

A safe and responsible journey

A healthy way of working for both passengers and staff
while passenger volumes are scaled-up

Schiphol



SCHIPHOL GROUP: RESPONSIBLE TRAVEL FROM DEPARTURE TO ARRIVAL A HEALTHY WAY OF WORKING FOR BOTH PASSENGERS AND STAFF WHILE PASSENGER VOLUMES ARE SCALED-UP

What is the objective of this document?

The airports of the Schiphol Group are part of the **vital infrastructure** of The Netherlands. Schiphol Airport always remained open – also during Core Schiphol - for amongst others repatriation and cargo flights.

After a period of scaled down operations in Core Schiphol, an **increase of flight movements and passenger volumes** is expected in June according to recovery scenario C.

Schiphol is preparing for a scaling-up scenario together with the airlines, handlers, contract- and supply chain partners. This document describes how Schiphol will scale up operations and which **additional measures** are taken to prevent the spread of the Coronavirus at the airport with higher passenger volumes.

This document also applies for the **regional airports** Rotterdam The Hague Airport, Eindhoven Airport, Lelystad Airport, Groningen Airport Eelde and Maastricht Aachen Airport.

CONTENT



A controlled approach to scale-up again from Core Schiphol

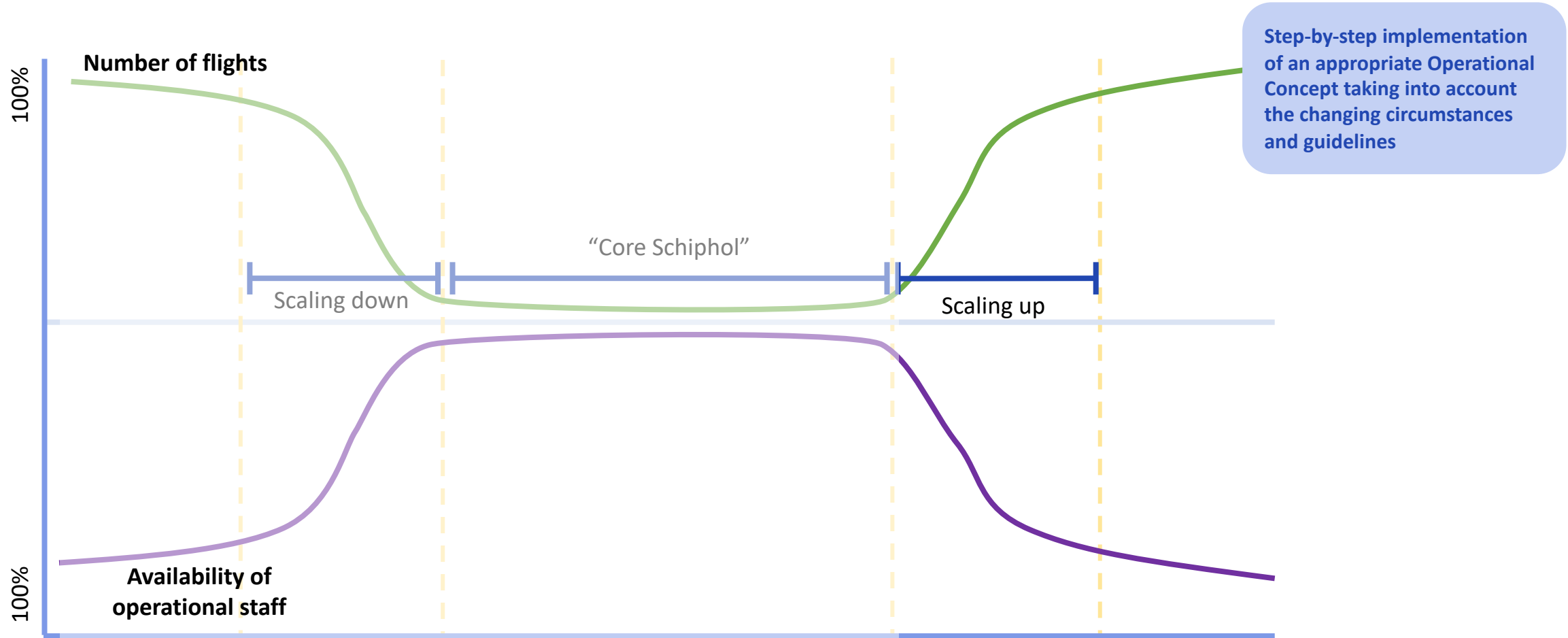
Scaling up: Principles, triggerpoints and order of scaling up

Regional airports - Rotterdam The Hague, Eindhoven, Lelystad, Maastricht

Aachen, Eelde

A CONTROLLED APPROACH TO SCALE-UP AGAIN FROM CORE SCHIPHOL

FROM JUNE ONWARD SCALING UP OF AIRPORT OPERATIONS IS DONE STEP-BY-STEP



N.B. With Core Schiphol we mean the core operation in which we facilitate the flight- and passenger numbers on a minimum infrastructure

A CONTROLLED APPROACH TO SCALE-UP AGAIN FROM CORE SCHIPHOL ALSO DURING CORE SCHIPHOL, THE AIRPORT SCHIPHOL HAS REMAINED OPEN IN A RESPONSIBLE WAY

Airport Protocol April 23rd 2020



The airports of Schiphol Group are part of the **vital infrastructure** of The Netherlands.

Amsterdam Airport Schiphol have always remained open, also during Core Schiphol for among other repatriation- and cargo flights.

In Core Schiphol all measures have been taken to prevent further spread of the Coronavirus, i.e. the strict use of the **1,5 meter rule** (physical distancing).

In the **Protocol** "Schiphol Group: a responsible travel from departure to arrival" (April 23rd 2020) all measures are described focusing on 3 themes: physical distancing, hygiene & health and information provision.



Physical distancing



Hygiëne & health



Information provision

A CONTROLLED APPROACH TO SCALE-UP AGAIN FROM CORE SCHIPHOL

MEASURES IMPLEMENTED TO PREVENT THE SPREAD OF THE CORONAVIRUS AT THE AIRPORT

Protocol April 23rd 2020



Physical distancing

We actively secure the **1,5 meter distance between passengers, crew and staff** by using i.e. distance marks, sit and waiting areas are partially separated and operational processes are adjusted to these measures. We also focus on '**flow regulation**' and **queue management**: This way we can minimise queues and the number of people that are in the same area simultaneously.

Staff **is mainly working from home**. The work places at Schiphol are arranged in a way to secure the 1,5 meter distance.



Hygiene & health

Everywhere at Schiphol **hand disinfection zones** have been arranged for general use.

We provide a hygienic airport by using **intensive and more frequent cleaning** of all areas where passengers, crew or staff are present.

Where possible we **minimise the contact points** for passengers, crew and staff – when using equipment and machines. Where this is not possible, plastic screens are placed or staff is equipped with personal safety means.



Information provision

We actively communicate to passengers, crew and staff about keeping the **distance of 1,5 meter** and the **hygiene guidelines** and – **recommendations**.

Our **communication to passengers** is channeled via broadcast systems, information screens, signage, floor stickers and other visual or digital means.

We proactively maintain a constant **communication with all our supply chain partners** about the measures and 'best practices' for optimal cooperation.

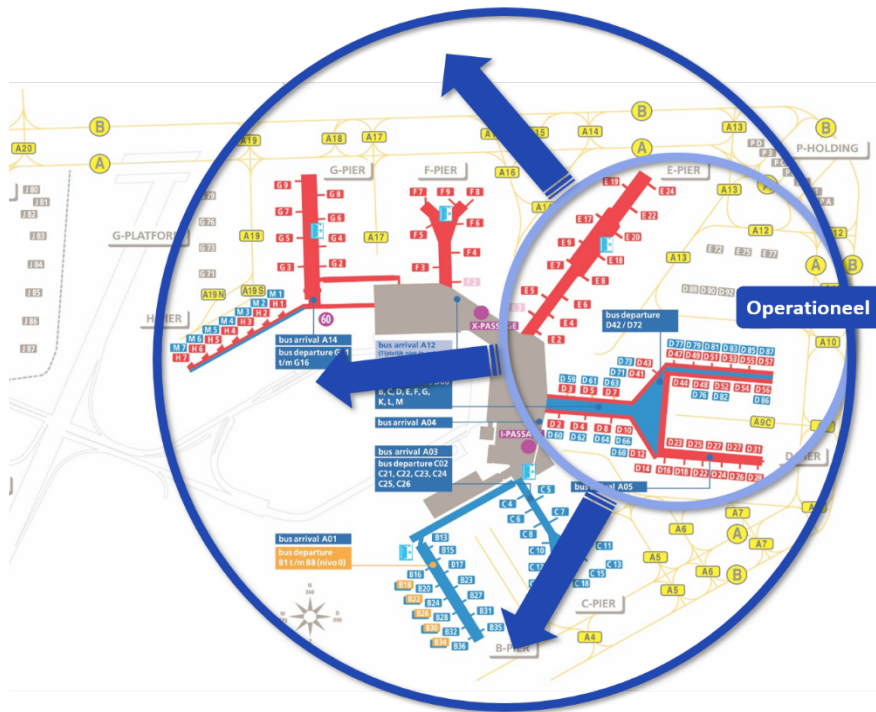
N.B. At the request of the Dutch government the passengers traveling from countries with a high health risk are compelled to hand over a "health declaration" at arrival at Schiphol. Also for a number of destinations health screening is facilitated at the request of its government.

A CONTROLLED APPROACH TO SCALE-UP AGAIN FROM CORE SCHIPHOL

FIRST STEP IN SCALING UP: EXTRAPOLATION OF CORE SCHIPHOL MEASURES

First step scaling up

Current measures in Core Schiphol will be extrapolated to the entire Schiphol infrastructure



The described measures in the **Protocol** focussed on **physical distancing, hygiene & health and information provision** will be applied to the entire airport infrastructure in order to have sufficient operational capacity to facilitate the first growth of passenger and flight numbers.

In order to properly control the scaling up of operation **trigger points per process** have been identified to make this a predictable and workable way of working. Through the Airport Operations Centre (**APOC**) a joint plan (D-30) is created for all processes and a **coordinated monitoring** (D-7) of the trigger points is done with airlines, handlers, stakeholders and contract parties.

A CONTROLLED APPROACH TO SCALE-UP AGAIN FROM CORE SCHIPHOL WHILE SCALING UP EUROPEAN GUIDELINES AND SECTOR PROTOCOLS ARE MET

At a higher passenger volume, additional measures to prevent the spread of the Coronavirus at the airport meets the European guidelines for aviation and protocols of other sectors



Set of measures should build trust to all parties:

- **Governments:** at Schiphol adequate measures are taken to minimize the risks of further spread of the Coronavirus.
- **Passengers:** at Schiphol the risk to get infected with the Coronavirus is limited, I am comfortable to travel by air again.
- **Airlines:** Schiphol offers an efficient process while ensuring that all prescribed measures to passengers and staff are taken into account.
- **Staff:** while working at Schiphol all measures are taken to limit the risk to get infected by the Coronavirus.

A CONTROLLED APPROACH TO SCALE-UP AGAIN FROM CORE SCHIPHOL AIRPORT PROTOCOL IS BASED ON EASA-/ECDC-GUIDELINES



Preventive measures



Coordinator

The airport needs to appoint a coordinator to guarantee that all sector parties apply the preventive measures in the same way. The coordinator is in direct contact with the RIVM and the government.



Access policy

- Informing symptomatic passengers, crew and staff to refrain them from coming to the airport.
- Access to the terminal is limited to passengers, crew and staff only. People to accompany passengers is only possible under strict special circumstances.



Hygiene and distance

Measures for 1,5 meter distance, improved hygiene measures for staff and passengers, and improved clearance of facilities.



Communication means

Clear and sufficient communication has to be in place to inform passengers and staff about safety, keeping distance and health.

Recommended measures



Cleaning /desinfectance

Regular cleaning and disinfecting of surfaces and 'touch points', proper ventilation, proper sanitary cleaning, disinfecting passenger cabins



Safety screens

Where staff meets passengers at a fixed location, safety screens need to be installed



Face masks

ECDC advises* the use of mouth masks for passengers and staff, especially where 1,5 meter distance can't be guaranteed. **See slide 14 & 15 for the specific implementation at Schiphol Airport based on Cabinte's letter June 12th 2020.*



COVID-19 declaration

In agreement with the applicable data protection rules, passengers need to declare their COVID-19 status before they receive a boarding pass, preferably as part of the check-in process.



Thermal screening

Thermal screening is advised when national policy requires this or when this is required by the country of destination.



In progress



Not included



Is included

SCALING UP: PRINCIPLES, TRIGGERPOINTS AND ORDER OF SCALING UP

PRINCIPLES FOR SCALING UP OF AIRPORT OPERATION

1

The health and safety of staff and passengers is key, therefore we comply with the governmental guidelines and we align with international guidelines for European airports. Schiphol secures this by focusing on three themes: **physical distancing, hygiene & health and information provision.**

2

We facilitate the demand of air traffic and passengers, and we indicate specifically what is needed in cooperation with the supply chain parties and airlines via joint plan making (D-30) and a notice-time to adjust plans (D-7/D-3) based on the expected passenger volumes.

3

During the step-by-step scaling up of the operation we will focus on **sufficient flexibility** in preparation and implementation because of the dynamic developments and the volatility of the flight schedules. When flexibility leads to higher costs, it will be brought for decision by board.
Airline requests without formal governmental policy will not be facilitated by the airport.

4

To provide adequate measures also with higher number of passenger volumes it is necessary to avoid waiting within the entire process as much as possible. New measures can not have as a consequence that new stops in the process are added.

CONTENT

A controlled approach to scale-up again from Core Schiphol



Scaling up: Principles, triggerpoints and order of scaling up

Step-by-step approach towards an appropriate Operational Concept

SCALING UP: PRINCIPLES, TRIGGERPOINTS AND ORDER OF SCALING UP

TRIGGER POINTS FOR SCALING UP PER AIRPORT PROCESS

Trigger points stands

Trigger points for scaling up aircraft stands and piers:

The number of aircrafts that need to be handled and parked is more than the available stands at Core Schiphol:

- B-pier North: as soon as KLC starts up with several 737s
- C-pier: as soon as more than 1300 Schengen passengers at B-pier per hour
- G-pier: as soon as the number of ICA flights increase
- H-pier: as soon as QTC (Quick Turnaround Concept) traffic increases

Trigger points baggage

Transfer in: Number of bags per hour

Make-up: Number of simultaneous flights *or* number of stands *or* number of bags per hour

Buffers: Number of bags *or* in- & outbound movements

Reclaim: Follows passenger process, for baggage no trigger point

Check-in: Follows passenger process, for baggage no trigger point

Trigger points terminal

The number of simultaneous passengers in (section) processes and waiting areas determines, with reduced terminal capacity in Core Schiphol, if sufficient distance can be kept between passengers following the 1,5 meter distancing-rule.

- This maximum number is different for different (sub) processes.
- Scaling up in the terminal will be determined by monitoring the actual flight schedules 2 weeks in advance.

Trigger points landside

Plaza: number of passengers and travellers with public transport is increasing in relation to the current situation, as a result a flow plan for Plaza is needed to split the flow and relieve Plaza as much as possible

Parking: parking for passengers does not fit in P1 anymore. Remote P3 will be opened again.

SCALING UP: PRINCIPLES, TRIGGERPOINTS AND ORDER OF SCALING UP AIRPORT POLICY IN THE USE OF FACE MASKS

Policies have been drawn up at the airport regarding the use of mouth caps. This policy is in line with the guidelines of the Dutch government, the RIVM and EASA, in which practicability and explainability are included in the formulation..

Requirement to use face masks at specific locations

Travellers and staff are required to wear a face mask at specific locations during check-in, security and border processes and boarding from 15th June.

The following comments are **taken** from the **Cabinet's ruling** issued on 12 June 2020:

*"Access and links to various security zones, and the actions that take place therein, must be carried out in accordance with European guidelines. Against this background, the use of non-medical-grade face masks is therefore now required for travellers as an **additional preventative measure**. This is intended as an extra measure, insofar as unexpected and inadequately manageable circumstances arise, during and at the location of check-in, security clearance, border crossings and boarding flights"*

SCALING UP: PRINCIPLES, TRIGGERPOINTS AND ORDER OF SCALING UP AIRPORT-POLICY FOR USING MOUTH MASKS

As from June 15, at the airport the policy for the use of mouth masks is implemented. This policy meets the guidelines of the Dutch government, the RIVM and EASA.

Mouth mask policy

Travellers and staff are required to wear a face mask at specific locations during check-in, security and border processes and boarding from 15th June.

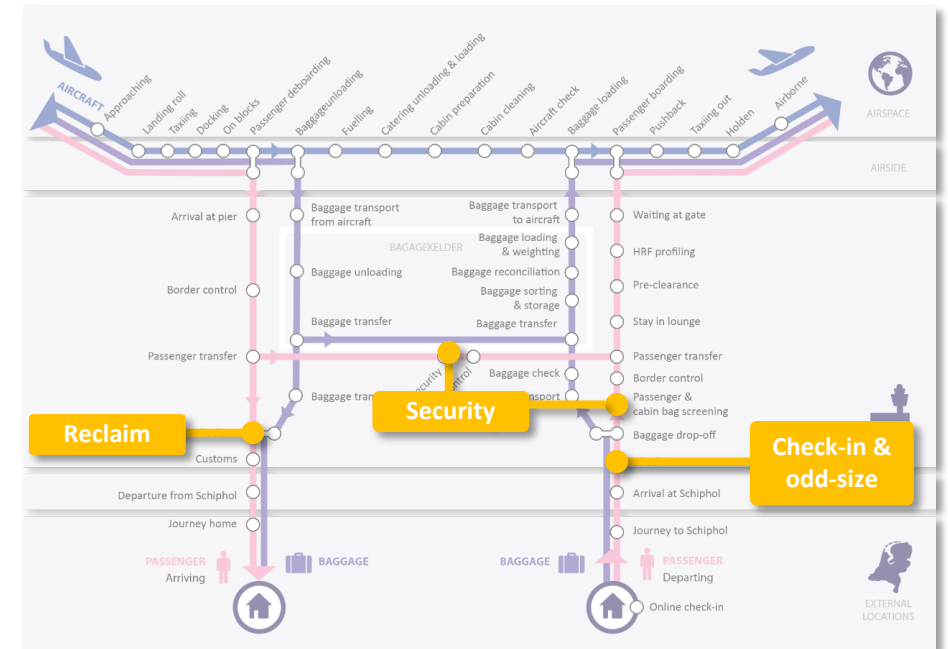
For staff working within contact areas and/or within a radius of 1,5m area of the passenger, the use of face masks (Type R-II) is mandatory. An internal policy for this target group has been drawn up.

Attention to specific locations

In waiting areas in front of formal checkpoints, the airport can not guarantee that passengers are able to keep the distance of 1,5 meter when passenger numbers increase, despite all measures taken. In these areas staff and passengers will be **proactively requested** to use their mouth mask.

This applies in particular to the following locations:

- Waiting queues at Check-in, security and border control
- Waiting areas at boarding



STEP-BY-STEP TOWARD TAILOR MADE OPERATIONAL MANAGEMENT

A SAFE AND RESPONSIBLE JOURNEY VIA AMSTERDAM AIRPORT SCHIPHOL



De afbeelding

HEALTHY PEOPLE

From June 15th In an effort to prevent the spread of the corona virus, the use of **non-medical grade face mask** is now mandatory for travellers – at and during check-in, security clearance, border crossings and boarding flights.

In certain places at the airport, there is **active communication** about and appeals to its use.

All passengers should carry a **health declaration** (implementation in consultation with government).

Staff works from home as much as possible; If this isn't possible, commuting outside peak hours as much as possible.

Office arrangement is adapted for Schiphol employees.



De afbeelding

HEALTHY PROCESSES

For operations **process synchronisation** is key to manage the total chain in the passenger process and to avoid throwback on other subprocesses.

Processes will be arranged remotely as much as possible i.e. Check-in and Bag drop.

We will carry out a **just-in-time** policy to minimise the number of people present .

The **passengers flow** will be proactively managed and controlled and to minimise waiting moments and keep the flow separate as much as possible to avoid cross flows, queue or groups of passengers.

Where possible **processes without staff will be set up**, to minimise the contact between passengers and staff.

Schiphol will remain accessible via public transport and car. People that see off and collect passengers are discouraged as much as possible via communication.



De afbeelding

HEALTHY SERVICES

The **retail services** will be arranged to the 1,5 meter distance and no touch. Next to that a 'pre-order & pick-up' and 'home delivery' will be set up.

Catering industry will follow the guidelines from the catering industry protocol, of which a pilot is now taking place for a pre-ordering and the seating area at catering will be adjusted.

For Schiphol staff that uses the **staff parking** a pilot will start providing extra bicycles to spread the pressure on public transport.



SAFEGUARDS

Everywhere at Schiphol **observers** are active, who **work proactively** to secure the three m de drie pillars of the protocol: 1,5 meter distance, health & hygiene and information provision .

We steer toward **own responsibility** and common sense of every individual. Enforcement meets the regular policy.

Compliance of the measures and the the usefulness of the EASA guidelines will be measured.



De afbeelding

HEALTHY BUILDINGS

In de terminal **no-touch zones** will be arranged, so the number of contact points will be reduced to a minimum. Extra facilities for washing hands and disinfection points will be put in place.

Air treatment machines take **fresh air from outside** and blow this via **high quality filters** in de terminal.

For sanitary facilities, the '**Sanitary protocol**' is activated. For cleaning and disinfection the '**Cleaning protocol**' is activated.

CONTENT

A controlled approach to scale-up again from Core Schiphol

Scaling up: Principles, triggerpoints and order of scaling up

Regional airports - Rotterdam The Hague, Eindhoven, Lelystad, Maastricht



Aachen, Eelde

Rotterdam the Hague Airport (RTHA) is following the protocol for safe upscaling of air traffic in order to ensure healthy and safe departures and arrivals for everyone. This protocol is based on the following five guiding principles:



Healthy building The RTHA terminal is equipped with an air treatment system that continuously draws in clean, filtered, fresh air. All check-in and service counters are equipped with plexiglass screens. Disinfection stations have been installed. All areas are thoroughly and frequently cleaned. The number of wash basins in the toilet groups determines the maximum occupancy.



Healthy people Access to the RTHA terminal is restricted to Travellers and staff. Travellers are required to wear non-medical face masks in the terminal, as are staff who come into contact with Travellers. Travellers must present a health certificate upon request. A designated health officer is responsible for compliance..



Healthy processes The entire terminal has been arranged in accordance with the RIVM 1.5-metre social distancing guidelines. Travellers will receive information on the measures prior to landing in the Netherlands. Additional lounge space has been created airside to compensate for the lack of space at Non-Schengen Passport Control. A walkway to public transport has been created that ensures appropriate social distancing.



Healthy services Full information is readily available for all travellers and other airport visitors. The RIVM 1.5-metre social distancing guidelines are being enforced. Disinfectants are available for use.
Gezonde procedures/safeguards



Healthy procedures/safeguards The protocol is in line with the protocols of the airlines and other chain partners, and is fully aligned with the protocol of Schiphol and the other regional airports throughout the Netherlands.

Eindhoven Airport is following the protocol for safe upscaling of air traffic in order to ensure healthy and safe departures and arrivals for everyone. This protocol is based on the following five guiding principles:



Healthy building Eindhoven Airport's terminal is equipped with an air treatment system that continuously draws in clean, filtered, fresh air in accordance with the guidelines of the trade association. All check-in and service counters are equipped with plexiglass screens. Hand sanitising stations have been installed. All areas are cleaned thoroughly and frequently. The number of wash basins in the toilet groups determines the maximum occupancy.



Healthy people Access to the Eindhoven Airport terminal is restricted to travellers and staff. (Compliance is uncertain.) Travellers are required to wear non-medical face masks in the terminal, as are staff who come into contact with Travellers. Travellers must present a health certificate upon request.



Healthy processes The entire terminal has been arranged in accordance with the RIVM 1.5-metre social distancing guidelines. Travellers will receive information on the measures prior to landing in the Netherlands. Cabin crew will be asked to remind passengers of the rules.



Healthy services Full information is readily available for all travellers and other airport visitors. The RIVM 1.5-metre social distancing guidelines are being enforced. Hand sanitisers are available for use.

Gezonde procedures/safeguards



Healthy procedures/safeguards The protocol is in line with the protocols of the airlines and other chain partners, and is fully aligned with the protocol of Schiphol and the other regional airports throughout the Netherlands.

A SAFE AND RESPONSIBLE JOURNEY FOR GENERAL AVIATION

Lelystad Airport (LA) is following the protocol for safe upscaling of air traffic in order to ensure healthy and safe departures and arrivals for everyone. This protocol is based on the following five guiding principles:



Healthy building The LA terminal has been fully rearranged in accordance with the RIVM guidelines on social distancing. Plexiglass screens have been installed at the desk, and hand sanitiser stations are available for use. All areas are cleaned thoroughly and frequently. In principal, access to the terminal will remain restricted to essential employees and aircrews.



Healthy people There is currently no passenger handling at LA. The focus is on airport staff (minimum staffing, shift changes, etc.). The HR department at LA is responsible for coordination, in line with RSG guidelines.



Healthy processes The entire terminal has been arranged in accordance with the RIVM 1.5-metre social distancing guidelines. There are currently no pax, bax or security processes at LA. The experiences at AAS and RTHA will be followed closely in the coming period.



Healthy services N/A



Healthy procedures/safeguards LA occupies a special position in RSG, and the procedures in place have therefore been tailored to the airport's current use.

A SAFE AND RESPONSIBLE JOURNEY THROUGH MAASTRICHT AACHEN AIRPORT

Maastricht Aachen Airport (MAA) is following the protocol for safe upscaling of air traffic in order to ensure healthy and safe departures and arrivals for everyone. This protocol is based on the following five guiding principles:



Healthy building The MAA terminal is equipped with an air treatment system that has been adjusted to the most recent REHVA covid-19 recommendations. All check-in and service counters are equipped with plexiglass screens. Hand sanitiser stations have been installed in strategic locations, and cleaning procedures have been intensified. The number of wash basins in the toilet groups determines the maximum occupancy.



Healthy people Access to the MAA terminal is restricted to Travellers and staff. Travellers are required to wear non-medical face masks throughout the terminal, as are staff who come into contact with Travellers. Travellers must present a health certificate upon request. MAA has instituted compliance spot checks at the entrance to the terminal.



Healthy processes The entire terminal has been arranged in accordance with the RIVM 1.5-metre social distancing guidelines. Handling is restricted to one commercial aircraft at a time. Thirty minutes of dwell time has been built into the schedule in between flights for cleaning and disinfection.



Healthy services Full information is readily available for all Travellers and other airport visitors. The RIVM 1.5-metre social distancing guidelines are being enforced. Landside catering is closed for the duration.



Healthy procedures/safeguards MAA is following the protocol of Schiphol and the other regional airports throughout the Netherlands.

A SAFE AND RESPONSIBLE JOURNEY THROUGH GRONINGEN AIRPORT EELDE

Groningen Airport Eelde (GAE) is following the protocol for safe upscaling of air traffic in order to ensure healthy and safe departures and arrivals for everyone. This protocol is based on the following five guiding principles:



Healthy building The GAE terminal is equipped with fresh air supply system. The terminal does not have an air recirculation system. All check-in and service counters are equipped with plexiglass screens. Hand sanitiser stations have been installed in strategic locations, and cleaning procedures have been intensified. The number of wash basins in the toilet groups determines the maximum occupancy.



Healthy people Access to the GAE terminal is restricted to Travellers and staff. Travellers are required to wear non-medical face masks throughout the terminal, as are staff who come into contact with Travellers. Travellers must present a health certificate upon request. GAE has instituted compliance spot checks at the entrance to the terminal.



Healthy processes The entire terminal has been arranged in accordance with the RIVM 1.5-metre social distancing guidelines. Handling is restricted to one commercial aircraft at a time. Thirty minutes of dwell time has been built into the schedule in between flights for cleaning and disinfection.



Healthy services Full information is readily available for all travellers and other airport visitors. The RIVM 1.5-metre social distancing guidelines are being enforced.



Healthy procedures/safeguards GAE is following the protocol of Schiphol and the other regional airports throughout the Netherlands.