836	Division of engineering and exploitation (workdays from 7:00 to 16:30)	0 686 03854	Energetic engineer of the Division of engineering and exploitation (workdays from 7:00 to 15:45)	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a> 0 684 14037
				Shift supervisor of the Division of Operations (weekends 24/7; weekdays from 16:30 to 7:00)	0 603 16333	Shift supervisor of the Division of Operations (weekends; weekdays from 15:45 to 7:00)	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a> 0 698 72752
	Noting an out-of-order self-service machine	Coordinator of Terminal operations ("11")	0 614 46742	Division of engineering and exploitation (workdays from 7:00 to 16:30)	0 686 03854	Call by the number provided on the machine	
	Shift supervisor of the Division of Operations (weekends 24/7; weekdays from 16:30 to 7:00)	0 603 16333					
	Cleaning services at the common areas of the airport	UAB "Dussmann Service" Operator on duty (19:00-7:00)	0 652 88875 0 655 09995	Coordinator of cleaning operations of the Division of Operations (workdays from 7:00 to 16:30)	0 612 93280	Shift supervisor of the Division of Operations	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a> 0 698 72752
				Shift supervisor of the Division of Operations (weekends 24/7; weekdays from 16:30 to 7:00)	0 603 16333	Division of engineering and exploitation	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a>
				Cleaner on duty of the Division of Operations	0 616 15254		
Different types of failures; noting a broken carriage; failures of passenger servicing equipment, flight information displays, etc.	Division of engineering and exploitation	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a>	Division of engineering and exploitation	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a>	Division of engineering and exploitation	<a href="https://helpdesk.lounet.lt">https://helpdesk.lounet.lt</a>	

## CONTACTS AT SE LITHUANIAN AIRPORTS

PASSENGER INFORMATION AND SUPPORT	Passenger information 24 hours a day	Contact centre	8 612 44442	Contact centre	8 612 44442	Contact centre	8 612 44442
	Passenger felt sick, needs medical assistance	Emergency response centre No. Shift supervisor of the Division of aviation safety	112 0 611 40747	Emergency response centre No. Operational controller	112 0 610 12665	Emergency response centre No. Shift supervisor of the Division of Operations	112 0 698 72752
	Passenger exerts aggression	Division of aviation safety	0 611 40747	Division of Operations	0 614 25990	Officer on duty of the Public security service (radio call "Banga")	1771
	Information and questions related to care for persons of limited mobility	UAB "Litcargus"	0 650 11103 prm@litcargus.lt	UAB "Litcargus"	0 620 39878 pax.kun@litcargus.lt	UAB "Orlaivių aptarnavimo agentūra"	0 460 56400, 0 682 22449 ops@palangaground.aero
	In case of fire	Division of Operational management Emergency response centre No.	0 612 56563 112	Operational controller Emergency response center No	0 610 12665 112	Shift supervisor of the Division of Operations Emergency response centre No.	0 698 72752 112
	In case of suspicious situation	Shift supervisor of the Division of aviation safety	0 611 400747	Division of Operations	0 614 25990	Shift supervisor of the Division of Operations	0 698 72752
	In case of thefts, crimes	Emergency response centre No. Shift supervisor of the Division of aviation safety	112 0 611 40747	Division of Operations	0 614 25990	Klaipėda chief police headquarters Palanga city police headquarters	112 0 620 57102
	Passengers delayed at the airport	Coordinator of Terminal operations ("11")	0 614 46742	Shift supervisor of the Division of Operations	0 603 16333	Shift supervisor	0 698 72752
	Customs information	Vilnius airport Customs office (departure) (arrival)	0 5 2306117 0 5 233 0317	Kaunas airport Customs office	0 373 99151	Palanga airport Customs office	0 460 48136
	Passports, visas, border crossing	State Border Guard Service	0 5 271 9305	State Border Guard Service	0 5 271 9305	State Border Guard Service	0 5 271 9305
	Car parking for passengers	UAB "Unipark"	0 700 77877	Passenger servicing	0 612 44442	Operational management operator	8 460 52066
	Lost, left, requested items	Division of aviation safety (belongings in the terminal)	0 611 40747		0 614 25990	Division of aviation safety (belongings in the terminal)	8 698 72752
	Car parking for passengers	Coordinator of Terminal operations ("11")/ belongings in the aircraft	0 614 4672	Shift supervisor of the Division of Operations	0 603 16333	UAB "Orlaivių aptarnavimo agentūra"	8 460 56400 8 682 22449
	Lost, damaged baggage	UAB "Baltic Ground Services" UAB "Litcargus"	0 610 75212 lostfound@bgs.aero 0 614 12881 bagazas@litcargus.lt	UAB "Litcargus"	0 620 39878 pax.kun@litcargus.lt	UAB "Orlaivių aptarnavimo agentūra"	8 460 56400 ops@palangaground.aero
USER SERVICES	Pass accreditation office of the airport	Pass accreditation office Rodūnios road 6B, Vilnius	0 5 2739390	Division of aviation safety Oro uosto st. 4, Karmėlava	0 618 21654	Division of aviation safety Liepojos st. 1, Palanga	0 671 0332
	Regarding fire alarm announcements	Coordinator of Terminal operations ("11")	0 614 46742	Shift supervisor of the Division of Operations	0 603 16333	Operational management operator (registration announcements only)	0 460 52066
	To obtain flight information of the current day	Division of Commercial Leasing	0 669 43137	Division of Commercial Leasing	0 669 43137	Division of Commercial Leasing	0 669 43137
	Request for commercial filming, photo shooting, events	Division of Commercial Services	0 610 33293	Division of Commercial Services	0 610 33293	Division of Commercial Services	0 610 33293
	Car parking for staff	Unipark	0 700 77877	Unipark	0 700 77877	Division of sales	0 700 77877
	Fast tracking service	Division of Commercial Leasing	0 669 43137	No service provided	-	No service provided	

Annex 2 to the  
Rules of conduct  
at the Passenger terminal

**Documents for handing over the construction works to the Division of engineering and  
exploitation**

No.	Document designation	Document No.	Issue date	Completing person	No. of pages
	<b>Electrical works:</b>				
1	Draft design (including all amendments of TP), plans corresponding to the design				
2	Certificates of the finished works				
3	Insulation resistance test sheet				
4	0.4 kV introductory circuit breaker test sheet, when In-200A and over				
5	Electrical wiring diagram				
6	Testing of circuit from the earthing device (the grounding main) to the earthed (grounded) objects				
7	Electric mounting works acceptance certificate				
8	Warrant from the company that provided the mounting services				
9	Register of 0.4kV cable lines				
10	Acceptance certificates of 0.4kV cable lines				
11	Commissioning acceptance sheets (illumination management, phasing, etc.)				
12	Certificates of power switchboards				
13	Certificates of accounting cabinets and devices				
14	Certificates of products, materials, equipment, declarations of conformity, warranty approving documents				
15	Resistance measurement at loop "phase-zero"				
16	Mnemoscheme (compliant with newly equipped premises, with renewed computerized illumination control)				
17	Personnel training material				
18	Fire sealing certificates (indicating the provider, certificates of materials)				
	<b>Ventilation installation works:</b>				
1	Declaration of conformity of ventilation installation				
2	Declaration of conformity of the used materials				
3	Technical passport of the ventilation system				
4	Use and maintenance instruction of the ventilation unit (in Lithuanian language)				
5	Warranty card of the ventilation unit				
6	Functional design of equipment installation				
7	Unit connection to the electric switchboard drawing and resistance test certificate				
8	Technical specification of the control panel (in Lithuanian language)				
9	Drawing and test certificate of the heating unit				
10	Declaration of conformity of filters				




11	Declaration of conformity of pressure gauges and thermometers				
12	Technical specification of circulation pump and actuator				
13	Hydraulic test protocol				
14	Flow control test certificate				
15	Point test certificate				
16	Copy of qualification certificate of the company that provided the mounting services				
17	Ventilation system inspection and test certificate				
18	Set of working drawings with entries of persons responsible for installation works				
19	Complete with Bacnet IP interface and completely ready for connection to the PVS system; connection to the pVA system protocol to be provided				
20	Fire sealing certificates (indicating the provider, certificates of materials)				
21	Personnel training material				
	<b>Air conditioning installation works:</b>				
1	Declaration of conformity of the unit				
2	Declaration of conformity of the used materials				
3	Warranty card of the unit				
4	Technical passport of the cooling unit (issued by the National association of freezing operators)				
5	Equipment installation fulfilment drawing				
6	Equipment connection to the switchboard scheme and resistance test protocol				
7	Technical specification of the control panel (in Lithuanian language)				
8	Technical specification and user's manual of the unit (in Lithuanian language)				
9	Test protocols on tightness (vacuum) of pipework of the air conditioners				
10	Protocol on priming of air conditioners with gas				
11	Set of working drawings with entries of persons responsible for installation works				
12	Acceptance certificates of concealed works and intermediate constructions				
13	Personnel training material				
14	Fire sealing certificates (indicating the provider, certificates of materials)				
	<b>Fire system works:</b>				
1	Work project (including all amendments of TP), plans corresponding to the project				
2	Declaration of conformity of the used materials				
3	Warranty card of the unit				
4	Technical passport of the unit				
5	Declaration of conformity of the equipment				
6	Equipment connection to the switchboard scheme and resistance test protocol				
7	Technical specification of the control panel (in Lithuanian language)				
8	Technical specification and user's manual of the unit (in Lithuanian language)				

9	System test protocols and the acceptance certificate to the persons responsible for equipment maintenance				
10	Set of working drawings with entries of persons responsible for installation works				
11	Acceptance certificates of concealed works and intermediate constructions				
12	System maintenance instruction: <ul style="list-style-type: none"> <li>– System technical maintenance and inspection manual</li> <li>– Any operations carried out in relation with servicing and inspection of the system.</li> <li>– Identification of the system parts requiring maintenance, as well as drawings providing information on positioning of such parts. The following information shall be specified for these parts: identity code issued by the manufacturer, contact information of the supplier (address, tel. No. and fax No.).</li> <li>– Original catalogues of equipment and supplies</li> <li>– Spare parts sheet and information on their position</li> <li>– Special tools sheet and information on their position.</li> </ul>				
13	Maintenance manual shall also include: <ul style="list-style-type: none"> <li>– Test protocols, available for inspection of the authorized supervisory bodies</li> <li>– System drawings.</li> </ul>				
14	Fire sealing certificates (indicating the provider, certificates of materials)				
15	Personnel training material				
	<b>Heating system works:</b>				
1	Declaration of conformity of the equipment				
2	Declaration of conformity of the used materials				
3	Warranty cards of the equipment				
4	Technical passport of equipment				
5	Equipment installation fulfilment drawing				
6	Equipment connection to the switchboard scheme and resistance test protocol				
7	Technical specification of the control panel (in Lithuanian language)				
8	Technical specification and user's manual of the unit (in Lithuanian language)				
9	Hydraulic test protocols				
10	Set of working drawings with entries of persons responsible for installation works				
11	Acceptance certificates of concealed works and intermediate constructions				
12	Fire sealing certificates (indicating the provider, certificates of materials)				
13	Personnel training material				
	<b>Water supply/sewerage works:</b>				
1	Declaration of conformity of the units				
2	Declaration of conformity of the used materials				
3	Warranty cards of the equipment				
4	Equipment installation fulfilment drawing				
5	Equipment connection to the switchboard scheme and resistance test protocol				
6	Technical specification of the control panel (in Lithuanian language)				





7	Technical specification and user's manual of the unit (in Lithuanian language)				
8	Hydraulic test protocols				
9	Set of working drawings with entries of persons responsible for installation works				
10	Acceptance certificates of concealed works and intermediate constructions				
11	Fire sealing certificates (indicating the provider, certificates of materials)				
12	Personnel training material				

## RECOMMENDATIONS




### ON CONDUCT UPON OBSERVATION OF ACCIDENT OR SICKNESS OF ANY PASSENGER

No.	Description	Key aspects
1.	Upon observation of sick/injured person, <b>the person currently present by the victim</b> shall be obliged to call the Emergency response centre (BPC) by phone No. 112.  <b>Help is needed urgently</b> , here and now	Call 112, follow instructions of the BPC  Call +37061256563
2.	Upon confirmation from BPC regarding a forwarded ambulance (hereinafter referred to as – GMP), it is essential to inform an airport employee.	Inform the airport employee as listed in the Contacts table  
3.	Upon notification on the accident, the airport employee shall arrange reception of the arriving GMP with the aid of services operating at the airport.	Airport employee to organize reception of GMP  

### CONDUCT UPON OBSERVATION OF FIRE

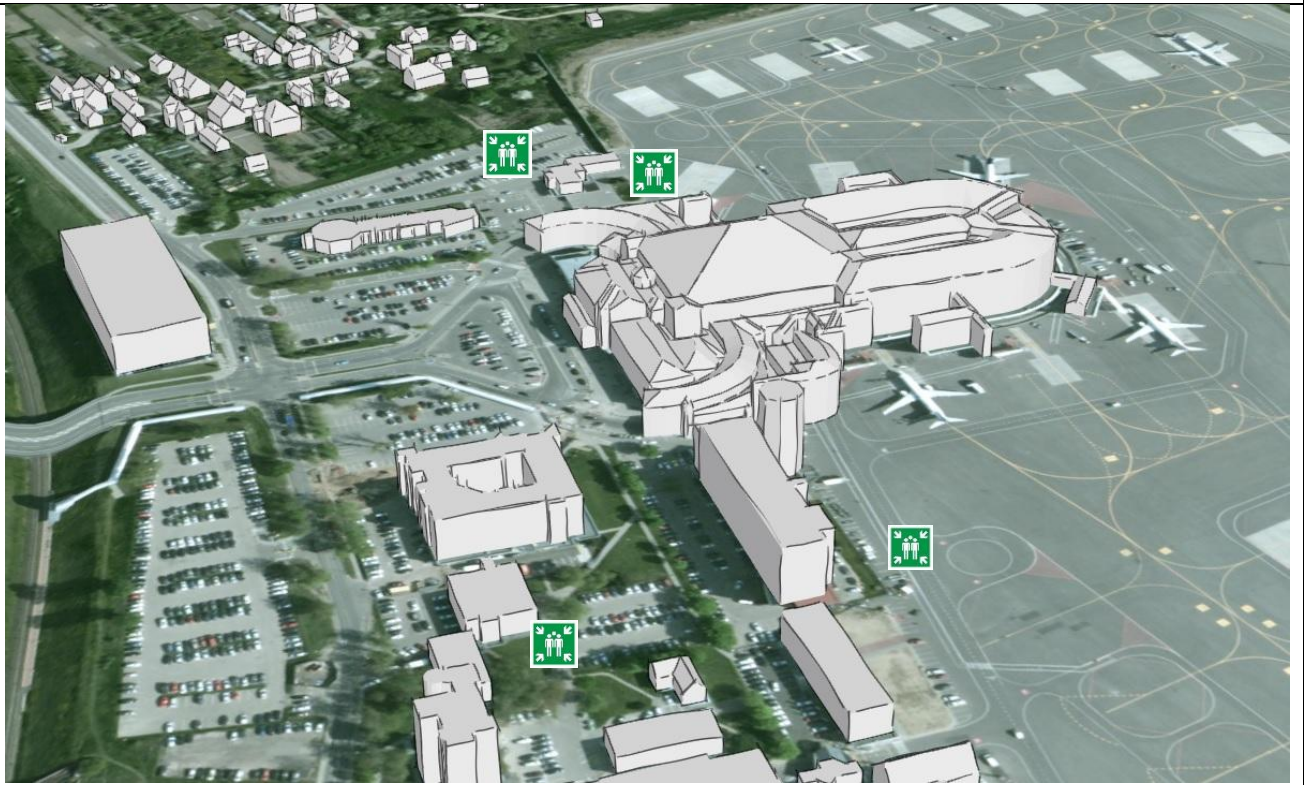
No.	Description	Key aspects
1.	Upon observation of fire, it is essential to inform BPC by calling 112, and to inform the airport employee as listed in the Contacts table.	
2.	Should a fire alarm button be present nearby, activate the button.	
3.	During the first stage of fire, the User's personnel shall be obliged to take firefighting measures.	
4.	Should the person judge the scope of fire too significant to fight it alone, the person must immediately leave the building, exit to the meeting points and to encourage the others abandon the premises.	

## CONDUCT UPON HEARING THE FIRE ALARM SIGNAL NOTIFICATION

No.	Description	Key aspects
1.	Stop operation	<p>NEPANIKUOK!</p> <p>DON'T PANIC!</p>
2.	<p>Leave the building (take your personal belongings, available at hand) through an emergency exit.</p> <p>Emergency exits are labelled with special signs and marked in the emergency exit plans at each floor of the Passenger terminal, in visible places, at each entrance and (or) exit. All Users are obliged to get acquainted with the emergency exit plans, i.e. to know the nearest emergency exit.</p> <p>If all emergency exit routes are equally safe (no visible fire or smoke), take the nearest emergency exit. Should the emergency exit doors be locked, and the key stored in a box, break the glass and use the key to unlock the emergency exit doors.</p> <p><b>Recommendations on emergency exit procedure:</b></p> <ol style="list-style-type: none"> <li>1. If exiting premises full of smoke, walk leaning down or crawl under the smoke; cover your face with a wet cloth.</li> <li>2. If you access any closed doors on the emergency exit route, make sure it is safe to pass them (check, whether the door is not hot). If the door in the emergency exit path is hot, take another emergency exit route.</li> <li>3. If you are unable to leave the premises (smoke or flame is blocking the exit routes), shut down the doors and, if possible, tuck the doors with wet cloth to block penetration of smoke.</li> <li>4. Do not leave any belongings on the emergency exit route; do not stop or otherwise impede traffic of the others.</li> </ol>	
3.	After leaving the building, go to the meeting point (the meeting points are indicated below) and report to your direct manager, who shall count employees and inform the head fire-fighting officer (the head of fire-fighting team with the first arrived fire truck). The Users' managers or their appointed persons bear responsibility for evacuation of persons from the building.	
4.	Observe instructions of the head fire-fighting officer. The User's employees, Passengers and other persons shall only be allowed to return to the building from which they were evacuated upon permission of the head fire-fighting officer, or upon cancellation of evacuation.	

# MEETING POINTS

VNO



KUN



PLQ



### CONDITION OF PREMISES VERIFICATION SHEET

User's premises: \_\_\_\_\_  
(address, unique number, indexes of premises)

User's agreement: \_\_\_\_\_

The User and the Manager have verified condition of the User's premises and found out:

	Positive	Negative
The premises were cleaned in a professional manner; there are no remaining belongings of the User	<input type="checkbox"/>	<input type="checkbox"/>
Windows and other glass surfaces duly cleaned	<input type="checkbox"/>	<input type="checkbox"/>
If the User had equipped the premises according to the User's needs, the returned premises shall be applicable for further use, i.e. the premises shall feature the main and inner doors, power switches, operable luminaires, air conditioning/heating units, security alarm, operable low current network, sanitation facilities with operating and undamaged fittings, etc.	<input type="checkbox"/>	<input type="checkbox"/>
The floor covering shall be free from visible damage and appropriate for use. In case of local damages, upon individual coordination with the Manager, the damaged zones of the floor covering may be replaced.	<input type="checkbox"/>	<input type="checkbox"/>
The premises shall be free from apparent damage – the plaster shall be intact, with clean walls, free from scratches and dirt. Dirty walls shall be re-painted. If the User had painted the walls of Premises in a specific colour, reflecting the User's brand, the former colour of walls of premises shall be recovered, unless otherwise agreed with the User in written.	<input type="checkbox"/>	<input type="checkbox"/>
Mechanical damage of windows, which was not indicated in the acceptance certificate with the User, shall be repaired.	<input type="checkbox"/>	<input type="checkbox"/>
Integrated furniture (lockers, kitchen furniture, etc.) may remain in the premises upon prior written agreement with the User.	<input type="checkbox"/>	<input type="checkbox"/>
The User shall return the same number of keys, as received. If the User had installed additional alternative door locking systems, they shall be dismantled, without any damage to the premises, unless otherwise agreed with the User in written. If the User had duplicate keys/passes, the User shall be obliged to return them all.	<input type="checkbox"/>	<input type="checkbox"/>
The User shall abandon and arrange the premises, as well as dismantle other visual material, related with the agreement (outdoor advertisements, information stands, stickers, etc.). Should any surfaces suffer damage upon removal of stickers, the surfaces shall be replaced/renewed.	<input type="checkbox"/>	<input type="checkbox"/>
If upon installation of premises, the User had modified the engineering systems of the Passenger terminal, i.e. carried out	<input type="checkbox"/>	<input type="checkbox"/>

modifications of the engineering networks or re-painted them (detectors, fire taps, electric magnets, low-current cables, ventilation ductwork, electric cables, etc.), the User shall recover initial state of the systems, re-design emergency exit routes, renew the design documents, unless otherwise agreed with the User.		
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The User shall be obliged to rectify the following deficiencies: \_\_\_\_\_

\_\_\_\_\_

Notes: \_\_\_\_\_

User's representative:

Manager's representative:

IES:

PGS: