



Who does what at Schiphol

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Welcome to Amsterdam Airport

Who does what at Schiphol

Airlines, governmental organisations, handling companies, shops and banks, catering businesses, transport companies, fuel suppliers and air traffic controllers: Amsterdam Airport Schiphol is home to approximately 500 companies that together employ around 67,000 people. All these companies play a part in making the airport safe and efficient. Together, they uphold the good reputation the airport has enjoyed for years. But just who does what at Amsterdam Airport Schiphol?

Schiphol



Schiphol is a Mainport, a hub of rail, air and road connections with the feel of an international metropolis. Developing and effectively running an airport means assuming some very special responsibilities and striking a careful balance between people, planet and profit.

Amsterdam Airport Schiphol welcomed 71.1 million passengers in 2018 earning it a third place on the list of passenger airports in Europe. With 1.72 million tonnes of cargo passing through, Schiphol also ranks third on the list of cargo airports. In 2018, Schiphol served 327 scheduled flight destinations in almost hundred countries.

Royal Schiphol Group

Royal Schiphol Group is an airport operator. Our leading airport is Amsterdam Airport Schiphol. Other airports of the group are Rotterdam The Hague Airport (100%), Eindhoven Airport (51%) and Lelystad Airport (100%), which is developed into a leisure airport. Schiphol Group also has activities abroad at J.F. Kennedy Airport in New York and Brisbane Airport. Since 2008 Schiphol has a collaboration and a strategic 8% stake in Groupe ADP, the operator of the Parisian airports.

Amsterdam Airport Schiphol

Schiphol develops, operates and administers the almost 2,800 hectares of land belonging to the airport. The company is responsible for all the physical infrastructure the airport needs, such as the terminal, the runways and the road network. Schiphol is also responsible for ensuring

AirportCity

Amsterdam Airport Schiphol exudes the atmosphere of a true world metropolis and is a prime example of an AirportCity that provides its visitors and the businesses established there the services they require, 24 hours a day, 7 days a week.

Royal Schiphol Group is an airport business with Amsterdam Airport Schiphol as its main airport. We aim to create sustainable value for our stakeholders, with due regard for their various interests. It is Schiphol Group's ambition to develop Schiphol into Europe's Preferred airport. Royal Schiphol Group's mission is Connecting the Netherlands: facilitating optimal links with the rest of the world in order to contribute to prosperity and well-being in this country and elsewhere.

compliance with all regulations on the use of the airport grounds. For example, the airport and airlines must comply with statutory regulations on noise levels and the environment. Safe, efficient, reliable and sustainable airport operations are central to Amsterdam Airport Schiphol. This is why it has a large crisis management organisation with its own airport fire brigade.

Amsterdam Airport Schiphol is also responsible for all the various facilities that guarantee the fast and smooth movement of goods and passengers and their baggage and is building the required infrastructure. This entails the drop-off roads and the terminal with its check-in desks and baggage systems, as well as the piers and their layout, the aircraft stands and the runways and aprons. Schiphol also grants the concessions to shops and catering outlets in the terminal.

Security

Since 1 April 2003, the government has tasked Amsterdam Airport Schiphol with carrying out the security checks on passengers and baggage in the terminal. Final responsibility for these security checks lies with the Minister of Justice and Safety and the Royal Netherlands Marechaussee (Koninklijke Marechaussee).

Ministry of Infrastructure and Water Management

The Aviation Act places responsibility for civil aviation in the Netherlands and for air safety in general with the Ministry of Infrastructure and Water Management. The Ministry assigns landing rights to airlines based on agreements between the Netherlands and other countries. This means that the Ministry is co-responsible for determining which airlines have access to Schiphol.

However, it is becoming standard practice for agreements on landing rights to be set at EU level. The Aviation Department of the Ministry focuses on infrastructure, legislation and the supervision of these aspects. The department is in charge of developing and implementing policy on airports, aviation safety, the organisation and use of airspace, and air traffic control services. The Department oversees airline permits and accreditations, issues those permits and monitors them. The Human Environment and Transportation Inspectorate monitors compliance with safety and environmental legislation and regulations for the aviation sector.

Slot Coordinator

A 'slot' is permission granted to an airline to take off and land either in the day or at night. Each year, Amsterdam Airport Schiphol determines how many slots can be issued while remaining within the legal limits. Effectively distributing the available arrival and departure times among the airlines, particularly during rush and night-time hours, is the responsibility of a slot coordinator, who is appointed by the Minister of Infrastructure and the Water Management. The slot coordination system is a neutral, transparent and non-discriminatory system. The system is based on EU legislation and principles observed by the IATA international civil aviation organisation. Airlines are awarded slots twice a year – for the summer and winter seasons.

Air Traffic Control the Netherlands

Air Traffic Control the Netherlands (LVNL) is responsible for safe air traffic over the Netherlands and at the Schiphol, Rotterdam, Groningen and Maastricht airports. LVNL guides aircraft over the Netherlands from the moment they start their engines and are towed away from the gate until they leave Dutch airspace. Vice versa, they also guide aircraft from the border until the moment they arrive safely at their gates after landing. They also guide overflying traffic.

Air Traffic Control has three departments, which each guide air traffic in a different part of the air space.

The air traffic control tower (Tower) handles traffic that is taking off, landing and taxiing at Schiphol. Of course, everyone is familiar with the well-known Central Tower. In the daytime, traffic to and from Runway 18R-36L is regulated from a second tower, the West Tower. The air traffic controllers in the tower guide air traffic within a 15-kilometre radius around the tower,





i.e. the traffic they can see.

Approach and departure control (Approach) guides traffic from the point immediately after take-off or, for incoming traffic, until just before landing. They ensure that the aircraft line up ahead of the landing runway, creating an orderly queue of aircraft with adequate distance between them. After take-off, Approach air traffic controllers transfer the aircraft to general air traffic control at the Area Control Centre.

The Area Control Centre is responsible for air traffic up to an altitude of 7.5 kilometres. Air traffic above this altitude is handled by Eurocontrol, the European air traffic control organisation. Each day, Amsterdam Airport Schiphol determines which take-off and landing runways will be used, and LVNL then decides which runways and flight routes will be used. They make these decisions based on the rule that the runways that will cause the least disturbance to the surrounding area should be used first.

Royal Netherlands Marechaussee

The Royal Netherlands Marechaussee at Schiphol is responsible for passport control and guarding the border (border control). The Marechaussee is also responsible for providing armed security for civilian aviation to protect against hijacking and terrorist attacks. Schiphol is responsible for the security checks of passengers and their hold baggage and hand baggage in the terminal and of personnel and their vehicles wishing to enter the secure area. Schiphol contracts various security firms to carry out this work. The Ministry of Security and Justice has ultimate responsibility for security matters and

lays down the implementing regulations, while the Royal Netherlands Marechaussee supervises the implementation of the security controls. The Royal Netherlands Marechaussee Schiphol also performs all policing duties at the airport, such as preventing and investigating offences and maintaining public order. Furthermore, they are responsible for maintaining order on public roads on the airport grounds. Supervision on non-Dutch nationals is also a task of the Marechaussee.

The Marechaussee also checks the residency status of employees at companies operating at the airport and provides these companies with information on this status.

Aviation Police

The Aviation Police, part of the National Police, is in charge of policing aircraft in flight and focuses on safety, the environment and crime, using helicopters and aircraft with video and infrared cameras for these purposes. The National Police additionally has employees who work to ensure safety on the railways.

Dutch Customs

Dutch Customs inspects imported, exported and transhipped goods. In addition to this inspection task, Customs is responsible for levying and collecting taxes and duties on the import of certain goods. Customs inspections are conducted not only in the Arrivals Hall where passenger baggage is checked but also in the cargo buildings at Schiphol.



Crises

When a crisis occurs at Schiphol, Amsterdam Airport Schiphol is responsible for the effective use of its own emergency services and for maintaining the continuity of airport processes. This is done in consultation with the co-owners of the processes.

The Security Regions Act (Wet veiligheidsregio's) assigns final responsibility for crises at or in the immediate vicinity of Amsterdam Airport Schiphol to the Mayor of the municipality of Haarlemmermeer. In crisis situations, Schiphol works closely with government authorities such as the Kennemerland Safety Region and the Royal Netherlands Marechaussee. In a crisis with an actual or suspected criminal aspect, the Public Prosecution Service will also be involved. Scenarios are described in the government's Crisis Management Plan Schiphol (CBP-S) and the airport's Crisis Plan to deal with crises involving fire, public disorder, infectious diseases, hijacking/hostage-taking, emergency services and accidents involving aircraft, including impending accidents. Schiphol used these scenarios to inform the design of its operational departments, in-house emergency response team and airport fire service.

Fire Service

Schiphol has its own airport fire service. The airport fire service is responsible for:

- Aircraft firefighting – responding to aircraft-related incidents and crises;
- Basic fire services – fighting building fires and providing emergency services to the terminal, the drop-off roads

and other structures within the 'operating area' defined on the basis of operational limits. Basic fire services are performed by the airport fire service on the instructions of the Kennemerland Safety Region;

- Industrial firefighting – performing firefighting tasks for partners on the airport grounds, such as KLM and Aircraft Fuel Supply.

Schiphol has three fire stations on the airfield, each of which has an aircraft firefighting group consisting of three crash tenders. This means that, in the event of an incident, the airport fire service can be deployed to any operational runway within three minutes, as required by the regulations. Two of the three stations are also equipped with a 'tanker sprayer' for the performance of basic firefighting tasks.

At least 31 operational firefighters are on duty each day, spread across the three stations. To maintain a practised state of readiness, the fire service has its own fire training centre complete with a training aircraft: the 'FireFly'. This aircraft is used to practise a wide range of possible aircraft fire scenarios.

Training exercises are also carried out at the fire stations, in buildings and on the airfield. In these exercises, suitable teaching tools are used, such as virtual drills, to provide customised training of tactics and roles.

Flight Handling

More than one hundred scheduled airlines fly in and out of Schiphol. Schiphol allocates the check-in desks, aircraft stands and baggage carousels and belts where

arriving passengers collect their luggage. The facilities and equipment, such as the desks, passenger bridges (jetways) and the baggage handling system, are the property of Amsterdam Airport Schiphol. The airlines themselves are responsible for all flight-handling activities, from refuelling to cleaning the aircraft and from catering to maintenance. The airlines can engage handling companies operating at Amsterdam Airport Schiphol to perform these tasks for them. The individual airlines are of course also responsible for their crews and procedures, the technical condition of the aircraft and equipment on board, and for their passengers and cargo in their airport.

Handling Agents

Ground handling companies are engaged by the airlines to carry out various activities required for arriving and departing aircraft, passengers and cargo. They take care of activities like the check-in, loading of baggage and cargo, cleaning and catering. Aircraft are refuelled by Combined Refuelling Service, the KLM Refuelling Service and The Combined Schiphol Refuelling Services. Management of the fuel infrastructure – pipelines, storage tanks, hydrants – is in the hands of Aircraft Fuel Supply. Airlines have several catering options at their disposal. Finally, Schiphol hosts dozens of air cargo handlers, brokers and transshipment companies which together handle the supply and removal of air cargo and all the related administrative work.

Baggage Handling

Schiphol is responsible for the development, control, management and maintenance of all baggage systems, including the computers and software that control these systems, while the handling companies ensure that all baggage is loaded onto the right aircraft and the right baggage belt in the baggage reclaim area. Handling companies carry out the physical handling of baggage.

Local Community Contact Centre Schiphol (BAS)

The Local Community Contact Centre Schiphol (BAS) is the information and complaints centre to which local residents can address their questions and complaints concerning air traffic at Schiphol. Bas is a joint initiative of Air Traffic Control The Netherlands (LVNL) and Amsterdam Airport Schiphol. BAS can be contacted via their website: www.bezoekbas.nl or by telephone: +31(0)20-601 5555.

Important website addresses:

www.schiphol.nl
www.annualreportschiphol.com
www.youtube.com/schiphol
www.bezoekbas.nl
www.klm.com
www.lvn1.nl
www.ilent.nl
www.kmar.nl
www.douane.nl

Key figures Schiphol 2018

71.1 million passengers
1,716,497 tonnes of cargo

499,444 air transport movements, of which
15,942 with fullfreighters (3.2%)

327 direct scheduled destinations in
98 countries, with
108 airlines

159 destinations for cargo of which
23 destinations with only
full freighters, in
83 countries

500 companies within the airport
grounds, with approximately
67,000 employees

2nd in Europe in terms of total air transport movements,
3rd in Europe in terms of passenger volumes,
3rd in Europe in terms of cargo volumes