

FINAL

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Compliance

Schiphol Regulations

Is there a life threatening situation in which every second counts?

**Then immediately call the Schiphol Emergency Centre on
+31 (0)20 601 2222**

This text is a translation of the original Dutch document. In the event of a difference of understanding, the Dutch text will prevail.

Welcome to Amsterdam Airport

Schiphol

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1 Document details

0.1 Introduction

Amsterdam Airport Schiphol (A.A.S.) is a dynamic environment where thousands of people travel, work and stay each day. To manage this process, Royal Schiphol Group N.V. (the Airport Operator) is committed to maintaining order, safety, security and environmental protection in the Airport Area. Its focus is on maintaining a safe and healthy working environment and preventing loss, accidents, incidents, unsafe situations and damage. To prevent adverse events from occurring in this dynamic environment, special general regulations apply at Schiphol, the so-called Schiphol Regulations.

As Airport Operator of Schiphol Airport, Royal Schiphol Group N.V. is obliged to provide the facilities necessary for the proper handling of air traffic and the associated passenger and freight transport at the airport. In that capacity, it establishes the Schiphol Regulations.

The Schiphol Regulations also describe how the airport, the available infrastructure and facilities must be used, as well as how everyone who works or visits the airport must behave. In addition to the Schiphol Regulations, there are national and international laws and regulations that everyone at the airport must comply with.

On behalf of the Airport Operator, the Authority Officers and Security Officers monitor compliance with the Schiphol Regulations. In case of violation the Airport Operator can impose a sanction.

Sometimes it may be necessary to allow an exception to the Regulations. An exemption or waiver can be granted under strict conditions. A motivated request for the exemption or waiver can be sent to the e-mail address: schipholregels@schiphol.nl. After receipt of a motivated request, an assessment and decision will be made by the Review Committee (Toetsingscommissie Schipholregels). The exemption or waiver is published on Schiphol's website and has a validity period.

0.2 Document structure

This reading guide provides an explanation of the presentation of amendments to the Schiphol Regulations compared to version 31.1, dated April 1st 2023.

Presentation of adjustments and changes:

- Gray marked text areas refer to **new** text;
- Substantive text changes are displayed in Chapter 5.

In Chapter 1 document details are presented and in Chapter 2 articles relating to applicability (scope), requirements, sanctions and legal liability are discussed. Chapter 3 includes articles relating to general rules of conduct and Chapter 4 clarifies the precise requirements with regard to the Airside area. Chapter 5 contains the version history of the Schiphol Regulations.

Finally there are (five) appendices, being:

- 1) Overview of definitions **and abbreviations**
- 2) Sanctions in relation to Schiphol Passes
- 3) Explanatory notes Airside
- 4) HVC
- 5) Criteria for the renting lounges.

Last, there is a service page with an overview of important links.

0.3 Management

The Schiphol Regulations are managed by the department HSE Risk & Compliance of the Airport Operator.

0.4 Contact details

Questions, comments and suggestions concerning this document may be emailed to schipholregels@schiphol.nl.

0.5 Current version of the Schiphol Regulations

The current version of the Schiphol Regulations may be consulted online at <https://www.schiphol.nl/en/schiphol-regulations/>

0.6 Filing of the Schiphol Regulations

The Schiphol Regulations have been filed with the Chamber of Commerce under number 34029174.

2 Applicability, Airport Area Access, Liability and Sanctions for Breaches of the Schiphol Regulations

Paragraph 1: Applicability

Article 1 – Definitions

Appendix 1 contains all relevant definitions for these Schiphol Regulations.

Article 2 – Schiphol Regulations and Appendices

These Schiphol Regulations have been drawn up to ensure public order and safety and to safeguard the interests of A.A.S.. The Schiphol Regulations include:

- The regulations, as set out below;
- The Appendices to the Schiphol Regulations;
- Further policy for the implementation of the Schiphol Regulations. This can be found in separate company documents. Here, the Airport Operator can specify in more detail how the airport infrastructure and facilities made available should be used in accordance with the Schiphol Regulations. In the event of any contradictions in the wording, the Schiphol Regulations will prevail.

References and links to the various documents can be found on the service page (*page 47*).

Article 3 – Applicability of the Regulations

These Schiphol Regulations apply to the entire Airport Area and to all persons and organisations within that area.

Article 4 – Applicable Legislation

Everyone is obliged to observe all laws and regulations applicable in the Airport Area, including but not limited to:

- The Aviation Act/Law;
- The Occupational Health and Safety Legislation;
- European Regulations (EU) No. 2015/1998 and (EU) No. 2014/139;
- The Aerodrome Certificate of 11 December 2014 and related documents;
- The Haarlemmermeer General Local Regulation (APV);
- The Carriage of Dangerous Goods Act;
- The Environmental Management Act as well as those permits referred to in other (environmental) legislation.

And the Schiphol Regulations set by the Airport Operator, as well as:

- The Charges and Conditions;
- Access Policy and Implementing Conditions.

Article 5 – Requirements of the Airport Operator

1. Users of the Airport Area, suppliers, organisations carrying out work in the Airport Area on behalf of the Airport Operator and organisations independently performing ground handling services in the Airport Area are obliged to meet the requirements set by the Airport Operator with respect to order and safety, and the safe and environmentally friendly use of the Airport Area.
2. Users of the Airport Area, organisations carrying out work in the Airport Area on behalf of the Airport Operator and organisations independently performing ground handling services in the Airport Area are obliged to cooperate with the programme promoting order and safety and the safe and environmentally friendly use of the Airport Area. In that context, the use of central facilities or the shared use of equipment intended for the provision of ground handling services can be made compulsory.

Article 6 – Following the Instructions of the Airport Operator

Every person within the Airport Area must:

- Act in accordance with the provisions of the Schiphol Regulations, and in accordance with the content of further policy documents;
- Act in accordance with the instructions of the Airport Operator as displayed in any form of communication, including signs, flyers, displays, etc.;
- Follow instructions given by or on behalf of the Airport Operator by means of words, gestures or symbols;
- Provide information as requested by or on behalf of the Airport Operator.

In the event of non-compliance with instructions given by the Airport Operator, the Airport Operator is entitled to impose sanctions in accordance with articles 14 and 15 of the Schiphol Regulations.

Article 6a – Duty to Cooperate with Requests for Information from the Airport Operator

Users of the Airport Area, including suppliers, customers, tenants, as well as other organizations that perform work or services within the Airport Area, are obliged, at the first request of the Operator, to provide all cooperation that, in the sole opinion of the Operator, is necessary to comply with applicable laws and regulations (including the obligations arising from the Schiphol Regulations or from permits or exemptions) or which the Operator deems necessary for making an assessment of whether a user complies with them. This obligation to cooperate may, for example, relate to providing information and/or documentation, or having documents drawn up, such as a *Corrective Action Plan*.

Article 7 – Deviations from the Schiphol Regulations

1. The Airport Operator may temporarily deviate from these regulations in the interests of order and safety, or following a determination by the competent authority.
2. At the request of anyone, the Airport Operator may grant an exemption or waiver from one or more provisions of the Schiphol Regulations.
3. The Airport Operator may attach conditions to an exemption or waiver.
4. The Airport Operator is entitled to revoke an exemption or waiver if:
 - a. The associated conditions are not complied with;
 - b. It is no longer consistent with applicable laws and regulations;
 - c. It is contrary to the interests of order and safety.

Article 8 – Deviation by Authority Officers in the Performance of Their Duties

While performing their duties, Authority Officers have an exemption from articles in the Schiphol Regulations that are relevant to a particular duty, provided that:

- The safety of others and their own safety is not jeopardised;
- The exemption is used only insofar as is necessary for the performance of their duties;
- The exemption is applied in the most limited way possible.

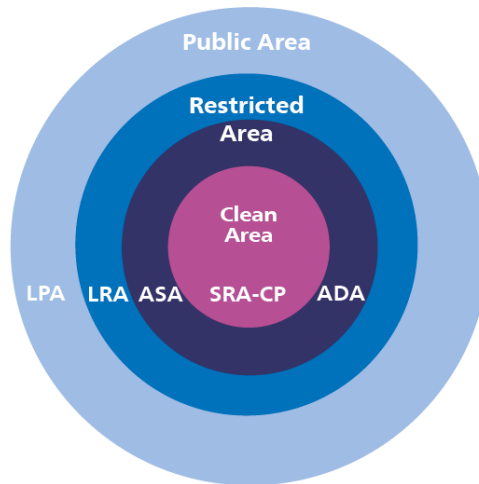
Article 9 – Amendments

The Airport Operator is entitled to amend these Regulations at any time. Such amendments will not come into effect prior to the specified date.

Paragraph 2: Access to the Airport Area

Article 10 – Requirements for Access by Persons and Vehicles for Schiphol Pass Holders

1. The Public Area is accessible to everyone.
2. The Restricted and Clean Area are only accessible with a valid Schiphol Pass provided with the correct authorization. The Restricted and Clean Area are only accessible to vehicles with a valid Schiphol Vehicle Pass with the correct authorizations. Without a Schiphol Pass for Persons, the Restricted and Clean Area can only be entered under the supervision of a holder of a valid Schiphol Pass for Persons, who has the correct authorizations and who has requested and has been granted an escort authorization and a visitor pass.
3. It is mandatory to have successfully completed the e-learning Safety & Security before issuing a Schiphol Pass for persons. This e-learning is also the preparation for the Safety & Security Test.
4. It is mandatory to have successfully completed the Safety & Security Test on location before issuing a Schiphol Pass for persons.
5. All users of the Airport with access to Airside, i.e. in possession of a blue or orange Schiphol Pass, must be able to understand Dutch or English at an operational level. This skill is tested at level A1/A2 in combination with the Safety & Security Test. If a candidate fails the language test, the same conditions apply as for the Safety & Security Test.
6. Access to the Restricted and Clean Area is only possible if there is a functional need to do so.
7. Access to the Restricted and Clean Area is only possible through the designated entryways.
8. When accessing, being present in and when leaving the publicly accessible, Restricted and Clean areas, everyone must cooperate with any access and/or security control of persons, goods and vehicles by or on behalf of the Airport Operator. During these checks, everyone is obliged to follow the instructions given by or on behalf of the Airport Operator by means of words, gestures or signs.
9. Within the Restricted and Clean Area, it is mandatory to wear a Schiphol Pass for Persons or a visitor's pass visibly.



<p>LPA = Landside Public Area <i>Publicly accessible area</i></p> <ul style="list-style-type: none"> ■ Panorama terrace ■ Plaza ■ Access roads 	<p>LRA = Landside Restricted Area <i>Access control on the basis of Schiphol policy</i></p> <ul style="list-style-type: none"> ■ Fire Department ■ Transportstraat ■ Expeditiestraat ■ Reclaim ■ SHG 	<p>ASA = Airside Secured Area <i>Access control on the basis of legislation</i></p> <ul style="list-style-type: none"> ■ Waiting area security after 5SBPC or BIOD sluice 	<p>SRA-CP = Security Restricted Area – Critical Part <i>Access control + security screening</i></p> <ul style="list-style-type: none"> ■ Lounge ■ Piers ■ Baggage hall ■ Perimeter roads
		<p>ADA = Airside Demarcated Area <i>Access control on the basis of legislation</i></p> <ul style="list-style-type: none"> ■ Schiphol-East 	

Security areas

Paragraph 3: Liability and Sanctions

Article 11 – Enter at Your Own Risk

All persons enter the Airport Area at their own risk.

Article 12 – Liability

1. The Airport Operator is not liable for damage and/or personal injury sustained while a person is present in the Airport Area or as a result of that presence. The previous sentence does not apply to damage and/or injury sustained as a result of a demonstrably intentional act and/or gross negligence on the part of the Airport Operator.
2. The Airport Operator is entitled to make changes at any time to the layout and/or facilities within the Restricted and Clean Area, including but not limited to changes to the infrastructure, buildings, runways and other facilities. The Airport Operator will provide, in a timely manner, as much information as possible about any changes or intended changes, and, if justified by the nature of the changes, will consult with the users of the relevant areas. The Airport Operator may never be held liable for damages in connection with such changes, except where harm results from an intentional act or gross negligence.
3. Parties whose acts or omissions cause direct or indirect harm to the Airport Operator will be held fully liable. Indirect harm includes but is not limited to lost profits, losses due to delays, and costs associated with administrative or criminal law fines or sanctions.

Article 13 – Breach of Schiphol Regulations (general)

A breach of the Schiphol Regulations is regarded as an unlawful act towards the Airport Operator. The same applies to a breach of any government regulations that affect the Airport Operator. Depending on the nature and extent of the breach, the Airport Operator will hold the offender liable under civil law, and recoup from them all costs associated with the breach.

Article 14 – Sanctions (general)

1. In the event of a breach of any provision of these Schiphol Regulations, the Airport Operator is entitled to impose the following sanctions:
 - Temporarily or permanently halting operations;
 - Reporting certain situations (that are unsafe, disorderly or constitute a threat to the environment), recording breaches and reporting them to the competent authority;
 - Suspending or stopping an activity;
 - Moving a vehicle that has committed a breach or arranging to have it moved;
 - Denial of the violator's license to drive by means of (temporary) withdrawal of the Driving and/or Field Competency Certificate as referred to in Article 24, section 4, under c and d, of the Schiphol Regulations.
 - Removing the offender or having them removed from the Airport Area;
 - Prohibiting the offender from entering the Airport Area or specific sections of the Airport Area for a maximum of 12 months;
 - Making a civil liability claim in accordance with article 13.
2. In the event of a violation of one or more provisions of the Schiphol Regulations, which, in the sole opinion of Royal Schiphol Group N.V., may damage or endanger the good order and/or safety of the airport, the Airport Operator may, in addition to one or more of the sanctions referred to in paragraph 1, impose a fine of up to EUR 1,000.
3. In the case of acts which in the sole judgement of Royal Schiphol Group N.V. could seriously undermine or endanger the protection of civil aviation, the Airport Operator may - in addition to the imposition of one or more of the sanctions referred to in the first section - impose a fine of up to EUR 500,000.
4. Everyone involved in an investigation instituted by the Airport Operator into an act as referred to in aforementioned sections must submit all information relevant to such an investigation to the Airport Operator on request.

Article 15 – Sanctions Relating to holders of Schiphol Passes

In addition to Article 14, holders of a Schiphol Pass may be subject to a measure based on Appendix 2 of the Schiphol Regulations, in connection with violations of the Schiphol Regulations, the Schiphol Admission Regulations, the Conditions for the Schiphol Pass for Persons and/or the Conditions for the Schiphol Pass for Vehicles.

3 GENERAL RULES OF CONDUCT

Article 16 – Reporting Emergency, Incidents and Unsafe Situations

1. Everyone is obliged to report the following to the Airport Operator immediately:
 - a. Incidents affecting safety or the environment and/or involving hazardous substances;
 - b. Any discovery of leaks from aircraft, vehicles, equipment, systems and/or stored materials;
 - c. Unsafe situations;
 - d. Damage to the surface of the airfield or to the systems or facilities located on the airfield.
2. Nobody who is involved in a traffic or other accident is permitted to leave the scene of the accident before the Airport Operator or government authority has established the identity of the persons involved and the details of the vehicle(s) involved.
Link to website: <https://www.schiphol.nl/en/work-at-schiphol/page/reporting-accidents-incidents-and-unsafe-situations/>
3. Everyone is obliged to report possible criminal activities and/or suspicious situations to:
 - a. Operations Centre OPSCENT of the Royal Netherlands Marechaussee at 088-958 0444; or
 - b. Anonymously at 0800-7000 (Anonymous crime reporting hotline).

Article 17 – General Rules on Public Order Within the Airport Area

1. It is generally not permitted within the Airport Area to do or omit to do anything that disrupts the order or security within the Airport Area, or that could cause physical injury to persons or damage to property, or to cause nuisance.
2. The following are not permitted within the Airport Area:
 - a. Proceeding with others towards a gathering or other event causing a crowd of people;
 - b. Having in one's possession a substance or object of which it may be assumed, based on the circumstances, that it was brought or is present to disturb the peace or to cause damage to objects or injury to persons;
 - c. Carrying or having a bag and/or coat in the vicinity of shops that is obviously designed to facilitate shoplifting.
3. The following are not permitted within the Airport Area without the prior written permission of the Airport Operator:
 - a. Giving public speeches or engaging in any other kind of activity of a propagandist nature;
 - b. Holding a public collection of any kind whatsoever;
 - c. Holding or organising any events, entertainment, gatherings or demonstrations.
4. The following are not permitted within the Airport Area:
 - a. Consuming alcoholic beverages in the public area or limited public area, outside of the areas designated as food and beverage outlets;
 - b. Being obviously inebriated or under the influence of any type of drug;
 - c. Being in possession of a substance, the use of which, either alone or in combination with another substance, the pass holder knows (or can reasonably be expected to know) may impair his/her ability to perform work in the Airport Area, meaning that he/she can no longer be deemed capable of properly performing the work.
5. The following are not permitted within the Airport Area:
 - a. Being outside the normal roads or paths without good reason;
 - b. Placing or moving barriers or cordons;
 - c. Entering an area that has been cordoned off by fences and/or other markings;

- d. Proceeding to or being in parts of the Airport Area that have been cordoned off by the Airport Operator in the interests of maintaining order and safety or to prevent disorder;
 - e. Roller skating, skating, skateboarding, riding a scooter or driving an electric vehicle, moped or bicycle in the Terminal complex without the prior written permission of the Airport Operator;
 - f. Wheelchairs and other devices necessary for persons with reduced mobility may be used only for the intended purpose of the specific equipment;
 - g. Holding or participating in a race involving vehicles.
6. It is prohibited to have or to keep animals within the Airport Area other than for the purpose of transporting them.
 7. Animals are to be kept on a leash or in a cage at all times, with the exception of dogs used by the Airport Operator or the government to carry out particular duties. Animal faeces must be cleaned up immediately by the owner or supervisor.
 8. Feeding birds within the Airport Area is not permitted.
 9. At Schiphol it is not permitted to make photo, video and/or film recordings of Security personnel, Authority Officers and personnel of government investigative services, including, but not limited to, the Royal Netherlands Marechaussee, Police and Customs, while performing their work.
 10. The prior written consent of the Airport Operator is required for making, publicly showing or sharing photo, video and/or film recordings within the Airport Area, unless:
 - a. It is done for non-commercial, personal use, and, in the sole opinion of the Airport Operator, the relevant material will not damage the reputation of any people and/or companies;
 - b. The material in question is created to serve as factual evidence in an incident investigation, provided that it is used solely for that purpose;
 - c. The foregoing does not apply if the photo, video and/or film recordings are made or requisitioned by the competent authorities, including but not limited to the Royal Netherlands Marechaussee and the Dutch Safety Board.

Written approval can be requested from press@schiphol.nl. The Airport Operator may attach conditions to its written approval.

Article 18 – General Rules For Fire Safety Within the Airport Area

The following are not permitted within the Airport Area:

- a. Blocking or otherwise rendering unusable escape routes or other facilities designed to enable or facilitate escape in case of emergency;
- b. Lighting or maintaining an open fire and/or setting off fireworks;
- c. Using festive or decorative elements that are not sufficiently fire resistant (sufficient fire resistance must be demonstrated with an appropriate label and/or certificate);
- d. Storing hazardous substances, other than in the locations designated and approved by the Airport Operator;
- e. Smoking is not permitted on Airside, in the Terminal complex or around its entrances/exits, with the exception of the areas approved and designated for this purpose by the Airport Operator;
- f. Substitute smoking products such as electronic cigarettes and similar products containing nicotine or any other substance are not permitted to be used on Airside, in the Terminal complex or around its entrances/exits, nor in the smoking areas approved and designated by the Airport Operator.

Article 19 – General Rules for the Performance of Work Within the Airport Area

1. It is not permitted to perform work within the Airport Area without prior written permission from the Airport Operator.
2. It is not permitted to perform work within the Airport Area without possessing the necessary and demonstrable professional competence for this purpose.
3. The Airport Operator may attach conditions to its written permission, which must be applied and/or complied with in full.
4. Anyone who performs construction work within the Airport Area must comply with HSE standards and the associated Golden Rules of Safety. The Golden Rules of Safety can be found at: <https://www.schiphol.nl/nl/operations/pagina/golden-rules-of-safety/>

Article 20 – General Rules For the Use of Operating Equipment, Machinery and Charging Facilities Within the Airport Area

1. The following are not permitted:
 - a. Using operating equipment belonging to the Airport Operator in a way or for a purpose other than as prescribed by the Airport Operator;
 - b. Operating, reducing the effectiveness of or impeding access to fire detection, protection or extinguishing equipment without good reason;
 - c. Operating or possessing equipment that could disrupt radio communications at or in the vicinity of the Airport Area;
 - d. Operating or causing to be operated any aircraft or vehicle equipment, device or engine without authorisation;
 - e. Installing and/or using fixed and/or mobile equipment with an antenna without prior written permission from the Airport Operator;
 - f. Using a generator, including a mobile generator, without the written permission of the Airport Operator.
2. Permission is required from the Airport Operator to pump drinking water through fire hydrants.
3. The Airport Operator may attach additional conditions to the use of operating equipment and machinery, which must be applied and/or complied with in full.
4. The following rules apply to charging facilities:
 - a. Charging facilities must meet the requirements set by the Airport Operator;
 - b. It is not permitted to install charging facilities without the permission of the Airport Operator; and
 - c. It is only permitted to use the charging facilities installed by the Airport operator or those for which the operator has granted permission.

Article 21 – Further Rules For Safe Working

1. Any person located on Airside or in the Baggage areas must visibly and correctly wear High-Visibility Clothing (HVC) of at least Class 2, in accordance with EN ISO 20471:2013 and Appendix 4 of these Schiphol Regulations:
 - a. This does not apply to staff working in the control areas or the closed lounges;
 - b. This does not apply to passengers and crew being transported/accompanied to or from aircraft. The ground handler is responsible for crew at all times.
2. Everyone present in the baggage areas or at the Aircraft Stand, with the exception of passengers and crew members insofar as they are not involved in any way in ground handling activities that are carried out in these areas, must wear safety shoes and appropriate work clothing.
3. Maintenance and technical personnel working in the technical areas of the baggage areas must adhere to the requirements of the HSE standard.

Article 22 – General Rules on Pollution, Waste & Leaks Within the Airport Area

1. All substances, materials and products must be handled, stored, packaged and transported in such a way as to ensure that they do not spread beyond designated storage locations, packaging and means of transport.
2. Waste:
 - a. Must be cleared away immediately by whoever caused it;
 - b. Must be properly sorted for disposal;
 - c. From businesses must be removed in sealed waste disposal bags bearing the logo of the company concerned.
3. The following are not permitted:
 - a. Using plastic or foil packaging on Airside, except for sealed material that is sealed in such a manner that the plastic or foil cannot become detached and is taken on board the aircraft unopened;
 - b. Leaving plastic or foil packaging on Airside. In order to prevent Foreign Object Debris (FOD);
 - c. Depositing or leaving rubbish, waste, hazardous substances or other substances in locations other than those designated for this purpose by the Airport Operator;
 - d. Discharging substances into sewage systems or into surface water present within the Airport Area, without the permission of the Airport Operator.
4. Any leaks from aircraft, vehicles, equipment, systems and/or stored material that are the result of damage must be limited as much as possible, taking account of personal safety.
5. If a fuel leak is detected in the vicinity of or from an aircraft, the engines may be started or restarted only following consultation with the Airport Operator.
6. Expenses incurred by the Airport Operator as a result of waste, pollution and/or leaks that have not or not properly been cleared up can be recovered from the causative party.

Article 23 – General Rules for Parking, Storing or Stopping Vehicles, Aircraft and Equipment in the Airport Area

1. Parking, loading, unloading and stopping without good reason are permitted only in the designated areas.
2. The Airport Operator is allowed to order parked or stationary aircraft, vehicles or equipment to be moved if it deems it necessary for the maintenance of order and safety.
3. Parking is permitted only in the designated parking spaces, unless written permission has been given by the Airport Operator for parking in other locations.
4. Only the immediate loading and unloading of goods is permitted in designated loading and unloading areas. Vehicles may be parked only if the Airport Operator has given written permission.
5. It is not permitted to store, park, clean or repair vehicles, equipment or goods in locations other than those designated for that purpose by the Airport Operator.
6. It is not permitted to park or store a vehicle or equipment for more than seven consecutive days in the designated spaces without the permission of the Airport Operator.
7. It is not permitted to park or store vehicles or equipment within a distance of three metres on either side of the perimeter fence.
8. The distance between parked aircraft and the boundary of the publicly accessible part of the grounds must be at least 7 metres.
9. At all times, aircraft, vehicles and equipment must be parked or stored in such a way as to prevent the risk of them rolling or being blown away.
10. Stopping, parking and repairing aircraft are permitted only after obtaining authorisation from the Airport Operator, and only in the locations designated or intended for this purpose.
11. Parking of vehicles and/or ground handling equipment in an equipment parking area equipped with an electric charging station is permitted only for electric vehicles and/or electrically powered ground handling equipment.

12. Electric vehicles and machines must be parked in the prescribed manner in parking spaces designated for charging vehicles and/or at charging stations.
13. It is not permitted to park an electric vehicle or machine at the Terminal for more than 20 minutes, other than in the parking spaces designated for charging vehicles and/or at charging stations.

Article 24 – General Rules for Safe Traffic Within the Airport Area

1. People involved in a traffic accident may not leave the scene of the accident until the Airport Operator or government authority has established the identities of the people involved and the details of the vehicle(s) involved. (See also article 16 – Reporting *Emergency, Incidents and Unsafe Situations*).
2. Road users must act in such a way that they do not create a hazard on the road, aprons or in the Terminal, and do not obstruct or risk obstructing other traffic.
3. Road users driving in parts of the Airport Area that are not open to the public must act in accordance with the rules set out in the Road Traffic and Traffic Signals Regulations 1990.¹
4. Drivers of motor vehicles must at least have a valid driving license B and in addition:
 - a. For motor vehicles registered with the National Road Traffic Agency (RDW), a valid driving license as referred to in Articles 15 to 25 of the Driving License Regulations as part of the Road Traffic Act; Or proof that the driver has followed adequate, specific training for this vehicle.
 - b. For motor vehicles not registered or suspended with the RDW, proof that the driver has followed adequate, specific training for this vehicle.
 - c. Drivers who drive a vehicle on the aprons must be in possession of the 'authorization vehicle driver' license, if their Schiphol Pass was issued after 1 January 2023 (expiration date 1 January 2028). From 1 January 2025, all drivers who drive a vehicle on the aprons must be in possession of the 'authorization vehicle driver' license.
 - d. A *Field certificate*, if the driver is driving a vehicle in the maneuvering area.
5. Those who drive a vehicle on Airside are prohibited from holding a mobile electronic device that can be used for communication or information processing while driving. A mobile electronic device is in any case understood to be a mobile telephone, a tablet computer or a media player.
6. Drivers of a (motorized) vehicle and their passengers must use an available seat belt and must keep the doors of the vehicle (if equipped) closed. With the exception of drivers and co-drivers of the baggage tractors, conveyor belt loaders and ULD transporters during the handling of an aircraft, where they remain in one Stand (position) and there is the need to enter and exit the vehicle frequently.
7. The drivers excepted under the sixth category should not drive faster than walking speed on the Stand (position).
8. Motor vehicle headlights must be dipped at all times.
9. Ready to use vehicles must not be left unattended and/or with their engines running.
10. Vehicles must be equipped with a suitable parking brake, which must be engaged whenever the vehicle Airport Operator is not on board the vehicle.
11. Pedestrians must use pedestrian paths, pavements and the yellow dots on the road, if present. Where yellow dots are present on the road, pedestrians do not have right of way. If no such paths or pavements are available, pedestrians must cross roads using the safest and shortest route possible.
12. Vehicle drivers must conform to the following speed limits:
 - a. In the Terminal, a speed limit of 8 km/h applies to electric vehicles;
 - b. In Baggage areas, a speed limit of 10 km/h applies;
 - c. In Baggage areas, the speed limiter must at be visibly activated on the (motor) vehicles (by means of the green lamp) at all times, at the permitted maximum speed;
 - d. Driving on aprons must be at walking speed, with a speed limit of 10 km/h;
 - e. On platforms, if present in or on a vehicle, the speed limiter must be visibly activated on the (motor) vehicles (by means of the green lamp) at all times, at the permitted maximum speed

¹ <https://wetten.overheid.nl/BWBR0004825/2019-07-01>
Classification: Public

- f. It is not permitted to drive vehicles towing baggage trolleys, pallet trucks or dollies at speeds exceeding 15 km/h down the following inclines:
 - The exits of the viaducts of the RH road across the A4 motorway;
 - The access ramp to the 'Kaagbaantunnel';
 - The access ramp to the tunnel near the Romeo apron.
- g. A speed limit of 30 km/h applies on perimeter roads;
- h. A speed limit of 60 km/h applies on taxiways and service roads.

Article 25 – Further Rules for Safe Traffic and Transport

1. Driving a vehicle that has not undergone roadworthiness testing, on roads that are not accessible to the public, is not permitted. Drivers must be able to submit proof of maintenance status to the Airport Operator on request.
2. No vehicle may be driven in the Airport Area if it is:
 - a. Of unsound design or construction or in an inadequate state of repair; and/or
 - b. Does not comply with the requirements set out in 'Part 1.1.2 – Airside Vehicle Requirements' of '1.1 Handling Manual Airside (general)'.
3. Vehicle drivers are not allowed to use visual and/or audible signals, unless they are driving:
 - Vehicles owned by the Airport Operator;
 - Emergency service vehicles;
 - Vehicles in the airfield;
 - Towing or push-back vehicles, while executing towing or push-back movements.
4. Towing a combination of baggage trolleys, pallet trucks and container dollies is not permitted, unless:
 - a. The maximum train length, including the tractor, does not exceed 30 metres;
 - b. In Baggage areas the maximum train length including the tractor is 27.5 metres;
 - c. The train does not contain more than six baggage trolleys or container dollies;
 - d. The train does not contain more than five pallet trucks;
 - e. When a combination is used, the trolleys, trucks and dollies in the train are in order from large to small.
5. Using baggage trolleys without cover is not permitted.
6. The use of electric vehicles and machines in the Terminal is permitted only on the following conditions:
 - a. Prior written permission has been obtained from the Airport Operator;
 - b. The 'Rules and Regulations for the Use of Electric Vehicles and Machines in and Around the Terminal' are complied with;
 - c. Pedestrians are always given right of way;
 - d. No audible signals are used;
 - e. The number of people transported is not greater than the number of seats in the electric vehicle or machine concerned.
7. Using electric vehicles or machines in the limited public area between 6 am and 10 am, 12.30 pm and 2 pm or 6 pm and 7.30 pm (peak hours) is not permitted, except for a primary function. 'Primary function' means:
 - The transport of disabled persons;
 - Ambulance transport;
 - The transport of unaccompanied children;
 - The transport of baggage trolleys; and
 - Exercising legal supervision.
8. Maximum permitted vehicle lengths apply in the supply areas at Landside. It is not allowed to enter the supply areas, unless:
 - a. the vehicle length in the Loading Unloading Quay is no longer than 9 metres;
 - b. in the Expeditiestraat the vehicle length is no longer than 12 metres; and
 - c. in the Transportstraat the vehicle length is no longer than 9 metres.

General Rules for Commercial Activities Within the Airport Area

Article 26 – Prohibition on Commercial Activities

1. Without the prior written permission of the Airport Operator, within the Airport Area it is not permitted to put up or cause advertising signs, posters and similar to be put up, or to distribute or cause pamphlets, printed material, circulars or images to be distributed, or to engage in advertising in any other manner.
2. Without the prior written permission of the Airport Operator, within the Airport Area it is not permitted to carry on or cause any commercial activities to be carried on, including but not limited to:
 - a. Offering taxi services by any means other than by the presence of the taxi on the road, in accordance with the provisions of or pursuant to the Road Traffic Act 1994 and other regulations applicable in the Airport Area, and with a licence within the meaning of the Passenger Transport Act 2000;
 - b. Offering cars or other vehicles for rental;
 - c. Offering parking services;
 - d. Hawking or peddling;
 - e. Selling food, beverages or stimulants.

Article 27 – Lost Property

1. With regard to lost property, the Airport Operator is designated as the municipality within the meaning of Article 12 of Book 5 of the Civil Code. Pursuant to Title 2 of the Civil Code, the Airport Operator and the finder have the following rights and obligations:
 - a. Anyone who finds an object must make a report at the Airport Operator's Lost & Found office with all convenient speed, but within no more than 24 hours;
 - b. The finder must hand over the object to the Airport Operator for safekeeping, unless the Airport Operator requests otherwise;
 - c. The finder must report the object and hand it over, in accordance with (a) and (b) above, in the condition in which it was found, without separating any parts of the object or changing it in any other way;
 - d. The owner will be given back the found object if it is claimed in accordance with the terms specified below. A fee for safekeeping may be charged to the person who claims the object;
 - e. The Airport Operator is entitled to sell found objects, other than valuable items, that are not claimed within three months and that have come into its safekeeping other than by its own request, and to enjoy the proceeds of such sale. The Airport Operator is also entitled to transfer such objects to third parties free of charge or to destroy them;
 - f. The Airport Operator will retain valuable items in its safekeeping for a period of 12 months. If such items are not claimed within this period, the finder is entitled to claim them within a period of one month following expiry of the 12-month period;
 - g. If the finder does not claim the item, after 13 months the Airport Operator is entitled to sell the item and enjoy the proceeds of such sale.

4 Additional Airside Regulations

Article 28 – Extreme Weather Conditions

1. After the Airport Operator has issued a ground handling ban for all or parts of the Airport Area, performing ground handling activities in an unprotected area is not permitted, with the exception of ground handling activities performed in an aircraft connected to a passenger boarding bridge.
2. Persons who are in an aircraft not connected to a passenger boarding bridge while a ground handling ban is in effect must remain in the aircraft until the ban has been lifted.
3. In the event of extreme weather, or if such weather is forecast, the Airport Operator may give instructions or take measures to prevent aircraft, vehicles and equipment from rolling or being blown away. In the event of negligence in this respect, the Airport Operator will carry out the necessary measures, or arrange to have them carried out, at the cost of the negligent party.
4. Section 3 also applies to Schiphol-East. If no ground handler or owner is present outside office hours, the Airport Operator will take appropriate measures or arrange for them to be taken.

Article 29 – Additional Airside Traffic Rules

1. The following are not permitted:
 - a. Crossing when the red light indicating low visibility conditions (BZO) is displayed, without competent supervision;
 - b. Entering aircraft taxiways, unless the designated crossings are used;
 - c. Entering the route leading to the 'Kaagbaantunnel' when the traffic light is red and/or the barrier is lowered;
 - d. To pass in front of and behind an aircraft when the anti-collision lights are on, with the exception of vehicles involved in de-icing activities;
 - e. Crossing the 60 cm wide red clearance line without proper authorisation and permission from the Airport Operator.
2. Traffic on the roads around the piers has right of way in relation to traffic coming from the aprons, and traffic on an aircraft taxiway has right of way in relation to traffic at a crossing.
3. In the airfield and on the apron, the categories of users listed below have right of way in the following order:
 - a. Aircraft departing or landing;
 - b. Motor vehicles used by the police or fire brigade, ambulances, and other emergency service vehicles with flashing lights and sirens on;
 - c. Taxiing aircraft, hovering helicopters and motor vehicles escorting them;
 - d. Passengers being escorted to and from aircraft on foot;
 - e. Towed aircraft;
 - f. Other vehicles.
4. The maximum clearance on perimeter and service roads, including the 'Kaagbaantunnel', is 3.80 metres. Drivers of vehicles over 3.80 metres in height must report to Airside Operations on arrival for escort to/from the working position.
5. The maximum permissible vehicle width in the 'Kaagbaantunnel', including load, is 3.80 metres. Drivers of vehicles over 3.80 metres in width must report to Airside Operations prior to arrival awaiting escort. A waiver applies to traffic coming from Schiphol-Centre via 'Lampenistenstraat' to the Romeo apron and vice versa.
6. Due to the tunnel safety system, it is not allowed to stop or park in the 'Kaagbaantunnel'. In the event of lost cargo, force majeure or other necessity, the tunnel Airport Operator must be notified immediately by phone via number 020-6012333.

Article 30 – Rules Concerning Fuel, Hazardous Substances and Explosives

1. The following are not permitted:
 - a. Storing (aircraft)fuel within the Airport Area, other than in locations designated by the Airport Operator as fuel storage sites;
 - b. Storing or transporting (aircraft)fuel or other hazardous and/or environmentally harmful substances without prior permission from the Airport Operator, taking into account the applicable statutory provisions;
 - c. Transporting (aircraft)fuel using vehicles not carrying a suitable and approved fire extinguisher.
2. Hazardous substances that are packaged as air cargo must not be:
 - a. Left on the apron for more than five hours;
 - b. Left on the apron unattended and unsupervised;
 - c. Placed on the apron for the purpose of packing, siphoning or filling.
3. The transport of hazardous substances on Airside is permitted only if:
 - a. During transport, hazardous substances are kept separate in accordance with European regulations;²
 - b. The transport unit is equipped with a means of keeping the load dry;
 - c. Dangerous Good-tags (DG-tags) are attached to at least one side of the transport unit;
 - d. The transport unit carries a suitable and approved fire extinguisher.
4. Aircraft carrying explosives on board must be parked in the places designated by the Airport Operator for this purpose.

Article 31 – Rules Concerning the Performance of Refuelling Activities

1. The following are not permitted during aircraft refuelling:
 - a. Starting an air start unit or **Ground Power Unit (GPU)**;
 - b. Connecting or disconnecting an air start unit or GPU;
 - c. Allowing people, ground handling equipment or vehicles to be within the refuelling zone if they are not directly involved in the refuelling procedure;
 - d. Flashing lights or electronic flash units within refuelling or ground handling zones.
2. The following are not permitted:
 - a. Refuelling an aircraft with passengers on board, if the requirements set out in 'Aerodrome Manual Chapter 15.2 Enforcement of safety measures during refuelling – Refuelling with passengers on board' are not met.
 - b. Refuelling a helicopter with:
 - Passengers on board;
 - Rotating rotor(s); and/or
 - Running engine(s), without permission from the Airport Operator.
 - c. Carrying out refuelling activities on an aircraft while its engine(s) are running.
 - d. Fuelling trucks, with the exception of dispensers, must be positioned near an aircraft in such a way that it cannot drive unobstructed to a safe zone under all circumstances.
 - e. Placing handling equipment or vehicles in front of a fuelling truck, with the exception of dispensers, so that a clear exit route is obstructed.
 - f. Blocking access to any emergency stop buttons of refuelling or hydrant systems.
 - g. Refuelling without taking measures to prevent environmental pollution.
 - h. Refuelling in hangars:
 - Without supervision from the fire brigade;
 - Without notifying the Schiphol Control Centre 60 minutes in advance.
 - i. Refuelling in the event of unfavourable weather above or in the immediate vicinity of the Airport Area.

² Regulation on the carriage of dangerous substances by land, DIRECTIVE 2008/68/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 24 September 2008 on the inland transport of dangerous goods and ICAO Annex 18.

Article 32 – Rules Concerning Aircraft Stands and Equipment Restraint Areas

Within the Airport Area, the following types of locations are distinguished at Schiphol where aircraft arrive, line up and/or depart for the purpose of boarding or disembarking passengers, loading or unloading mail or cargo, taking in fuel, parking or to perform maintenance work:

- **Apron/Platform:** Area with multiple locations in which ground handling of aircraft can take place.
 - **Aircraft Stand:** Entire location set up for the ground handling of one aircraft.
 - **Equipment Restraint Area (ERA):** Where an aircraft stands. It is demarcated with a red line 20 cm wide.
 - **Equipment Parking Area (EPA):** An area demarcated with a continuous white line where vehicles or equipment can be parked. The Airport Operator is allowed to set additional rules for each equipment parking area.
 - **Equipment Staging Area (ESA):** An area demarcated with a dashed white line where vehicles and/or equipment can be set up for the purpose of handling the next aircraft.
 - Parking area between ERAs: Intended for parking non-motorized equipment. These are marked by slanting white stripes.
 - **GPU area:** An area where only a GPU can be placed. Indicated by a continuous white line containing the letters 'GPU'.
 - **Non Parking Area (NPA):** No parking. Indicated by red diagonal stripes, or white cross or signs.

Within these locations, the following rules must be adhered to.

Rules concerning safety

1. Prior to the arrival of an aircraft and before the engines of an aircraft are started prior to its departure, any substances and/or ground handling equipment that could cause a hazard or damage must be cleared away or removed from the immediate vicinity of the aircraft.
2. It is not permitted to obstruct the view between the aircraft and the Marshaller or the person operating the Visual Docking Guidance System.
3. People, cargo, vehicles and ground handling equipment cannot be located within the red line around the ERA when an aircraft is entering or exiting the ERA, with the exception of:
 - a. Equipment within the designated and marked area;
 - b. People and vehicles performing activities connected with the aircraft parking procedure.
4. Once the aircraft has entered the ERA, no people, vehicles or ground handling equipment are permitted to enter the ERA before the following conditions are met:
 - The wheel chocks are in place;
 - The aircraft engines have been shut down;
 - The GPU/FPU has been connected (if applicable); and
 - The anti-collision lights of the aircraft have been switched off.
5. Once the aircraft is parked, only people, ground handling equipment and vehicles involved in the ground handling of the aircraft can be present within the ERA. This also applies to:
 - a. People performing repairs on the aircraft;
 - b. People performing inspections or overseeing operations on behalf of the Airport Operator or the government;
 - c. Passengers being escorted to and from aircraft on foot and the people escorting them.
6. An appropriate and approved fire extinguisher must always be present at an aircraft stand when the stand is in use, in the designated location.
7. After use, fire extinguishers must be returned to their designated locations and the Schiphol Fire Brigade must immediately be notified via Airside Operations that a fire extinguisher was used.

8. It is not permitted to:
 - a. Place handling equipment higher than 2,25 meters on (parts of) the areas:
 - C04, C06, C08, C10, C13;
 - between C07 and C09;
 - between C09 and C11;
 - between C12 and C14;
 - between E02, E03, E04, E06; and
 - between the parking areas on the odd side of the B-pier.
 - b. To place handling equipment between the stands on the odd side of Pier B that is not intended for the next handling.
 - c. To place handling equipment higher than 3.50 meters adjacent to the parking places on Pier E, Pier F, Pier G, Platform R and Platform S.
9. Stopping and/or parking in red hatched areas is not permitted.
 - a. This does not apply to catering, service or water tank trucks that must be connected to an aircraft on the passenger boarding bridge side for ground handling purposes.
 - b. The red-hatched movement area of the passenger boarding bridge may be used by these vehicles only if:
 - The flashing light and audible signal for the passenger boarding bridge are switched off;
 - There is enough space.

Rules concerning passengers

10. Those in charge of passenger handling shall ensure that:
 - a. Only authorized persons enter Airside. If they observe that an unauthorized person is entering Airside through the Lounge or the waiting area at the gate, they must immediately inform the Royal Netherlands Marechaussee and the Security Officer and/or Airside Authority.
 - b. The passengers cross an aircraft stand only in groups, safely and under the escort of at least one airline, using the shortest possible route.
11. Unaccompanied persons are not permitted to board or disembark an aircraft while its engine(s) are running.
12. The previous section does not apply to multi-engine aircraft, provided the engine(s) are located on the other side of the aircraft to the one on which such persons are boarding or disembarking and they do not have to pass these engine(s) when leaving or approaching the aircraft.
13. The escorting employee of the relevant ground handler or airline must be aged 18 or over.
14. It is not allowed for passengers to cross on foot to an adjacent stand. An exception applies to passengers who are accompanied by the handling agent during a aircraft change on the B-platform. Permission must be given in advance by the Airport Operator.

Rules concerning safe ground handling

15. No one is permitted to cross an aircraft stand, with the exception of:
 - a. People, vehicles and ground handling equipment, for the purpose of carrying out work at the adjacent aircraft stand.
 - b. Fuel trucks at Pier C, which are permitted to cross multiple aircraft stands by driving past the rear of the aircraft, subject to the following conditions:
 - The driver must ensure that there is enough space to cross the aircraft stands by driving past the rear of the aircraft;
 - The driver must drive past the rear of the aircraft as close to the wide red clearance line as possible.
 - c. Fuel trucks are not permitted to drive past the rear of any aircraft in low visibility conditions of Phase C (or worse).
16. Drivers of vehicles and ground handling equipment must use the marked entry and exit points for entering and exiting an aircraft stand, with the exception of:
 - The driver of a push-back truck;
 - The Marshaller;
 - The driver of the passenger bus.

These people may enter and leave the aircraft stand in front of the aircraft's nose.

17. The use of wingwalkers is not permitted, except with the permission of the Airport Operator after a written request to that effect from a ground handler or an airline company.
18. Use of the ESA is permitted only if the prior handling is fully completed.
19. Vehicles and/or equipment cannot be positioned in an ESA more than 30 minutes prior to arrival (EIBT), unless the Airport Operator sets a different time for certain ESAs.
20. As soon as all ground handling activities have been performed, the ESA must be vacated immediately.
21. It is not permitted to place cargo and/or ground handling equipment on an aircraft stand outside of the designated ESA. An exception is to wait with your vehicle and handling equipment at the entrance and exit of the aircraft stand where you will be handling the next incoming flight.

Article 33 – Rules Relating to Apron K

1. The following are not permitted:
 - a. Taxiing aircraft in low visibility conditions classified as Phase C (RVR < 350m) or Phase D (RVR < 200m). In exceptional situations, the FMA can permit taxiing aircraft escorted by an Aircraft Operations vehicle onto Apron K;
 - b. Being on the apron taxiway of Apron K, with the exception of personnel directly involved in ground handling of an aircraft on the apron taxiway;
 - c. Crossing the apron taxiways in a vehicle other than at the marked crossing points;
 - d. Ground handler staff giving instructions to pilots about the location of the designated aircraft stands and stopping points without authorisation from the Airport Operator;
 - e. Pilots departing without up-to-date taxi information on Apron K from the ground handler. Before giving the taxi information, the ground handler must establish that the proposed departure will not conflict with other movements.
2. The Airport Operator can declare that members of the ground handler's staff are authorised to give instructions to pilots on Apron K if they have successfully completed training approved by the Airport Operator.
3. Turning of aircraft on the aircraft stands on Apron K must always be performed by means of towing and push-back movements, and never by using the aircraft's own power. By way of exception, C130 Hercules aircraft are permitted to turn on K35 with engine power using K36 and escorted by a member of the ground handler's staff authorised by the Airport Operator as a Marshaller for this purpose (*see section 2 of this article*).
4. Towing movements with aircraft on Apron K between different aircraft stands and between hangars and aircraft stands must be coordinated with Apron Control.
5. Vehicles involved in accompanying, marshalling or towing aircraft must be fitted with an amber-coloured flashing light.
6. Ground handlers must issue instructions to the aircraft handled by them for the correct use of GA Terminal stands.
7. If several ground handlers are active on Apron K, the Airport Operator will nominate one handler to perform the following activities on behalf of all handlers:
 - Coordinating an aircraft stand schedule in consultation with the Airport Operator;
 - Maintaining contact with arriving and departing flights as regards the allocation of aircraft stands and movements on the apron, for which purpose the Airport Operator will make a communication channel available;
 - Maintaining contact with the Airport Operator as regards towing movements for arriving and departing aircraft;
 - Maintaining contact with ground handling staff insofar as this is in the interests of their safety in relation to arriving and departing flights.

Article 34 – Rules Relating to Aircraft

1. Aircraft:
 - a. Land on or take off from the runway designated for this purpose by the Airport Operator;
 - b. Taxi on the runways or parts of the airfield designated for this purpose, as published in the relevant Aeronautical Information Publications (AIPs);
 - c. Are moved and parked in accordance with the instructions of the Airport Operator or Air Traffic Control.
2. Towing or push-back movements may not be performed without towing or push-back authorisation from the Airport Operator.
3. Towing or push-back movements must be performed in accordance with the rules and procedures set out in 'Part 1.2.4 – Performing towing movements' and 'Part 1.2.5 – Performing push-back movements' of '1.2 Airfield Manual'.
4. De- and anti-icing activities must be carried out according to the rules and procedures of 'Part 1.5.2 Winter operation: Water quality & De-icing' of '1.5 Snow, ice and de-icing handbook'.
5. Engine testing, warm-up and cool-down must be performed in accordance with the rules and procedures set out in 'Part 1.2.12 – Engine testing, warm-up and cool-down' of '1.2 Airfield Manual'.
6. The following are not permitted:
 - a. Performing a compass swing anywhere other than on a compass rose;
 - b. Performing a powerback.
7. Without permission from the Airport Operator, the following are not permitted:
 - a. Performing an engine test;
 - b. Performing a compass swing;
 - c. Nose-out parking.
8. Warming up and cooling down aircraft engines at aircraft stands is permitted only:
 - a. With the permission of the Airport Operator;
 - b. Up to ground idle;
 - c. For a maximum of two engines;
 - d. For no more than ten minutes.
9. Ground handlers must have towbars at their disposal that are suitable for the types of aircraft being handled.

Article 35 – Rules for the Prevention of Noise Disturbance From Aircraft (specifically Chapter 2 and Chapter 3 Aircraft)

1. Take-offs and landings of Chapter 2 aircraft are not permitted.
2. New flights with marginally compliant Chapter 3 aircraft are not permitted.
3. Marginally compliant Chapter 3 aircraft with a bypass ratio ≤ 3 may not take off or land between 6 pm and 8 am local time (runway times).
4. Scheduling take-offs between 11 pm and 7 am local time (runway times) for marginally compliant Chapter 3 aircraft with a bypass ratio > 3 is not permitted.
5. The above provisions do not apply in the following instances:
 - a. Aircraft being used for rescue operations or for the provision of emergency services that require immediate take-off or landing;
 - b. Military aircraft;
 - c. Government flights;
 - d. Aircraft in distress that need to land immediately.

Article 36 – Rules Concerning the Provision of Data

Airlines must provide the Airport Operator in a timely manner with the data required for scheduling the deployment of operating equipment. The data must comply with the requirements set out in the '[Schiphol Charges and Conditions](#)' document.

Article 37 – Rules Concerning Collaborative Decision Making

Anyone involved in Collaborative Decision Making (CDM) must work according to the agreements, rules and procedures. This information can be found on the [CDM](#) web page.

Article 38 – Emergency Response Plans (ERPs)

Airlines and ground handlers that handle and/or transport passengers and/or cargo are required to have an Emergency Response Plan (ERP) or a Local ERP (LERP).

The (L)ERP ensures consistency between the tasks, responsibilities and authorisations of the airlines/handlers and all parties involved in the various crisis situations, with the aim of achieving an improved mutual and coordinated approach. At a minimum, the (L)ERP must meet the recommendations listed in the National Crisis Plan for Civil Aviation Accidents (NCP-L).

The following sources may also be used:

- <https://www.schiphol.nl/nl/operations/pagina/verstoringen-en-calamiteiten/>
- <https://www.schiphol.nl/nl/operations/pagina/nationaal-crisisplan-luchtvaartongevallen-burgerluchtvaart/>

5 Adoption & version

5.0 Date of Adoption

Date of adoption: **31 October 2024**

Starting date: 1 January 2024

Adopted at Schiphol

The Management Board of Royal Schiphol Group N.V.

5.1 Version History

The overview below shows the changes compared to the previous version of the Schiphol Regulations and the Schiphol Admission Regulations (RTS; *see Appendix 2*). With regard to the Schiphol Admission Regulations, it concerns the subjects of Enforcement and Sanctions.

Schiphol Regulations:

Chapter	Description of the change
2	<p>Article 6a: Users of the Airport Area, including suppliers, customers, tenants, as well as other organizations that perform work or services within the Airport Area, are obliged to provide information and/or documentation at the first request of the Airport Operator, if that is necessary according to the Airport Operator to comply with applicable laws and regulations (including legal obligations arising from permits or exemptions) or to make an assessment of the compliance.</p> <p>Replaced by: Users of the Airport Area, including suppliers, customers, tenants, as well as other organizations that perform work or services within the Airport Area, are obliged, at the first request of the Operator, to provide all cooperation that, in the sole opinion of the Operator, is necessary to comply with applicable laws and regulations (including the obligations arising from the Schiphol Regulations or from permits or exemptions) or which the Operator deems necessary for making an assessment of whether a user complies with them. This obligation to cooperate may, for example, relate to providing information and/or documentation, or having documents drawn up, such as a <i>Corrective Action Plan</i>.</p>
2	<p>Article 10, par. 7: When accessing the Restricted and Clean Area, cooperation must be given to an airport access and/or security check. Cooperation with such checks may also be required within the Restricted and Clean Area, if there is reason to do so.</p> <p>Becomes article 10, par. 8 and is replaced by: When accessing, being present in and when leaving the publicly accessible, Restricted and Clean areas, everyone must cooperate with any access and/or security control of persons, goods and vehicles by or on behalf of the Airport Operator. During these checks, everyone is obliged to follow the instructions given by or on behalf of the Airport Operator by means of words, gestures or signs.</p>

2	<p>Article 14, par. 2: If, in Royal Schiphol Group NV's sole judgment, recidivism, the repeated violation of one or more provisions of the Schiphol Regulations, can damage or endanger the good order and/or safety of the airport, the Airport Operator may, in addition to one or more of the sanctions referred to in the first section, impose a fine of a maximum of 1,000 euros.</p> <p>Replaced by: In the event of a violation of one or more provisions of the Schiphol Regulations, which, in the sole opinion of Royal Schiphol Group N.V., may damage or endanger the good order and/or safety of the airport, the Airport Operator may, in addition to one or more of the sanctions referred to in paragraph 1, impose a fine of up to EUR 1,000.</p>
3	<p>Article 16, par. 3a: The Royal Netherlands Marechaussee Schiphol Control Room at 088-958 0444</p> <p>Replaced by: Operations Centre OPSCENT of the Royal Netherlands Marechaussee at 088-958 0444</p>
3	<p>Article 21, par. 2 and 3:</p> <ol style="list-style-type: none"> 2. Staff working on Airside or in the Baggage areas must wear appropriate safety shoes and work clothing given the nature of work. The shoes and clothes must be worn correctly and in the prescribed manner. 3. Maintenance and technical staff working in technical sections of the baggage handling areas must wear a bump cap or safety helmet as well as the prescribed footwear, safety glasses and gloves. <p>Replaced by:</p> <ol style="list-style-type: none"> 2. Everyone present in the baggage areas or at the Aircraft Stand, with the exception of passengers and crew members insofar as they are not involved in any way in ground handling activities that are carried out in these areas, must wear safety shoes and appropriate work clothing. 3. Maintenance and technical personnel working in the technical areas of the baggage areas must adhere to the requirements of the HSE standard.
3	<p>Article 24, par. 4: Drivers of motor vehicles must hold the following driving licences:</p> <ol style="list-style-type: none"> a. For motor vehicles registered with the Road Transport Agency, a valid driving licence as referred to in articles 15 to 25 of the Driving Licence Regulations pursuant to the Road Traffic Act; b. For motor vehicles suspended by or not registered with the Road Transport Agency, a valid Category B driving licence and a document proving that the driver has completed adequate, specific training for the type of vehicle being operated. <p>Replaced by: Drivers of motor vehicles must at least have a valid driving license B and in addition:</p> <ol style="list-style-type: none"> a. For motor vehicles registered with the National Road Traffic Agency (RDW), a valid driving license as referred to in Articles 15 to 25 of the Driving License Regulations as part of the Road Traffic Act; Or proof that the driver has followed adequate, specific training for this vehicle. b. For motor vehicles not registered or suspended with the RDW, proof that the driver has followed adequate, specific training for this vehicle.
3	<p>Article 24, par 5: Drivers must pay attention to traffic and only use hands-free means of communication. This is consistent with public road rules.</p>

	<p>Replaced by: Those who drive a vehicle on Airside are prohibited from holding a mobile electronic device that can be used for communication or information processing while driving. A mobile electronic device is in any case understood to be a mobile telephone, a tablet computer or a media player.</p>
3	<p>Article 24, par 6: Drivers of a (motorized) vehicle and their passengers must use an available seat belt and must keep the doors of the vehicle (if equipped) closed. With the exception of drivers and co-drivers of the baggage tractors (BTU), conveyor belt loaders (CBL) and ULD transporters (PCT) during the handling of an aircraft, where they remain in one Stand (position) and there is the need to enter and exit the vehicle frequently.</p> <p>Replaced by: Drivers of a (motorized) vehicle and their passengers must use an available seat belt and must keep the doors of the vehicle (if equipped) closed. With the exception of drivers and co-drivers of the baggage tractors, conveyor belt loaders and ULD transporters during the handling of an aircraft, where they remain in one Stand (position) and there is the need to enter and exit the vehicle frequently.</p>
4	<p>Article 31, par. 2 d en e: d. Positioning a fuel truck/dispenser beside an aircraft in such a way that it is unable to move forwards to a safe zone unimpeded under all circumstances. e. Placing ground handling equipment or vehicles in front of a fuel truck/dispenser in such a way as to impede its ability to drive away.</p> <p>Replaced by: d. Fuelling trucks, with the exception of dispensers, must be positioned near an aircraft in such a way that it cannot drive unobstructed to a safe zone under all circumstances. e. Placing handling equipment or vehicles in front of a fuelling truck, with the exception of dispensers, so that a clear exit route is obstructed.</p>
4 + Bijlage 3	<p>Article 32 introduction and Appendix 3-b: Area with a height restriction: Intended for placing equipment with a maximum height of 2.25 meters. This is marked with white diagonal stripes.</p> <p>Replaced by: Parking area between ERAs: Intended for parking non-motorized equipment. These are marked by slanting white stripes.</p>
4	<p>Article 32, par. 8: There are areas with a height restriction. In these areas, the maximum height is 2.25 metres. Placement of higher equipment in these areas is not permitted.</p> <p>Replaced by: It is not permitted to: a. Place handling equipment higher than 2,25 meters on (parts of) the areas: - C04, C06, C08, C10, C13; - between C07 and C09; - between C09 and C11; - between C12 and C14; - between E02, E03, E04, E06; and - between the parking areas on the odd side of the B-pier.</p>

	<ul style="list-style-type: none"> b. To place handling equipment between the stands on the odd side of Pier B that is not intended for the next handling. c. To place handling equipment higher than 3.50 meters adjacent to the parking places on Pier E, Pier F, Pier G, Platform R and Platform S.
4	<p>Article 34, par. 4:</p> <ul style="list-style-type: none"> 4. De-icing and anti-icing activities must be performed in accordance with the rules and procedures set out in 'Part 1.5.2 – Performing de-icing and anti-icing' of '1.5 Handbook on snow, ice prevention and de-icing'. <p>Replaced by:</p> <ul style="list-style-type: none"> 4. De- and anti-icing activities must be carried out according to the rules and procedures of 'Part 1.5.2 Winter operation: Water quality & De-icing' of '1.5 Snow, ice and de-icing handbook'.

Schiphol Admission Regulations – Enforcement and Sanctions:

Chapter	Description of the change
Appendix 2	SSE replaced by Security
Appendix 2	<p>Article 2, par. 1: The SSE (Safety, Security & Environment) Department of SNBV is tasked with enforcement of the Schiphol Regulations, as well as the conditions set out in the Schiphol Admission Regulations, the Conditions of the Schiphol Pass for Persons and/or the Conditions of the Schiphol Pass for Vehicles.</p> <p>Replaced by: The Security Department of SNBV is tasked with enforcement of the Schiphol Regulations, as well as the conditions set out in the Schiphol Admission Regulations, the Conditions of the Schiphol Pass for Persons and/or the Conditions of the Schiphol Pass for Vehicles.</p>

Appendix 1 – List of Terms

Term	Definition
Instruction(s)	Instructions, requirements and conditions as referred to in Section 37b of the Aviation Act and Article 16 of the Airport Grounds Ground Handling Regulations.
A1/A2 language skill	Describes the minimum English language level that employees of Amsterdam Airport Schiphol must master. Learning and testing materials required for obtaining the Schiphol Pass are calibrated to this language level. The level is in line with the national standard for MBO level 2/3 English. Language level A1/A2 English is comparable to language level 2F in Dutch and therefore also the national standard for MBO Level 2/3 Dutch and the minimum language level of Dutch that employees of Amsterdam Airport Schiphol must master.
A.A.S.	Amsterdam Airport Schiphol
Accident	An incident that has led to (serious) injury, death, damage or environmental pollution.
Engine warm-up and cool-down	The simultaneous operation of a maximum of two aircraft engines at the lowest level of thrust (ground idle), not intended for flight operations and for a maximum of 10 minutes. Engine warm-up and cool-down takes place at aircraft stands or on hangar forecourts.
Ground handling	The performance of ground handling services.
Ground handling equipment	Equipment necessary for the performance of ground handling services.
Ground handling zone	An area comprising the perimeter of the aircraft plus two metres.
Aircraft stand	Entire location set up for the ground handling of one aircraft.
Airport Authority Operation & Security	Department which, on behalf of the Airport Operator, supervises, monitors and imposes (or threatens to impose) sanctions to ensure that people and companies comply with the applicable requirements and rules of conduct within the Airport Area.
Airside	The part of the Airport Area used for aircraft landings, take-offs, taxiing, towing, parking and handling, including perimeter and service roads and other related paved and unpaved areas, for which specific authorisation on the Schiphol Pass or a Crew ID card is required.
Airside Demarcated Areas (ADA)	Security restricted areas which have been designated as demarcated areas by the Airport Operator, which are not public and which are subject to full access control.
Airside Secured Area (ASA)	The area designated by the airport Airport Operator, pursuant to the airport Airport Operator's legal obligations to grant access only to those people in possession of a valid ticket, Crew-ID or airport identity card.
Anti-collision light	Flashing warning light(s) red or white, underneath and/or on top of the aircraft.
Apron	Area with multiple locations in which ground handling of aircraft can take place.
Apron Control (Control Tower)	The Airport Operator's coordination centre in the air traffic control tower which is responsible for facilitating and controlling traffic on the aprons.
Authority Officer (AO)	A(irside), B(aggage), L(andside), T(erminal), S(ecurity) Authority Officer: The official responsible for monitoring and enforcing laws and regulations on behalf of the Airport Operator.

Authorisation	Authorisation assigned to the holder of the Schiphol Pass for persons/vehicles granting access to various parts of the Restricted and Clean Area.
APV	Algemeen Plaatselijke Verordening; The Haarlemmermeer General Local Regulation
Baggage Area	An area designated by the Airport Operator for baggage handling.
Schiphol East Business Park	The zone within the Airport Area identified as such on the 'Schiphol East Business Park Map'. https://www.schiphol.nl/nl/operations/pagina/plattegronden/
Escort authority (supervisory authority)	Authority of a holder of a Schiphol Pass for Persons to escort a person with a Schiphol Visitor Pass in the Restricted and Clean Area.
Low Visibility Conditions	Situation with low visibility, such as that caused by fog, classified in terms of Phases A to D.
CDM	Collaborative Decision Making, the aim of which is to handle air traffic at Amsterdam Airport Schiphol as efficiently as possible in collaboration with all parties involved.
Third-party/parties	Persons not employed by the counterparty but who are engaged by the counterparty and require a Schiphol Pass for persons/vehicles to perform work on behalf of the counterparty.
DG tags	Identification tags/labels with Dangerous Goods symbols.
Service roads	Roads located Airside, in the manoeuvring area, intended for specific use by persons with airfield authorisation.
EASA	European Aviation Safety Agency
EIBT	Estimated In Blocks Time
Equipment Restraint Area (ERA)	Where an aircraft stands. It is demarcated with a red line 20 cm wide.
Equipment Staging Area (ESA)	A space delimited with a white broken line where vehicles and/or equipment can be placed with the intention of handling the next aircraft.
EVW	Electric vehicles and machines
Airport Operator	The public limited company Royal Schiphol Group N.V. and the legal entities/persons designated by the company.
Extreme weather conditions	Sleet, heavy snowfall, cloudbursts, persistent heavy rain, severe hail, severe thunderstorms, severe or violent storms or hurricanes, extreme wind gusts, heat, drought, etc.
Flow Manager Aircraft (FMA)	The official responsible for day-to-day Airside operations.
FOD	Foreign Object Debris
FPU	Fixed Power Unit
GPU	Ground Power Unit
GPU area	An area where only a GPU can be placed. Indicated by a continuous white line containing the letters 'GPU'.
Ready for use	Doors open, key in ignition and/or main switch on.
Enforcement	As Airport Operator, supervising, monitoring and imposing (or threatening to impose) sanctions in order to ensure that persons in the Airport Area comply with the prevailing codes of conduct and regulations.

Ground handling service(s)	According to Regulation (EU) 2018/1139: Ground handling service means any service provided at aerodromes comprising safety-related activities in the areas of ground supervision, flight dispatch and load control, passenger handling, baggage handling, freight and mail handling, apron handling of aircraft, aircraft services, fuel and oil handling, and loading of catering; including the case where aircraft Airport Operators provide those ground handling services to themselves (self-handling);
Airside Operations	The business unit of the Airport Operator responsible for day-to-day supervision of order and safety in the Airport Area, installations and buildings, as well as authorisation and coordination in the airfield, aprons and perimeter roads.
Chapter 2 Aircraft	The type of aircraft described in ICAO Annex 16, Environmental protection, Volume 1 – Aircraft Noise, Chapter 2.
Chapter 3 Aircraft	The type of aircraft described in ICAO Annex 16, Environmental protection, Volume 1 – Aircraft Noise, Chapter 3.
HSE	Health Safety Environment
HVC	High Visibility Clothing
ICAO	International Civil Aviation Organisation
Incident (near accident)	An unintended event that occurs under circumstances that would most likely have resulted in an accident.
Apron K	Area at Schiphol-East that includes the taxiways and aircraft stands with the entry point GL and the exit point GD.
Airfield	The part of an airport, excluding the aprons, intended to be used for the taking off, landing and taxiing of aircraft.
Landside Restricted Area (LRA)	Restricted access areas designated as such by the airport Airport Operator that are secured to ensure the continuity of SNBV operations as distinct from guaranteeing the safety of civil aviation.
(L)ERP	Local Emergency Response Plan
Airport	An area intended to be used, in part or in its entirety, for the taking off and landing of aircraft, including: <ul style="list-style-type: none"> - The associated movements of aircraft on the ground; - The handling of the air traffic referred to in the preamble and under (1); and - The business activities associated with the handling of the air traffic referred to in the preamble and under (1).
Airport Area	The area intended for use as an airport.
Air Traffic Control the Netherlands	Organisation charged with providing air traffic services at Amsterdam Airport Schiphol.
Marshaller	Official who gives instructions to an aircraft during parking.
Motor vehicles	All articulated and rigid vehicles, except for motorised vehicles for use by disabled persons, intended for movement other than along rails, wholly or partly with the aid of a mechanical device attached to the vehicle or integrated into it.
NCP-L	National Crisis Plan for Civil Aviation Accidents
NPA	Non-Parking Area
Exemption	An exemption from a regulation from the Schiphol Regulations is granted by Schiphol for a specific situation or circumstance and is made in the name of an (individual) legal person or a natural person. An exemption is granted for a definite or indefinite period of time. Where appropriate, every two years it is reassessed whether grounds for an exemption still exist.
Pass holder	A natural person to whom a Schiphol Pass Persons has been issued.

Passenger boarding bridges	The covered bridges attached to the piers in the Terminal complex, including their supporting and movable parts, which serve as a walkway for passengers to get to and from the aircraft via the piers of the Terminal building.
Perimeter fence	The fencing that marks the boundary between Landside and the Security Restricted Area – Critical Part.
Apron	A part of an airport intended for aircraft parking and handling for the purpose of the boarding and disembarkation of passengers, loading and unloading of mail and cargo, refuelling and performing maintenance work.
Apron taxiway	The part of Apron K designed as a taxiway but intended only to provide access to the aircraft stands.
Engine testing	The simultaneous operation of a maximum of two aircraft engines at the lowest level of thrust (ground idle) for a period longer than 10 minutes, or a thrust level higher than ground idle for a limited time, not intended for flight operations.
Occurrence	Event or deviation from laws and regulations, on or around the Schiphol business process or on the Schiphol location, with (chance of) injury to persons, animals and the environment.
Power-back	The operation of aircraft engines at a higher thrust level than ground idle, with a view to moving the aircraft in a backwards direction.
Public area	The parts of the Airport Area that are accessible to the public.
Perimeter roads	The roads alongside the aprons and Rinse Hofstraweg in its entirety.
Schiphol Admission Regulations (RTS)	Conditions for companies and organisations that wish to access the Restricted and Clean Area at Amsterdam Airport Schiphol.
Schiphol Control Centre	The business unit of the Airport Operator responsible for supervising processes in the Terminal complex, drop-off roads and car parks and alerting the fire and ambulance services should an incident or emergency situation occur within the Airport Area.
Taxiway	A sealed or unsealed part of the airfield intended for the movement of aircraft on the ground.
Schiphol Pass for Persons	A pass issued by the airport Airport Operator that grants access to the Restricted and Clean Area. The term Schiphol Pass is also understood to mean a Schiphol Day Pass and Schiphol Visitor Pass issued by the Airport Operator.
Schiphol Pass for Vehicles	An access pass as referred to in European Implementing Regulation (EU) 2015/1998 OF THE COMMISSION of 5 November 2015.
Security Restricted Area – Critical Parts	The critical parts of SRAs, namely: <ul style="list-style-type: none"> - All parts of an airport to which departing passengers having undergone security screening have access; and - All parts of an airport where departing hold baggage is kept after security screening or through which it passes, unless the baggage is secured.
Towing authorisation	Proof of authority to execute towing movements.
Towing movement	The movement of a towing vehicle, whether towing an aircraft or not.
Parking	Placing/parking a vehicle and/or equipment in one position for more than 7 days.
Refuelling zone	An area with a radius of 1.5 metres, measured from the refuelling equipment in its entirety (tankers and dispensers), appendages (fuel hose, lanyard, grounding cable and/or fuel arm) and from the aircraft's fuel port and vent hole.

Charges and Conditions	Charges and conditions for the activities performed by the Airport Operator.
Technical area	An enclosed space intended to house equipment and/or systems.
Baggage technical area	An enclosed space containing rotating system parts related to the BASS. To be entered only with the correct authorisations and safety clothing.
Terminal complex	The Amsterdam Airport Schiphol Terminal building, comprising at a minimum the arrival and departure halls, departure lounges and piers, Schiphol Plaza, the WTC walkway, Expeditiestraat and Transportstraat, the baggage areas and the crew centre (see the general maps of the Terminal complex).
Visual Docking Guidance System (VDGS)	An aircraft parking system.
Aircraft stand	A marked area on the apron intended for aircraft parking and/or ground handling.
Vehicles	All articulated and rigid motorised and non-motorised vehicles, with the exception of those intended to run on rails, but including all drivable and towable wheeled equipment, whether motorised or not, that is used to assist in aircraft or passenger handling.
Schiphol Pass (persons) Conditions	The applicable conditions provided to the pass holder with which he/she is obliged to comply.
Schiphol Pass (vehicles) Conditions	The applicable conditions provided to the counterparty with which the counterparty is obliged to comply.
ULD	Unit Load Device
Waiver	An exemption from a regulation from the Schiphol Regulations is granted by Schiphol and applies to anyone who meets the conditions for that exemption. An exemption is granted for a definite or indefinite period of time. Where appropriate, an assessment will be made every two years to determine whether grounds for an exemption still exist.
Counterparty	A company or organisation whose Employees or Third Parties engaged by it are provided with Schiphol Passes for persons/vehicles by SNBV.
Roads	Paved or unpaved traffic lanes, including median strips, parking strips, parking bays and emergency lanes, as well as the bridges supporting the roads and the paths, verges and shoulders alongside the taxiways.
Employee(s)	Employee(s) in the employment of the counterparty.

Appendix 2 – Sanctions related to Schiphol Passes

Paragraph 1: Rules regarding Enforcement and Sanctions

Article 1 – Monitoring Compliance with the Regulations

The Airport Operator monitors compliance with these regulations. If there is reason to do so, the Airport Operator has the right at all times to report a suspected criminal offense in connection with a possible criminal prosecution. Furthermore, the Airport Operator expressly reserves the right to institute a separate action for damages.

Article 2 – Enforcement of Schiphol Regulations

1. The Security Department of SNBV is tasked with enforcement of the Schiphol Regulations, as well as the conditions set out in the Schiphol Admission Regulations, the Conditions of the Schiphol Pass for Persons and/or the Conditions of the Schiphol Pass for Vehicles.
2. A breach may be dealt with administratively by the Airport Operator or in a meeting of the Schiphol Sanctions Committee established by the Airport Operator.

Article 3 – Sanctions for Non-compliance With the Applicable Requirements and Procedures

1. In addition to the sanctions referred to in this Appendix 2, SNBV also has other powers, such as, among other things, issuing instructions, (temporarily) shutting down the operation, reporting certain (unsafe, disorderly or (environmentally) threatening) situations and detecting and reporting violations to the competent authority. These powers arise from the Aviation Act, the Regulation on the safe use of airports and other areas and the Schiphol Regulations.
2. In addition to these powers and in addition to the specific sanctions set out in this Annex 2, SNBV may also impose general sanctions.
 - Requesting that the infringing party draw up and submit improvement measures and/or regular reports in accordance with requirements to be set by SNBV;
 - Placing the activities carried out by the infringing party under the supervision of a person or body to be determined by SNBV;
 - Temporarily denying access by the infringing party to the entirety or any part of the Restricted and Clean Area (“blocking authorisations and/or access to features”);
 - Permanently denying access by the infringing party to the entirety or any part of the Restricted and Clean Area (“blocking Schiphol Passes”);
 - Refusing to grant new authorisations and/or access to features to the employees of and/or third parties associated with the infringing party;
 - Refusing to issue new Schiphol Passes to employees of and/or third parties associated with the infringing party.
 - Costs allocated to Schiphol to restore the situation can be passed on to the causer.
3. SNBV may simultaneously impose all of the sanctions listed in this clause, while also enforcing its rights to specific performance and/or compensation for any damage it has incurred, and any other rights. SNBV is free to choose the combination of sanctions that it deems most appropriate.
4. The provisions of this article do not affect the ability of SNBV to deny access to individual employees in accordance with the ‘Conditions of the Schiphol Pass for Persons’.

Paragraph 2: Rules regarding Sanction Measures

Article 4 – Guide

The SNBV Security Department and the Schiphol Sanctions Committee use the following list of sanctions as a guide, but may deviate from it if:

- Doing so is warranted by the seriousness of the breach in relation to the possible consequences of the actions;
- There are mitigating circumstances of an individual nature, including immediately reporting a breach independently and on one's own initiative, and willingness to cooperate in identifying any learning effect for processes and procedures.

The imposing of sanctions following safety breaches is done within the Just Culture framework. A Just Culture means that when imposing a sanction for a safety breach, the intention of the people involved is taken into account, as well as their conduct before, during and after the breach, and what may be expected of them based on their training, knowledge and experience.

Article 5 – List of Sanctions

The list below shows the sanctions that can be imposed by the SNBV Security Department or the Schiphol Sanctions Committee on Pass holders (P) or on companies and organisations (W) that breach the Schiphol Regulations and/or the Schiphol Admission Regulations.

No.	W/P	Possible sanction
1	W	Sending enforcement letters or an e-mail to the employer (recommending action) and/or requesting a Safety & Security test to be taken at the Badge Centre.
2	W	Sending enforcement letters or an e-mail to the employer and/or sending an invitation to an enforcement meeting (setting out mandatory action) and/or temporarily/permanently refusing to issue a new Schiphol pass.
3	W/P	Temporarily blocking/confiscating a Schiphol Pass.
4	W/P	Sanction to be determined by the Sanctions Committee (e.g. financial sanctions).

Article 6 – List of Types of Breaches and Possible Sanctions

When imposing sanctions, SNBV makes a distinction between security breaches and safety breaches.**

The table below sets out the most common types of breaches of the Schiphol Regulations and Schiphol Admission Regulations and the sanctions that may be imposed by the Schiphol Sanctions Committee or SNBV Security Department in the event of a first, second or third breach. The numbers in the three right-hand columns correspond to the numbers in the left-hand column of the above table of possible sanctions.

Most common type of breaches of the Schiphol Regulations and/or Schiphol Admission Regulations	First	Second	Third
Providing incorrect information when asked for current company details	1	2	3/4
Failure to hand in Schiphol Passes in a timely manner	1	2	3/4
Employee not officially in employer's service	2	4	
Damaging or destroying airport property	3	4	
Failure to use or incorrect use of Schiphol Passes	1	2	4
Incorrect use/removal of a Schiphol Pass for Vehicles	1	2	4
Non-compliance with instructions issued by or on behalf of the Airport Operator	1	4	
Breaching the Airport Area code of conduct	2	3	4
Breaching rules concerning order and safety	2	3	4
Incorrect/unauthorised use of operating equipment or airport facilities	2	3	4
Breaching rules concerning the performance of work	1	2/3	4
Breaching rules concerning the storage and transport of hazardous substances	2	4	
Breaching rules concerning apron(s)	1	2/3	4
Breaching rules concerning aircraft	1	2/3	4
Causing an unsafe situation (high)	4		
Causing an unsafe situation (medium)	1	2/3	4
Causing an unsafe situation (low)	1	2/3	4
Breaching rules concerning ERAs	1/3	4	
Breaching the general rules of conduct (*)	1	2/3	4
Breaching rules concerning fire safety	1	4	
Breaching the smoking ban	3	4	
Breaching rules concerning parking	1	3	4
Breaching traffic rules	1	3	4
Breaching rules concerning the environment	2	4	
Misuse of a Schiphol Pass	1/3	4	
Failure to cooperate with access control procedures	3	4	
Suspicion of criminal activity potentially jeopardising safety and/or security at Schiphol.	3	4	

(*) Serious breaches of the general rules of conduct are escalated to the breach type 'Causing an unsafe situation (high)'.

(**) In the event of a safety breach, Schiphol will observe the Just Culture principles as referred to in Article 4. As a result, the sanction may deviate from the table above.

Paragraph 3: Rules related to the Schiphol Sanctioning Committee

Article 7 – Regulations Sanctions Committee

The Schiphol Sanctions Committee is empowered to make decisions with regard to breaches of the Schiphol Regulations, including the Schiphol Admission Regulations. The Schiphol Sanctions Committee makes decisions with regard to breaches submitted by the SNBV Security Department. The Schiphol Sanctions Committee makes decisions when requested to consider decisions made by the SNBV Security Department with regard to breaches.

The Schiphol Sanctions Committee has an annual meeting schedule that provides for one meeting per month. The Schiphol Sanctions Committee can decide, at the request of the SNBV Security Department, to convene an interim meeting if warranted by the seriousness of the breach.

At the meeting of the Schiphol Sanctions Committee, the breach is explained by a representative of the SNBV Security Department in the role of technical expert, after which the offender is given an opportunity to respond so that both sides are heard.

Any available images relating to the breach will be shown exclusively during the meeting. The offender is deliberately not given access to the images, either before or after the meeting. The technical expert is present throughout the meeting to provide relevant information as required.

The Schiphol Sanctions Committee is entitled to make any decision that fits within the framework of the Schiphol Regulations, including the Schiphol Admission Regulations. The decision will be set out in a written ruling, giving reasons, within a reasonable period following the meeting. If warranted by the circumstances of the case, the Schiphol Sanctions Committee has the power to derogate from Clause 5 and impose other or additional sanctions, which may be based on the powers accorded to the Airport Operator under the Schiphol Regulations.

Rulings of the Schiphol Sanctions Committee are binding and not open to appeal.

Paragraph 4: Composition of the Schiphol Sanctions Committee and Appointment, Reappointment, Term of Office and Resignation of its Members

Article 8 – Appointments Sanctions Committee

The Schiphol Sanctions Committee comprises four members per meeting, including an independent external chairperson. The members are appointed by the Management Board of Royal Schiphol Group (RSG)/SNBV.

Article 9 – Composition Sanctions Committee

Each meeting, the Schiphol Sanctions Committee comprises the following members:

- An independent external chairperson who possesses proven experience and expertise in the area of safety and the environment in a complex business setting;
- The Senior Security Officer, Senior Safety Officer or Senior Manager of SNBV as the person responsible for the process;
- A Schiphol Group in-house lawyer;
- An independent member of an external organisation with knowledge of Schiphol and the applicable laws and regulations.

Article 10 – Validity period appointments

Appointments are valid for three (3) years and each member may be reappointed only once. It is possible to deviate from this provision in the interests of continuity, provided reasons are given for the reappointment in the reappointment resolution.

Article 11 – Resignation Sanctions Committee

Membership of the Schiphol Sanctions Committee will end if:

- a. A member ceases to work for the organisation concerned or takes up another position that is incompatible with membership;
- b. A member resigns of his or her own accord;
- c. The Schiphol Sanctions Committee relieves a member of his/her duties on a motion approved by the majority of the Schiphol Sanctions Committee.

Paragraph 5: Meetings and Decisions of the Schiphol Sanctions Committee

Article 12 – Decisions

The Schiphol Sanctions Committee makes decisions by unanimous agreement.

If unanimous agreement cannot be reached, any member may request a vote. Decisions are made based on an ordinary majority of votes in a meeting in which all members take part or are represented. Deliberations and voting will continue for as long as is needed to achieve a majority. If the votes remain equal, no sanctions will be imposed.

Article 13 – Decisions outside meetings

Outside of meetings, decisions may be made only in writing (or by email), and every member must cast a vote.

Article 14 – Meetings

The Schiphol Sanctions Committee will discuss the internal functioning of the Schiphol Sanctions Committee at least once each year. The first evaluation will commence within six (6) months or ten (10) meetings after these Regulations take effect.

Article 15 – Engage Experts

The Schiphol Sanctions Committee may engage experts as appropriate for the fulfilment of its duties.

Article 16 – Membership

Membership in the Schiphol Sanctions Committee is unpaid. The chairperson of the Schiphol Sanctions Committee receives compensation amounting to €250 for each session attended.

Appendix 3 – Explanatory notes

Airside

This appendix provides an overview of the various locations and areas that have been appointed on Airside (a), their primary function and specific applicable details. This is an additional explanation to chapter 4 in the Schiphol Regulations.

The explanatory notes applies for each area in normal operations. The Airport Operator can deviate from this situation, as circumstances require.

Thereafter a diagram with the layout of a stand is provided (b). This relates to **article 32** of the Schiphol Regulations. The diagram does not mean that every Stand is laid out in precisely this manner. Given the unusual shape of Amsterdam Airport Schiphol and the limited space available, there are stands where this layout is incomplete: for example no Equipment Staging Areas (ESA) or fewer Equipment Parking Areas (EPA). Therefore, certain agreements apply for parking on the Stand (c).

a. Locations and areas

From an operational perspective Airside consists of the following areas:

Airside			
Movement area		Supporting area	
1. Manoeuvring area <i>Flight process</i>	2. Aprons <i>Ground process</i>	3. Roads	4. Other areas <i>Supporting processes</i>
Take-off and landing runways and taxiways		RH road	Storage areas
Remote holding Engine testing area	Stands		
Service roads <i>for flight process</i>	Service roads <i>for ground process</i> <i>These roads cross a taxiway or a lead-in line</i>	Perimeter roads around piers	
Other parts without specific function	Other parts without specific function	Other parts adjacent to RH road and perimeter roads	

Movement area

The movement area relates to flight processes for an aircraft (taxiing, preparing for departure, take-off and landing) and ground processes surrounding an aircraft (ground handling).

1. Manoeuvring area

Runways for take-off and landing operations and taxiways for taxiing and towed aircraft.

- **Take-off landing runway** – use: aircraft take-off and landing.
- **Taxiway** – use: independent taxiing and towed aircraft.

- **Remote holding** – is a location where an aircraft can wait temporarily on the airfield, for example because a Stand is occupied. Locations: P1, P2, P3 (P holding), P4, P5 (near top 36C), P6, P7 (parallel to taxiway V), P20, P21, P22, P23 (R apron). See basic map.
- **Service road** – use: for vehicles that must move around the movement area.
- **Engine testing area** – use: on this special apron, for technical reasons, aircraft can test one or more of their engines over a given time. Location: Engine testing area near top 27

2. Aprons

Aircraft ground handling takes place on aprons and at those aprons on specific Stands (positions). The types of aircraft ground handling are distinguished as follows:

- **Passenger handling** – this is the complete ground handling process for a passenger flight and everything on board (including cargo). A Stand that allows passenger handling, supports all aspects of a turnaround. If a Stand supports passenger handling, cargo handling, buffering and parking are also possible.
- **Cargo handling** – this is the complete ground handling of a cargo flight. The loading and unloading of passengers and baggage is not supported at these Stands, and is not automatically permitted. If a Stand supports cargo handling, buffering and parking are also possible.
- **Buffering** – this is the process where an aircraft waits for departure (connected departure flight). In the event of buffering, the embarkation and disembarkation of passengers, and (un)loading of baggage and cargo from the aircraft are not automatically permitted. A number of other aircraft ground handling processes are permitted. On certain aprons there are restrictions for refuelling and/or the use of liquids. If a Stand supports buffering, parking is also possible.
- **Parking** – this is not a ground handling process, but means stopping all ground handling processes. This is the process where an aircraft is waiting for its next flight. Other than in the case of buffering, the aircraft often remains on the ground for a longer period of time. Activities permitted on aprons that facilitate buffering are minimal, and are normally restricted to work inside the aircraft and/or technical inspection.

The overview below lists the various aprons at Amsterdam Airport Schiphol. For the most recent use, refer to the following websites. On these websites, for each apron, all Stands are shown together with the locations of the various aprons.

- [Aircraft Stand Table \(0.3 MB .pdf\)](#)
- [Zoning structure \(0.4 MB .pdf\)](#)

A Apron – use: passenger handling, non-connected. Detail: self-docking.

Apron around B Pier (B pier) – use: passenger handling, connected. Detail: B-pier southern side = passenger handling semi-connected and self-docking.

Apron around C Pier (C pier) – use: passenger handling, connected. Detail: use of ground handling C04 no hydrants, refuelling by tanker.

Apron around D Pier (D pier) – use: passenger handling, connected.

D apron – use: passenger handling, non-connected. Detail: accessible via service road from RH-road. Only local traffic. No airfield authorisation required for crossing (to D/E apron).

Apron around E Pier (E pier) – primary use: passenger handling, connected.

E apron – use: passenger handling, non-connected. Detail: accessible via service road from RH-road. Only local traffic. No airfield authorisation required for crossing (to D/E apron).

Apron around F Pier (F pier) – use: passenger handling, connected

Apron around G Pier (G pier) – use: passenger handling, connected.

G apron – use: passenger handling, non-connected. Detail: on stand G71 a so-called ‘push and hold’ area is located.

Apron around H/M Pier (H/M pier) – use: passenger handling, semi-connected.

J apron – use: passenger handling, non-connected.

P apron – use: Central De-icing Facility (CDF) in winter, otherwise buffering.

Y apron – use: passenger handling, non-connected.

R apron – use: cargo handling and partly passenger handling, non-connected.

S apron – use: cargo handling.

U apron – use: buffering and parking of aircraft. Accessible via service road from RH-road. Under supervision if no airfield authorisation.

K apron – use: passenger handling, General Aviation (GA).

M apron – use: buffering and parking.

Supporting area

3. Roads

Rinse Hofstraweg road – use: main traffic route Schiphol Airside, for traffic handling of all motorised traffic.

Roads around the piers – use: local traffic and road access to Stands, offices.

Kaagbaan Tunnel – use: link between Schiphol centre and S-apron.

4. Other areas

Storage area (junkyard) – use: temporary storage of broken-down equipment. Detail: Amsterdam Airport Schiphol has this emptied at set intervals.

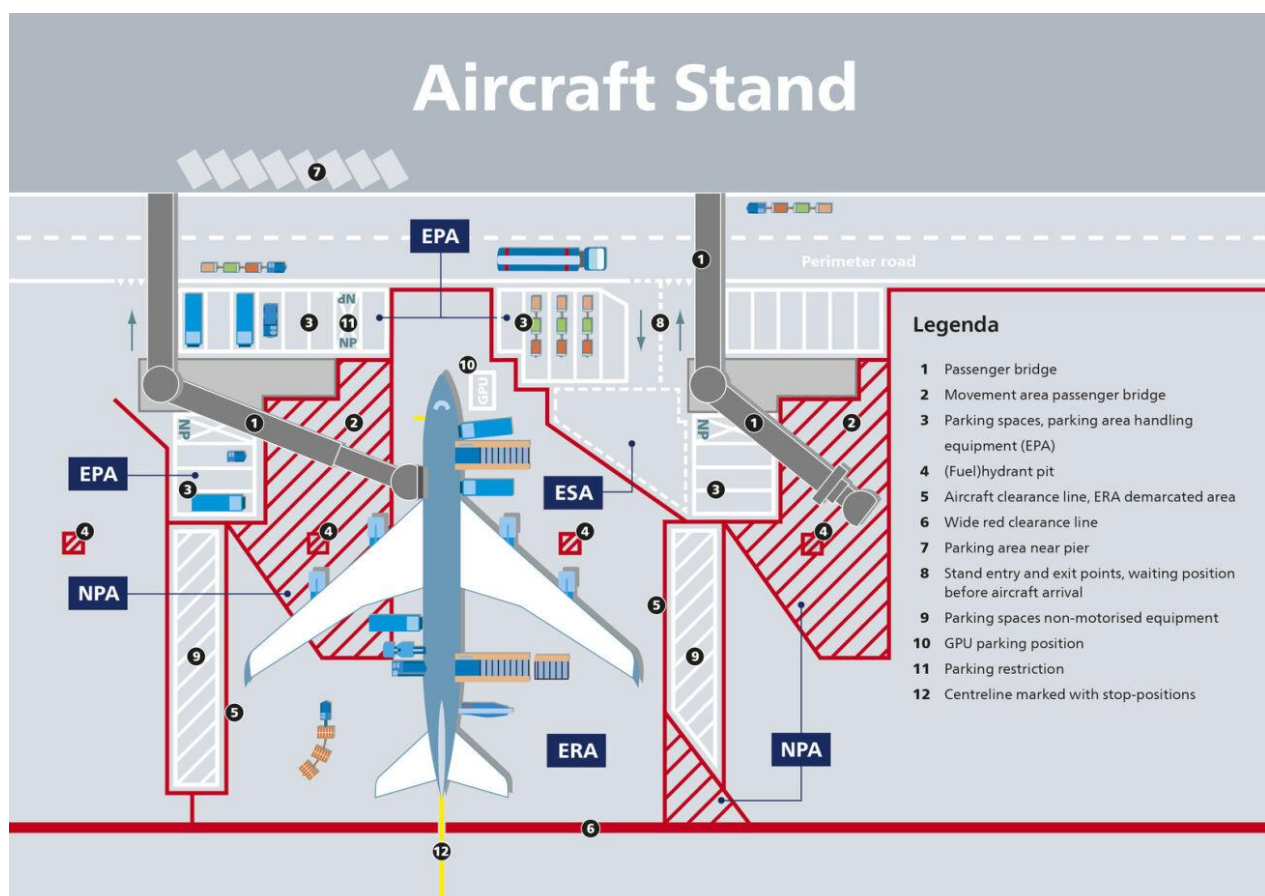
Aircraft Operations/ Fire Department / VTC site – use: in use by Amsterdam Airport Schiphol. Detail: restricted area.

b. Stand layout

In this section we discuss the Stand in more detail. **Article 32** of the Schiphol Regulations contains the following information about stands:

Within the Airport Area, the following types of locations are distinguished at Schiphol where aircraft arrive, line up and/or depart for the purpose of boarding or disembarking passengers, loading or unloading mail or cargo, taking in fuel, parking or to perform maintenance work:

- **Apron/Platform:** Area with multiple locations in which ground handling of aircraft can take place.
 - **Aircraft Stand:** Entire location set up for the ground handling of one aircraft.
 - **Equipment Restraint Area (ERA):** Where an aircraft stands. It is demarcated with a red line 20 cm wide.
 - **Equipment Parking Area (EPA):** An area demarcated with a continuous white line where vehicles or equipment can be parked. The Airport Operator is allowed to set additional rules for each equipment parking area.
 - **Equipment Staging Area (ESA):** An area demarcated with a dashed white line where vehicles and/or equipment can be set up for the purpose of handling the next aircraft.
 - Parking area between ERAs: Intended for parking non-motorized equipment. These are marked by slanting white stripes.
 - **GPU area:** An area where only a GPU can be placed. Indicated by a continuous white line containing the letters 'GPU'.
 - **Non Parking Area (NPA):** No parking. Indicated by red diagonal stripes, or white cross or signs.



c. Parking on the Stand – Equipment Parking Area (EPA)

The Stand is equipped and intended for the safe ground handling of aircraft. This also means that the parking spaces on the Stand are intended for vehicles and equipment required for aircraft handling. This preferably concerns vehicles and equipment that is required for the next aircraft handling and, if no other way possible, vehicles and equipment that are used at a later time for aircraft handling on the Stand. Vehicles and equipment of contractors, office staff, ground handlers during breaks and/or visitors should therefore not park on the Stand, but should find a parking space further along the pier.

Appendix 4 – HVC

The rule is that 50% must be fluorescent yellow, orange or orange-red and have wide reflective strips.

Method of wearing:

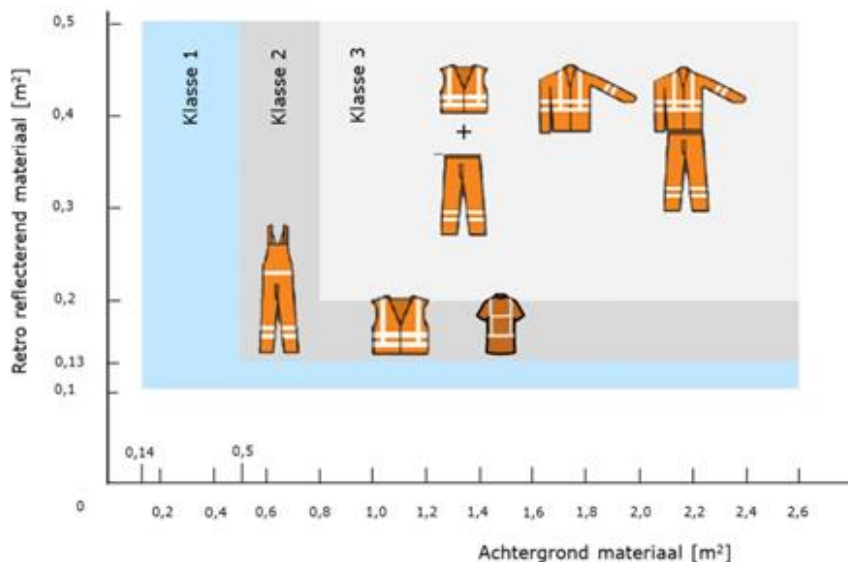
The purpose of wearing HVC is to be clearly visible as a person to other traffic, and particularly to ensure that motorised vehicles see you sooner. For that reason, you should not cover your HVC with bags/backpacks and/or other clothing.

Set out below are the HVC conditions from the ISO standard that are of most relevance at Schiphol. **Wearing HVC vests and jackets according to ANSI 107-2015 is also permitted.**

1. Colours of fluorescent material

- Yellow
- Orange-red
- Orange

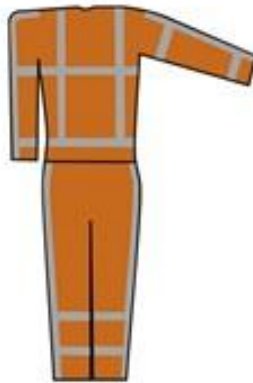
2. Types of clothing



Figuur 1: indeling van voorbeelden van veiligheidskleding in klassen



Figuur 2
Figuratie voor veiligheidsvesten,
voor- en achterzijde



Figuur 3
figuratie voor pakken, jassen en
broeken

3. Surface area of clothing

The minimum surface area (m²) of visible material (background material and retroreflective strips) is shown in the following table.

	Class 2 clothing	Class 3 clothing
Fluorescent material Yellow, Orange, Orange-red	≥ 0.5 m ²	≥ 0.8 m ²
Retroreflective material	≥ 0.13 m ²	≥ 0.2 m ²

Appendix 5 – Criteria for Renting Lounges

Royal Schiphol Group (“RSG”) will consider requests to rent a lounge by users of Amsterdam Airport Schiphol according to the criteria for “tailored services” (diensten op maat) as referred to in article 8.25ea of the Dutch Aviation Act. In that context, RSG has set the following relevant, objective, transparent and non-discriminatory criteria as a basis to evaluate requests for a lounge.

RSG holds an open dialogue with (potential) parties and investigates their commercial needs.

A request for a new lounge at airside can be made by the following users of AAS: airlines, companies providing ground handling services for passengers and alliances of airlines. RSG will rent lounges to these users of AAS if there is space available and under market conditions. These criteria will not prevent negotiations about the further design of the lounge.

In accordance with article 8.25ea, sub 3, of the Dutch Aviation Act RSG may apply additional criteria if the content of the request makes this necessary.

Requests to rent a lounge at landside may be a commercial consideration.

Service page

This section provides a list of links relevant to the Schiphol Regulations.

Main website: <https://www.schiphol.nl/en/operations/>

Safety: <https://www.schiphol.nl/en/work-at-schiphol/page/safety/>

Reporting safety incidents: <https://www.schiphol.nl/en/work-at-schiphol/page/reporting-accidents-incidents-and-unsafe-situations/>

➤ **Schiphol maps / floor plans:**

Basic Schiphol map, Towing overview, Pushback map, remote aircraft stands, gates, bus gates & runway system: Schiphol-East & Markings and Lines on the Apron: <https://www.schiphol.nl/en/operations/page/maps/>

➤ **Manuals and regulations**

Via website link: <https://www.schiphol.nl/en/operations/page/manuals-and-regulations/> the following documents can be viewed:

- Schiphol Regulations
- Aerodrome Manual
- Aviation Business Area Handbooks
- Certification Basis
- Regulations and Requirements Governing the Use of Electric Vehicles and Machines In and Around the Terminal
- Requirements for service providers cleaning up spills at Amsterdam Airport Schiphol
- Wildlife Hazard Management Plan

➤ **Schiphol Pass conditions and sanctions:**

Conditions that apply to holders of a Schiphol Pass for Persons ("Schiphol Pass"). The current version of the 'Conditions of the Schiphol Pass for Persons' is on the Internet at: <https://www.schiphol.nl/nl/werken-op-schiphol/pagina/voorwaarden-en-sancties/>

The rules regarding a person's presence on the Schiphol airport grounds are based on the applicable Dutch and European aviation legislation. These documents can be found on the website at: <https://www.schiphol.nl/en/work-at-schiphol/page/conditions-and-sanctions/>

➤ **How to act in a crisis – Disruptions and disasters**

Contains the following documents and links:

- Company Instruction Manual
- Alert service Airport Operations Website
- Crisis Information Point
- Flight reduction procedure
- National Crisis Plan for Aviation Accidents Civil Aviation

These documents can be found on the website at: <https://www.schiphol.nl/en/operations/page/disruptions-and-crises/>

➤ **Gas, electricity, drinking and fire extinguishing water supplies, wastewater disposal, managing and maintaining our extensive network of cables, pipes and systems**

Website of Airport Utilities, Schiphol network Airport Operator. Enables rapid reporting in the event of network failure and provides advice on connection requests, cancellations and changes.

It can be accessed via this link: <https://www.schiphol.nl/en/airport-utilities/>

➤ **Laws and regulations:**

European regulations laying down requirements and administrative procedures relating to aerodromes

[EU Commission Regulation \(EU\) No. 139/2014](#)

[EASA Easy Access Rules for Aerodromes \(Regulation \(EU\) No. 139/2014\)](#)

[Aviation Act](#)

[List of EU regulations for ATM/ANS & Airports](#)

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