

ACCESS POLICY

Restricted and Clean Areas at Amsterdam Airport Schiphol

0.1 Document details

Version history The summary below sets out the amendments made since the previous version of the 2012 Access Policy for Restricted and Clean Areas at Amsterdam Airport Schiphol.

Version	Chapter	Content of previous version	Content of the amendment Current version	Date	Author
	See below	1.2	The amendments set out below were approved on 11 February 2013.	11 February 2013	
1.3	2.1.4	Regulation 185/2008	Regulation 185/2010 states that only persons who can present the following authorisations may gain access to security restricted areas:		
1.4	5.2	Vehicle Pass valid for a maximum of three years	Vehicle Pass valid for a maximum of five years	24 June 2013	
1.5	Entire document	N/A	Update following introduction of Central Security. Including: - Conditions of the Schiphol Pass apply to the Project Pass; - Conditions of the Schiphol Vehicle Pass apply to the Project Vehicle Pass and Car Day Card; - "Construction Pass" and "Construction Vehicle Pass" changed to "Project Pass" and "Project Vehicle Card"; - Background check condition added; - Name of the "Personal Security Restricted Area Pass" changed to "Schiphol Security Restricted Area Pass for Persons" and certain minor changes made to the text.	12 August 2015	
1.6	Entire document	N/A	Update following revision of Access Policy. Crisis Pass deleted; Emergency Pass conditions amended; Car Day Card and Project Vehicle Card merged into Vehicle Day Card and requirement for a second ID removed from the Project Pass.	May 2016	
1.7	Entire document	N/A	Various amendments made, including updates to the references to laws and regulations and minor changes to the text.	August 2017	M. Kuiperij
1.8	Entire document	N/A	Updated the category of companies essential for business continuity and various textual amendments made.	August 2018	M. Kuiperij

1.9	5.1.d	Types of Schiphol-passes and authorisations	Added the physically displayed pass layout authorization H	August 2019	M. Kuiperij
	5.2.i	Schiphol Project Pass Reference changed to the conditions of the Schiphol Project Pass	The possibility to issue a Schiphol Project Pass for the purpose of snow clearance fleet has been removed The Conditions of the Schiphol Project Pass for Persons apply to the use of the Schiphol Project Pass for Persons.		
2.0	5.1.a	A.A.S. area specifications: Airside Demarcated Area	Airside Demarcated Area Support and Airside Demarcated Area Handling	Augustus 2020	A van Linge
	5.1.d	Black border: Landside: Secured Premised by A.A.S.	Black border: Airside: Demarcated Area Support		
	5.2i	Schiphol Projectpass	Project-specific exceptions can be made to this by Security Policy		
	5.2j	Logo vehicle	Recognizability of a vehicle		
	5.2m	Legitimatie	A driver's license will not be accepted as an ID		
2.1	5.1.b.	N/A	Responsibility SP regarding new authorisations only related to security areas and processes.	May 2021	E Steen-voorte
	5.1.d	Vehicle pass: Orange pass	Addition of Purple pass and Letters		
	Annexes	List of definitions	Implementing conditions added as annexes (including Schiphol Admission Regulations (RTS)).		
2.2	5.1b	LS: stand-off zone around terminal	Conditions for access to stand-off zone around terminal for vehicles (re Landside Security)	May 2022	E Steen-voorte
	5.2e	Visitor pass	Escort by someone from the own organization (or a security employee if available)		
	5.2j	Logo vehicle	A logo must be clearly visible.		
	5.2m	Conditions that determine whether access can be granted	Safety&Security E-learning and successful test condition for granting pass. Limited number of resits of test possible.		
	General	Security gebieden	New names for the security areas.		

2.3	5.2c	Background check	Clarification that SNBV blocks Schiphol pass when it is when we are notified that the VGB has been withdrawn.	May 2023	E Steen-voorte
	5.2e	Visitor's pass	Clarification that third parties are not allowed to be contracted for escorting visitors and that a visitor always needs to be under supervision.		
	5.2i	Schiphol project pass persons	Clarification of the definition of "authorized Schiphol pass holder".		
	5.2j	Vehicle pass	Addition of requirements about electronic readability and attachment.		
	Annex 1 (RTS) Art. 6, par 9 + annex 2	Validity Schipholpas	Addition that the validity of the pass must coincide with the length of the labour contract.		
	Annex 1 (RTS) Art. 2, par 4	Use of alcohol, drugs and medication	Detailing of binding behaviour rules of employers		
	Annex 2, 3 en 4	Missing Schiphol pass	Addition of theft.		
Annex 2 A, par 9	Returning Schiphol pass	Addition that the Schiphol pass can also be returned by the employer.			

2.4	5.1e	Access passes	Passes removed from list and RSC ticket added as access pass	May 2024	S. Veens
	5.2	RSC ticket	Information about RSC ticket		
	5.2b	Duration of block on Schiphol Pass	Longer period, specified up to more than 2 months		
	5.2c	Repeat VGB assessment	Schiphol Pass requires repeat VGB assessment every 5 years		
	5.2e	Visitor Pass maximum	Maximum Visitor Pass use for the same person 10 times per year. A Schiphol Pass (and VGB) must be requested for more frequent visits		
	5.2i	Project Pass	Deletion regular employee with escort authorization for supervision visitors Option to increase to 5 visitors		
	5.2m	Repeat e-learnings	Requirement for pass holders to repeat the mandatory e-learning every year		
	5.2m	S&S test	S&S test exception for pass holders who only have parking authorisation		
	5.2m	Schiphol Pass	Sentence removed regarding Schiphol Pass is property of AAS; already in Annex 2.		
	Annex 1 (RTS) Art. 12	Restricted authorisation when sanctioned	A director/shareholder of a company cannot be authorised to act during an ongoing sanction.		
	Annexes 2, 4, A, item 9	Pass returned by employer	The employer must hand in the returned pass to the Badge Centre within 14 days		
	Annexes 2, 4, A, item 16	Returning expired Schiphol Passes	No new pass until the previous pass is returned or paid for.		
	Annex 2, C, items 1,2,3	Staff parking	Parking authorisation governed by the current version of the General Terms and Conditions for Employee Parking		
	Annex 4, items 25,26	Project Pass with tools	Pass holders themselves are authorised to bring tools		
Annex 6	Conditions for obtaining a Schiphol pass	Document with conditions for obtaining a Schiphol pass			
General	Entire document	Slight changes made to the text throughout the entire document.			

2.4	5.1e	Different passes	Updated list of different passes	May 2024	S. Veens
	5.2. e	Schiphol Visitor Pass for Persons	Adapted to prevailing laws and regulations		
	5.2 i	Project Pass	Adapted to prevailing laws and regulations		
	5.2. m	Project Vehicle pass	Vehicle pass for construction traffic		
	Annex IV	Conditions Schiphol Project Pass for Persons	Removed annex replaced by flowchart for applying a Schiphol visitor pass		

The present document is a translation of a Dutch source text. Please note that in a legal sense, the Dutch source shall prevail.

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1. Introduction

Three different departments are involved in the “Access” process at Amsterdam Airport Schiphol: Security Policy (the policymakers), Corporate Security & Security Compliance (the enforcement officials) and Security Operations (the granters of access). These parties (see Figure 1) are collectively responsible for implementing and giving substance to the policy. This Access Policy provides a clear understanding of the intentions of Amsterdam Airport Schiphol with regard to the granting of access to restricted and clean areas at the airport.

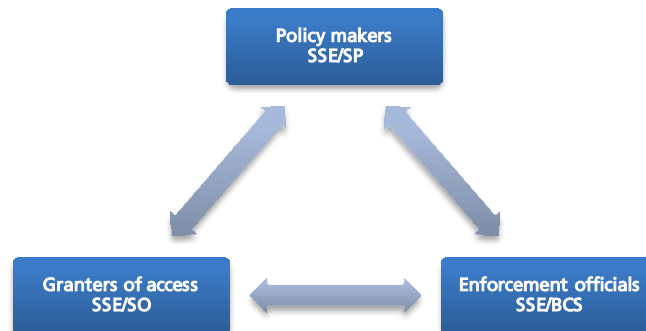


Figure 1: Involved departments to get access to Amsterdam Airport Schiphol

Before this Access Policy was drafted, the following general principle was formulated:

“The access policy is organised in such a way that only those persons with an operational need (contribution to primary and secondary processes) can gain access to restricted areas and any clean areas at Schiphol. In this context, the definition of “operational need” takes into consideration Schiphol’s core values and corporate identity and the objectives of the Security Policy department (SP). In addition, the policy is fully compliant with all legal requirements and the Access Control System is taken into account as a means to facilitate the granting of access.”

N.V. Luchthaven Schiphol is the statutorily designated operator of Amsterdam Airport Schiphol. This means that N.V. Luchthaven Schiphol is responsible, among other matters, for carrying out security tasks at and around the airport in compliance with national and international laws and regulations. N.V. Luchthaven Schiphol has assigned these tasks to Schiphol Nederland B.V. (“SNBV” or Amsterdam Airport Schiphol). Amsterdam Airport Schiphol is ultimately responsible for ensuring the implementation of adequate security.

This responsibility and its exact interpretation and implementation are described in international laws and regulations (EU Regulations) and national laws and regulations such as the Aviation Act (*Luchtvaartwet*), the National Programme for Civil Aviation Security (NCASP) and instructions from the National Coordinator for Counterterrorism and Security (NCTV) under the responsibility of the Minister of Justice and Security. These laws and regulations impose requirements on the layout and design of the airport and the granting of access to protected areas of the airport. A summary of the relevant laws and regulations is provided in **Chapter 2**.

As a commercial company with the ambition to continue to develop into Europe’s Preferred Airport, Amsterdam Airport Schiphol seeks to provide the highest level of service possible to airlines and passengers. Many companies are involved in this process, working under significant time pressure. For these companies, and for Amsterdam Airport Schiphol, it is important to be able to work efficiently and safely. Furthermore, Amsterdam Airport Schiphol has a number of core values which underpin its operations as an organisation. These have been translated into three general principles, which the Access

Policy was built around. These three general principles form the basis and provide a rationale for the choices made in the Access Policy, and are described in **Chapter 3**.

The Access Policy was drafted in light of the laws and regulations and these general principles. It contains conditions for the granting of access based on operational need. These are the criteria a company must meet to gain access to restricted and clean areas at Amsterdam Airport Schiphol. The criteria are described in **Chapter 4**.

Based on the legal requirements (Ch. 2), general principles (Ch. 3) and access policy (Ch. 4), Amsterdam Airport Schiphol has given operational substance to this Access Policy in two domains: design and conditions. Paragraph 5.1 examines the design of tools such as the zone layout, Access Control System, Schiphol Passes and authorisations. As part of the Security Policy department, the Engineering & Systems Management (ESM) department is responsible for the design, management and installation of entryways at Amsterdam Airport Schiphol. Section 5.2 describes the final conditions imposed on gaining access to restricted and clean areas at Amsterdam Airport Schiphol. It sets out the criteria for a company to become registered, along with its associated persons and/or vehicles. The conditions for all available access passes are listed in **Chapter 5**.

This Access Policy provides a rationale for the policy choices applied to the Schiphol Admission Regulations (RTS) and Conditions. The policy choices in the Access Policy and the conditions in the Pass Conditions are laid down in the Schiphol Regulations. Based on the Schiphol Regulations, the Company Security & Security Compliance department enforces compliance with the Access Policy and the Pass Conditions. Figure 2 provides an overview of the various documents relevant to the granting of access.

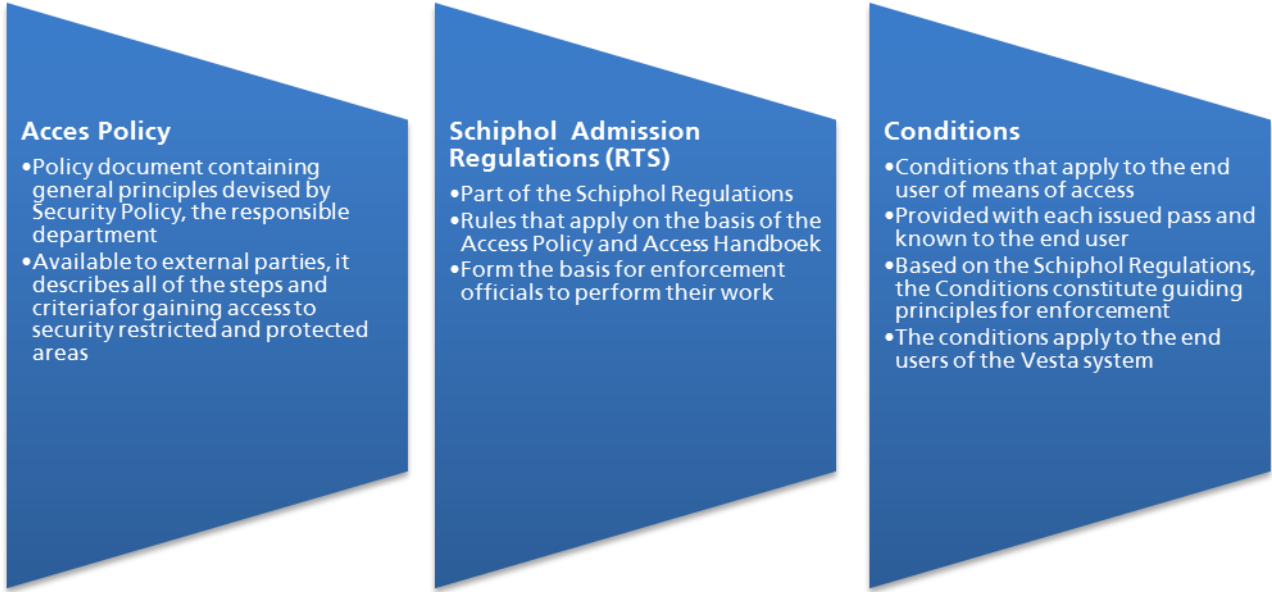


Figure 2: Overview of the different relevant documents

2. Background and summary of relevant laws and regulations

2.1. Background

Since 11 September 2001, laws and regulations in the area of civil aviation security in Europe have been centrally controlled through regulations and decisions of the European Commission. In accordance with international agreements, these regulations were drafted in compliance with ICAO (International Civil Aviation Organisation) Annex 17.

Figure 3 sets out the legal framework and describes the chain of authority. All regulations of the European Commission are binding for and must be adhered to by Member States. However, Member States may draw up and apply additional rules. In the Netherlands, this is done in the area of civil aviation security by the National Coordinator for Counterterrorism and Security (NCTV), under the responsibility of the Minister of Security and Justice. EU Regulation (EC) 300/2008 imposes common basic standards on all EU Member States in the area of civil aviation security against acts of unlawful interference; it also sets specific rules regarding access. The National Programme for Civil Aviation Security (NCASP) sets specific rules for civil aviation security, partly based on Regulation (EC) 300/2008. In addition to the EU regulations and the National Programme for Civil Aviation Security, the Aviation Act imposes additional requirements on the layout of airport grounds and the access policy. Finally, the Dutch Labour law (*Arbeidsomstandighedenwet en Arbeidstijdenwet*) imposes requirements on the performance of work (incl. a minimum age).

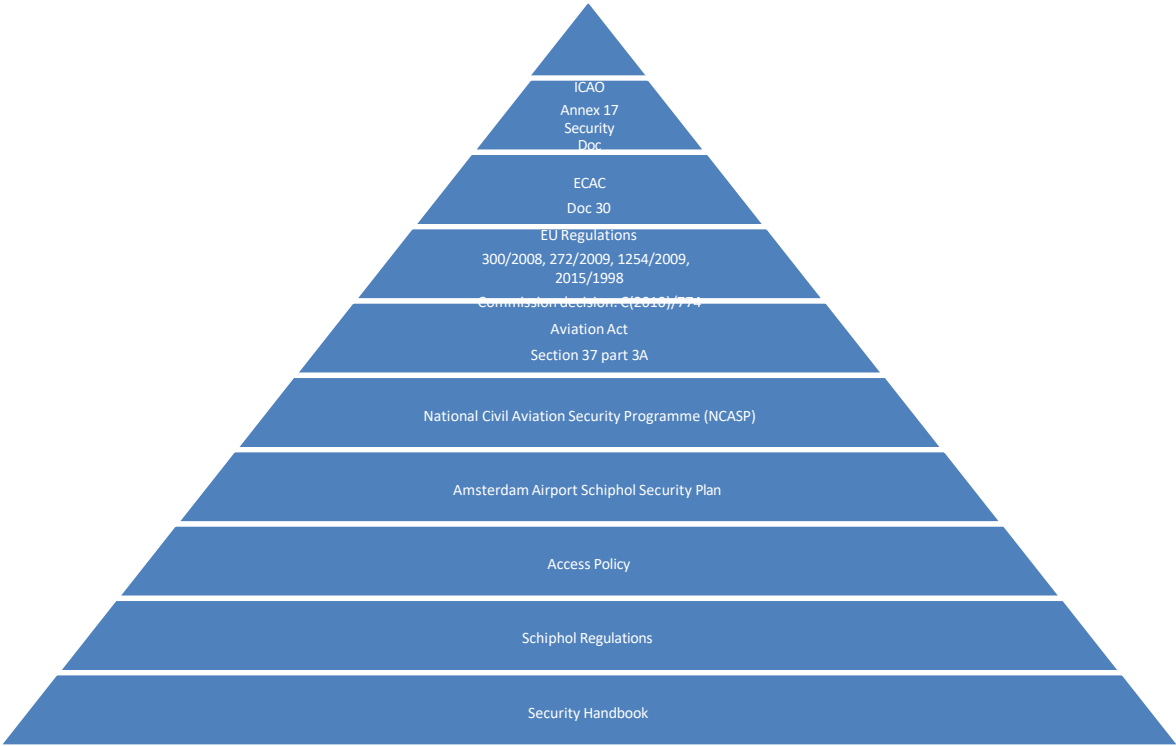


Figure 3: Legal framework of laws and regulations

2.2. Summary

The above laws and regulations can be summarised in a number of conditions that are determinative for the Amsterdam Airport Schiphol Access Policy. These conditions are:

1. Regulation (EC) 300/2008 imposes specific requirements on the layout of an airport:
 - Landside;
 - Airside;
 - Security restricted areas; and
 - Critical parts of security restricted areas.
2. Regulation (EC) 300/2008 imposes specific requirements on access control at airports:
 - Access to airside shall be restricted to prevent unauthorised persons and vehicles from entering these areas;
 - Access to security restricted areas shall be controlled to ensure that no unauthorised persons or vehicles enter these areas;
 - Persons and vehicles may be granted access to airside and to security restricted areas only if they fulfil the required security conditions; and
 - All people, including flight crew members, shall have successfully completed a background check before either a crew identification card or an airport identification card authorising unescorted access to security restricted areas is issued to them.
3. Regulation (EC) 272/2009 complements Regulation (EC) 300/2008; among other matters, it imposes specific requirements on access to security restricted areas and airside:
 - Access to airside and to security restricted areas may only be authorised if persons and vehicles have a legitimate reason to be there; and
 - In order to be granted access to airside a person shall carry an authorisation; and
 - Only vehicles in which a Vehicle Pass is displayed in a clearly visible location may be granted access to airside and/or to security restricted areas.
4. Regulation (EU) 2015/1998 states that in order to be granted access to security restricted areas a person shall present one of the following authorisations:
 - a valid boarding card or equivalent document;
 - a valid crew identification card;
 - a valid airport identification card;
 - a valid national appropriate authority identification card; or
 - a valid compliance authority identification card recognised by the national appropriate authority.

- For vehicles, this regulation ((EU) 2015/1998) states that: in order to be granted access to airside or to security restricted areas, a vehicle shall display a vehicle pass;
- A Vehicle Pass may be issued only where an operational need has been established;
- A Vehicle Pass shall be specific to the specific vehicle; and
- An electronic vehicle pass shall be fixed to the vehicle in a manner which ensures that it is non-transferable.

Conditions are also imposed on escorted access, namely:

- Exceptionally, a person may be exempted from the obligation to undergo a background check and hold a personal airport identification card if that person is escorted at all times while in a security restricted area;
- An escort must:
 - hold a valid identification card;
 - be authorised to act as an escort in security restricted areas;
 - have the escorted person or persons in direct line of sight at all times; and
 - reasonably ensure that no security breach is committed by the person or persons being escorted.

5. The Aviation Act imposes specific requirements on the layout of the airport grounds:

The operator of an airport must identify those parts of the airport which:

- a) may be entered by members of the public only if the persons in question hold a valid travel ticket or a person-specific card issued for that purpose;
- b) are not accessible to the public;
- c) are accessible only to a limited category of persons working at the airport;
- d) are accessible to the public.

6. The Aviation Act imposes specific requirements with regard to the tasks of the operator of Amsterdam Airport Schiphol:

The operator of an airport must ensure that:

- a) Anyone who has access to any of the parts of the airport referred to in 5(b) or (c) above holds an authorisation provided or recognised by the airport operator which clearly identifies the parts of the airport to which the holder has access;
- b) Anyone present in any of the parts of the airport referred to in 5(b) or (c) above is required to visibly wear an authorisation as described in 6(a);
- c) Anyone present in any of the parts of the airport referred to in 5(a) above is required to carry an authorisation as described in 6(a) or a valid travel ticket or a person-specific card issued for that purpose, and present it for inspection at any time upon request by a member of the security staff; and
- d) Vehicles used in the parts of the airport described in 5(b) and (c) above are provided with an authorisation issued by the airport operator and affixed in a clearly visible location, and which clearly identifies the parts of the airport which the vehicle is permitted to access.

7. The Aviation Act imposes specific requirements with regard to the tasks of the operator of Amsterdam Airport Schiphol:
- The airport operator must block off from each other the parts of the airport grounds referred to in 5(b) and (c) above in such a way that they can only be accessed at a limited number of points, monitored by security staff or otherwise, after the authorisation is checked. The parts of the airport referred to in 5(c) above, which are accessible only to distinct categories of staff, must be identified as distinct areas;
 - Anyone who is present in or is seeking to access, at the points described in the above list, any of the parts of the airport referred to in 5(b) or (c), must tolerate a search by the airport operator of their clothing, objects they are carrying, or the vehicle they are driving; and
 - The airport operator must ensure that persons who do not meet the criteria described in 6(b) or (c) above, or in the list immediately above (in point 7), are denied further access to the parts of the airport referred to in the first paragraph.

3. General Principles of the Access Policy

In addition to being a safe airport that complies with the laws and regulations, Amsterdam Airport Schiphol is also a commercial company with the ambition to continue to develop into Europe's Preferred Airport. Providing the highest level of service possible to airlines and passengers is one of the most important steps to achieving this goal. There are many companies operating at the airport, which all make their own specific contribution to the overall aircraft and passenger handling process. This handling process generally takes place under significant time pressure and runs day and night. Providing the highest level of service is possible only when the necessary products are provided and support processes carried out in an efficient and effective manner. The Access Policy is designed to facilitate this process.

In drafting the Access Policy, it was important to combine the requirements of safety with accessibility for visitors and employees as well as operational efficiency. Taking into consideration the five themes of Amsterdam Airport Schiphol (Top Connectivity, Excellent Visit Value, Competitive Marketplace, Development of the Group and Sustainable & Safe Performance) and the three Cs of the Security Policy department (Compliant, Cost-Competitive & Customer-Centred), three general principles were defined on which this Access Policy should be based. Figure 4 provides a schematic overview of the three general principles related to these three Cs.

The general principles on which the Access Policy is based are:

1. Security & Safety
2. Hospitality
3. Efficiency

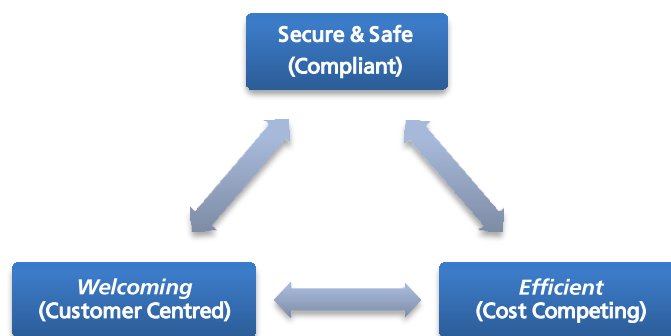


Figure 4: General Principles of the Access Policy

Re.1 Security & Safety

One of the objectives of the Security Policy is to ensure **compliance** with the applicable national and international laws and regulations. Under EU Regulation (EC) 272/2009, Amsterdam Airport Schiphol is required to ensure that access to airside and to security restricted areas is granted only to persons and vehicles have a legitimate reason to be there *and* hold a valid authorisation.

Before entering the critical parts of security restricted areas (areas with the highest security status), every person (including the objects they are carrying), all airport supplies and all vehicles must undergo security screening. Restricting the number of passageways to the critical parts will increase the overall level of security of Amsterdam Airport Schiphol.

Some areas of Amsterdam Airport Schiphol are subject to higher risks and to occupational safety laws and regulations. These include the baggage areas, the apron, the perimeter road and the airfield. For safety considerations, it is important that the airport restricts access to these areas and ensures it is readily understood who may be present in a protected area and for what purpose (reason). This primarily applies to visitors and other persons who do not work in these areas on a daily basis.

Re.2 Hospitality

Hospitality is one of the core values of Amsterdam Airport Schiphol and one of the three general principles of this Access Policy. Amsterdam Airport Schiphol aims to be an open, welcoming **(customer-centred)** airport, both for its passengers and for its customers and stakeholders. The challenge that arises from this aim is to remain compliant with all legal requirements while drafting the Access Policy in such a way that Amsterdam Airport Schiphol is accessible to its stakeholders (e.g. visitors, staff, local residents and customers).

Re.3 Efficiency

To keep costs manageable **(cost-competitive)** and disrupt operations as little as possible, it is important that the Access Policy be organised efficiently. This includes efficient organisation of the processes for granting access, but also preventing operations from being unnecessarily hampered by granting unnecessary access.

An additional benefit is that when everyone knows who is where and airport access is restricted to those providing added value, crisis response times will be faster.

4. Access Policy

Based on all of the legal requirements and the three general principles (Safety & Security, Hospitality and Efficiency), Security Policy, the responsible department of Amsterdam Airport Schiphol, has drafted an Access Policy to determine whether or not access should be granted to restricted and clean areas.

To keep an overview and control of who may be present and for what purpose (reason) in restricted and clean areas, and thus comply with the Security & Safety principle, the concept of “operational need” applies. This means that a person must be performing work on behalf of a company that provides added value to the business operations of Amsterdam Airport Schiphol. This added value may vary from the actual handling of an aircraft to providing support services such as ICT and facilities services.

Questions such as: “What is the added value of a company at Amsterdam Airport Schiphol?” will be dealt with in section 4.1.

In addition to operational need, Amsterdam Airport Schiphol retains the option of granting access to companies and/or persons on the basis of occasional desirability. This means that on a very occasional basis *and* with the approval of the Director of Safety, Security & Environment, an exemption from the “operational need” rule may be granted (**section 4.2**). To apply for a Schiphol Pass, a company requires permission from its client. However, there are a number of categories of companies which, for operational reasons, do not require permission and can apply for Schiphol Passes independently (**Paragraph 4.3**).

4.1. Operational need

Eligibility for a “Schiphol Pass for Persons” with one or more access authorisations for restricted and/or clean areas is limited to those who create added value (have an operational need).

“Operational need” includes the following categories:

- Primary processes; and
- Secondary processes.

Ad.1 Primary processes

Primary processes at Amsterdam Airport Schiphol are those processes that relate directly to the handling of aircraft and flights. This includes companies such as airlines, handling agents and security companies. Air Traffic Control the Netherlands (LVNL) and Amsterdam Airport Schiphol itself also deliver some of these primary processes.

Ad.2 Secondary processes

Secondary processes are those which support primary processes. Secondary processes are directly related to the primary process and ensure the long-term continuity of service delivery or passenger comfort. They include support processes such as operational and technical management, ICT and facilities services. Processes that are of commercial importance to Amsterdam Airport Schiphol, such as catering and retail, are also secondary processes.

4.2. Occasional desirability

When granting access on the basis of occasional desirability, there is a careful consideration of whether, in view of the social importance of the matter in hand, an exception should be made to the prescribed criteria of operational need. Access can then be granted. A number of categories have been identified under which access may be granted on the basis of occasional desirability.

These categories are:

- Amsterdam Airport Schiphol business strategy;
- Corporate governance;
- Educational purposes;
- Humanitarian grounds.

Access based on any of these categories may be granted only with the prior approval of the Director of Safety, Security & Environment¹.

4.3. Companies essential for business continuity

Companies require permission from their client for each pass application. However, there are certain companies performing primary or secondary processes for which it is essential, from a business continuity point of view, to fast-track the Schiphol Pass application process without needing to request permission from the client for each pass. To make this possible for these companies, the category of “companies essential for business continuity” was introduced. Companies in this category may register persons and vehicles and apply for the associated passes without involving their client. At a minimum, this category includes:

- Airlines;
- Amsterdam Airport Schiphol;
- Certain cleaning companies;
- Certain Government agencies;
- Certain Main Contractors;
- Certain Security companies;
- Concession holders;
- Handling agents.

All companies not considered by Amsterdam Airport Schiphol to be essential for business continuity must seek permission from their client for every individual application.

5. Giving operational substance to the Access Policy

In giving operational substance to the Access Policy, Amsterdam Airport Schiphol differentiates between two domains: design and conditions. "Design" describes the layout of the airport grounds and the means of access including the Access Control System and the Schiphol Pass for Persons (5.1). The "Conditions" describe the process for obtaining a Schiphol Pass for Persons, including the steps the applicant must go through and the associated conditions (5.2).

5.1. Design

This part of the policy provides a layout for the various areas of Amsterdam Airport Schiphol (5.1. a). In many cases, access to these various areas is restricted to those who have an operational need to be there. Staff access to these areas is regulated through the Access Control System (5.1. b), combined with the Schiphol Pass for Persons and/or Vehicle Pass (5.1. d and 5.1. e). Crew members can also use a crew identification card (Crew ID) to enable them to access areas which are off-limits to passengers (5.1. f).

5.1.a Airport layout (restricted and clean areas)

According to Section 37b(1) of the Aviation Act, the operator is required to identify areas which:

- a) May be entered by members of the public only if the persons in question hold a valid travel ticket or a person-specific card issued for that purpose;
- b) Are not accessible to the public;
- c) Are accessible only to a limited category of persons working at the airport;
- d) Are accessible to the public.

Based on the above, Amsterdam Airport Schiphol has organised its various areas as follows:

1. Public Area

Landside Public Area (hereafter LPA)

The landside areas at Schiphol airport that are freely accessible for persons, goods and vehicles.

2. Restricted Area

Landside Restricted Area (hereafter LRA)

The landside areas at Schiphol airport that are only accessible for authorized persons and vehicles that possess a valid access authorization (for example boarding card, ticket, airport identification card, or vehicle pass) and/or have an operational need for access to this area. The definition of this area may correspond to (future) Schiphol policy regarding landside security, public health (for instance pandemics) or practical considerations.

Airside Secured Area (hereafter ASA)

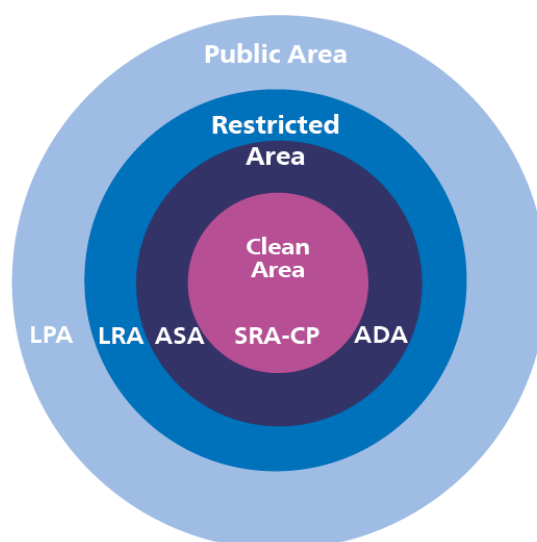
The airside areas at Schiphol airport that are only accessible for authorized persons and vehicles that possess a valid access authorization (for example boarding card, ticket, airport identification card, or vehicle pass) and/or have an operational need for access to this area. Access to this area is only granted if it has been established that the access authorization is valid and, regarding the airport identification card, a personal verification of the airport identification card and its carrier has been carried out.

3. Clean Area

Security Restricted Area – Critical Part (hereafter SRA-CP)

The airside areas at Schiphol airport that, after a security check, are only accessible for authorized persons and vehicles that possess a valid access authorization (for example boarding card, ticket, airport identification card, or vehicle pass) and/or have an operational need for access to this area. Access to this area is only granted if it has been established that the access authorization is valid and, regarding the airport identification card, a personal verification of the airport identification card and its carrier has been carried out. A security check is carried out in order to establish that no forbidden items are present before granting actual access.

Security area	Classification	Example
Landside Public Area	Public area	Plaza, Departure hall
Landside Restricted Area	Restricted area	Reclaim, Check-In area, Stand-off zone Terminal
Airside Demarcated Area Handling	Restricted area	K-platform
Airside Demarcated Area Support	Restricted area	Schiphol-East Business Park
Airside Secured Area	Restricted area	Area between SSBPC/ Biod sluice and SRA-CP
SRA-CP EU-Screened	Clean area	Lounges 1, 2, 3, 4. Piers: B, C, D, E (first floor), F (first floor), G (first floor), H and M Perimeter roads and platforms
SRA-CP EU-Unscreened	Clean area	Piers: E (second floor), F (second floor), G (second floor).



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

5.1.b Access Control System (responsibilities within Amsterdam Airport Schiphol)

Access to restricted and clean areas is regulated through the Access Control System, using controlled entryways in combination with a valid airport identification card (Schiphol Pass for Persons) in accordance with the requirements specified in the Annex to EU Regulation (EC) 300/2008, Clause 4(1.2). In addition, passengers who hold a valid access pass (travel ticket) and crew using their Crew ID can gain access to certain parts of the restricted and clean areas. Vehicle access to protected areas also occurs through controlled entryways in combination with a valid Vehicle Pass.

In the framework of Landside Security the access for vehicles to the stand-off zone around the Terminal building (for instance the logistical corridors, Dienstenbaan, and Jan Dellaertsquare) is limited. Access is only granted to vehicles that are in the possession of a Schiphol Vehicle Pass with drivers who are in the possession of a Schiphol Pass for persons with the right area specific authorisations on both passes as has been determined in the conditions for Known Transporters. Access to the stand-off zone is only granted if these conditions are met or if the driver is in the possession of a RSC-form received at the Remote Security Center after a positive security check of the vehicle and registration of the driver.

The current version of the policy regarding Known Transporter is found on the internet through: [Schiphol | Landside Access Policy for Vehicles](#)

The Schiphol Pass for Persons and the Vehicle Pass were developed in accordance with requirements set as part of the NCASP. The Engineering & Systems Management (ESM) department is responsible for the design, installation and maintenance of the Access Control System, including the Schiphol Passes. Security Policy (SP) is the operational manager of the pass layout and the various authorisations. This means that SP specifies what the layout of the Schiphol Pass must be in order to be compliant with current laws and regulations. SP is also responsible for new authorisations related to security areas and processes. The Schiphol Pass is the property of ESM and must be surrendered to the Badge Centre if the operational need ceases to exist.

The Corporate Security & Security Compliance department of Amsterdam Airport Schiphol monitors compliance with the rules. The Corporate Security & Security Compliance department is also responsible for the sanctions procedure in the event of misuse of or failure to surrender an access pass. This applies to all Schiphol Passes as described in 5.1(d).

5.1.c Responsibilities of other parties

In accordance with current laws and regulations, the other parties whose employees or third parties hold Schiphol Passes or Vehicle Passes also have certain responsibilities. The obligations that apply to these other parties are described as such in Appendix 1 to the Schiphol Regulations: Schiphol Admission Regulations (RTS). The term "Other Party" is also defined in that document.

5.1.d Types of Schiphol Passes and authorisations (pass layout)

Schiphol Pass for Persons

The Schiphol Pass for Persons is personal, contains a Mifare chip on which biometric (iris) data is stored, bears a clear passport photo, and bestows rights exclusively on the person named on the pass. Through various authorisations, possibly in combination with personal verification through iris recognition, the Schiphol Pass for Persons gives access to the various areas. Authorisations are granted on the basis of operational need and in consultation with the relevant account manager, the Area & Access Control department and the area managers. Some authorisations for protected areas are physically displayed on the pass layout using letters and colour codes. In addition to these authorisations that determine the layout of the pass, there are also authorisations that do not determine layout. Table 1 and Table 2 provide an overview of the various pass layouts and areas for which various groups of people are authorised.

Colour	Landside Restricted Area (LRA)	Airside Demarcated Area (ADA)	Airside Secured Area (ASA)	Security Restricted Area – Critical Part (SRA-CP)
White	X	-	X	-
Grey	-	X	-	-
Green	X	X (only with black border)	X	X (only inside the terminal)
Blue	x	X (only with black border)	X	X (only outside the terminal (perimeter roads))
Orange	X	X (only with black border)	X	X (both inside and outside the terminal (perimeter roads)). The Visitor Pass and Emergency Pass give access to the same areas as the escort.

Table 1: Physical colour-coded authorisations for the Schiphol Pass for Persons

Letter:	Authorisation area
B	Airside Baggage Basement
P	Airside Apron
A	People with this authorisation are exempt from security screening
H	People with this authorisation are designated by SNBV as a veryfinig SNBV official
Black border	Airside: Demarcated Area Support (Schiphol-East Business Park ONLY)

Table 2: Physical authorisations using letters and colour code for the Schiphol Pass for Persons

Schiphol Vehicle Pass

Colour	Landside Restricted Area (LRA)	Airside Demarcated Area (ADA)	Airside Secured Area (ASA)	Security Restricted Area – Critical Part (SRA-CP)
Orange	X	X	X	X (only outside the terminal on the so called perimeter roads)
Purple	X	-	-	-

Letter:	Authorisation Area
C	Continuously
D	Day

5.1.e Schiphol Pass and Vehicle Pass

The Schiphol Pass for Persons comes in a number of different forms; the policy contains the conditions for acquiring each type of pass (see section 5.2). The following passes are designated by Amsterdam Airport Schiphol as valid access passes for persons:

1. Schiphol Pass for Persons (5.2b);
2. Schiphol Day Pass for Persons (5.2b and 5.2d);
3. Schiphol Visitor Pass for Persons (5.2e);
4. Schiphol Emergency Pass (5.2g);
5. Project Pass (5.2i);
6. RSC- ticket (5.2)

Like the Schiphol Pass for Persons, the Vehicle Pass comes in a number of different forms, and is granted only if the specified conditions are met. The following passes are designated by Amsterdam Airport Schiphol as valid access passes for vehicles:

1. Schiphol Vehicle Pass (5.2j);
2. Schiphol Vehicle Day Pass (5.2k);
3. Schiphol Vehicle Day Card (5.2l);
4. Project Vehicle Card (5.2m).

As well as the Schiphol Passes listed above, there are certain specific passes which are not named in this document for security reasons.

As well as being used as a means of granting access to security restricted and protected areas, the Schiphol Pass can also be used for ancillary activities, such as local access control and "follow me" printing. However, granting access to protected areas remains the primary function of the Schiphol Pass.

5.1.f Crew identity card (Crew ID)

Airline crew can gain access to restricted and clean areas using a crew identification card ("Crew Identification Card" or "Crew ID"). The Crew ID gives access only to parts of the airport where public access is restricted², the apron around the aircraft and the flight crew centre.

5.2. Conditions

The conditions for gaining access are described based on the process for obtaining a Schiphol Pass for Persons.

The first step in this process is **registering a company** with Amsterdam Airport Schiphol. A company/organisation may register if it provides operational added value (**5.2. a**). After registration, the company/organisation has the option of registering its staff and submitting an application to obtain a Schiphol Pass for Persons, Schiphol Vehicle Pass, Schiphol Project Pass for Persons or another pass.

Depending on the role of the company, there are specific procedures for **registering persons** (**5.2. b**).

The Schiphol Pass for Persons with access to protected areas is issued only on successful completion by the relevant government agencies of the appropriate background check for the role (**5.2.c**).

For those who wish to access restricted and clean areas on ten or fewer days per calendar quarter, a **Schiphol Day Pass** for Persons is available (**5.2.d**).

As well as the ordinary Schiphol Pass for Persons, individuals may gain access to restricted and clean areas of Amsterdam Airport Schiphol using a **Schiphol Visitor Pass** for Persons. In accordance with current laws and regulations, such persons are exempted from the obligation to undergo a background check. However,

they are subject to other obligations. Accordingly, these persons are only admitted under strict conditions **(5.2.e)**.

Large groups of visitors are granted access restricted and clean areas only when strictly necessary (operational need). However, this rule may be derogated from based on occasional desirability. For these **“tours and events”**, special conditions apply **(5.2.f)**.

For urgent cases, such as emergency repairs, there is the possibility of issuing a Schiphol Emergency Pass. This pass is granted only in extreme emergencies, under the responsibility of the Security Operations department. Strict conditions apply to the issuing of the **Schiphol Emergency Pass (5.2.g)**.

Crew can gain access to restricted and clean areas using their **Crew ID**. This type of access pass can only be used by crew members as a valid means of access under certain conditions **(5.2.h)**.

For project work, in many cases it is not operationally feasible to issue Schiphol Passes. To grant access to restricted and/or clean areas for work such as runway maintenance or major renovation projects, a **Schiphol Project Pass** for Persons may be issued **(5.2.i)**.

Once they are registered, companies can also apply for Schiphol **Vehicle Passes**, if there is an operational need for them **(5.2.j)**.

If a vehicle needs access to protected areas for operational reasons for up to ten days per calendar quarter, a Schiphol **Vehicle Day Pass** may be issued **(5.2.k)**.

In the event of incidents, urgent visits or construction work where it is not operationally possible for Schiphol to issue vehicle passes, a Schiphol Vehicle Day Card may be requested **(5.2.l)**.

After registration of the company, registration of a person and the granting of one or more passes and authorisations, finally there are **conditions** for whether or not access will be granted to staff entrances, checkpoints and staff filters. These conditions are controlled and enforced by security companies, among other parties **(5.2.m)**.

In addition, an accredited access pass (RSC ticket) is required. This access pass is only issued by the Remote Security Centre (RSC), once various checks have been successfully completed, to drivers who need to take their vehicles into the stand-off zone. The stand-off zone refers to a zone around the terminal buildings at Schiphol which is only accessible through vehicle access points and only by authorised and checked vehicles driven by authorised drivers.

5.2.a Registration of companies

If a company meets the “operational need” criteria, it may register with Amsterdam Airport Schiphol. This registration is required before a company can apply for Schiphol Passes. Registration is done by the Area & Access Control department, which assesses whether the company meets all of the requirements.

5.2.b Registration of individuals for the Schiphol Pass for Persons and Schiphol Day Pass for Persons

The Schiphol Pass for Persons is issued to staff employed by a company registered with Amsterdam Airport Schiphol.

A Schiphol Pass for Persons is issued exclusively for the duration of the operationally necessary activities to be performed by the person concerned. The Schiphol Pass for Persons may never be used for private purposes. The period of validity of the Schiphol Pass for Persons depends on the nature and duration of the employment of the person concerned and will be no more than five years. To obtain a Schiphol Pass, the individual concerned must be at least 15 years old.

In accordance with current regulations, the Schiphol Pass for Persons or specific authorisations may be blocked (manually or automatically) if they have not been used for longer than two months.

Permanent escort authority (PBGB) may be revoked if it has not been used for more than a year. Persons and roles may be exempted by the SP Policy Manager from automatic blocking of the Schiphol Pass for Persons or revocation of the PBGB.

The Conditions of the Schiphol Pass for Persons apply to the use of the Schiphol Pass for Persons.

5.2.c Background check

SRA-CPs are airside areas to which access is restricted for security reasons. Access control for SRA-CPs is primarily aimed at checking possession of the correct authorisations for these areas in combination with personal identification (iris recognition). A distinctive feature which sets SRA-CPs apart from other areas is that staff are authorised to work there unescorted only if they have undergone a specific background check appropriate for their role and/or authorisations. It goes without saying that the background check must be clean.

If the Certificate of No Objection (VGB) is to be revoked, whether automatically due to the result of the background check or due to any other circumstances, the Schiphol Pass for Persons must immediately be surrendered to the Badge Centre. As soon as SNBV is notified that the VGB has been withdrawn, SNBV will block the Schiphol pass immediately. A repeat assessment must be conducted every five years. A Schiphol Pass granting unsupervised access to SRA(-CP) may only be issued once a new VGB has been issued.

5.2.d Conditions of the Schiphol Day Pass for Persons

Use of the Schiphol Day Pass for Persons is intended for those who need to perform independent work at the airport for a short period. Such persons must follow the same registration process as for an application for the Schiphol Pass for Persons.

For safety reasons, the Schiphol Day Pass for Persons cannot be used to gain access to the apron (airside) or Schiphol-East Business Park. Depending on the layout, access may be granted to the perimeter roads and/or terminal building.

5.2.e Conditions of the Schiphol Visitor Pass for Persons

The Schiphol Visitor Pass for Persons is issued to people with an operational need to enter a restricted or clean area, and who will do so under the escort of a Schiphol Pass holder authorised for that purpose. This Schiphol Pass holder must be from the same organisation as the mandator of the activities or a security officer (if available). As a consequence, third parties – except for security companies – may not be contracted to function as escort for visitors, unless differently decided by Security Policy.

The Schiphol pass holder who is escorting the visitor, must at all times keep the visitor under supervision when they are in the restricted or clean area's.

The Badge Centre department of Amsterdam Airport Schiphol assesses applications for the Schiphol Visitor Pass for Persons.

An application for a Schiphol Visitor Pass for Persons may be submitted by an authorised signatory of the company of the Schiphol Pass holder who will be escorting the visitor. Sufficient justification must be provided in support of the application. At least the functional necessity, urgency and schedulability must be justified. Use can be made of the Visitor's Pass Flowchart (see annex). If the application is submitted on openings days of the Badge Center between 7 am and 4.30 pm on the same day as that on which the Visitor Pass for Persons is required, then, depending on the justification, the application is guaranteed to be approved. The Schiphol Visitor Pass for Persons has a maximum period of validity of one day (24 hours) and a separate pass must be requested for each day. The pass must be returned by the escort immediately after the end of the work, and no later than 24 hours after it was issued.

If the Schiphol Pass holder has Permanent Escort Authority (PBGB), the Schiphol Visitor Pass for Persons can be collected by the Schiphol Pass holder and the visitor directly from the issuing point and the Schiphol Visitor Pass for Persons does not have to be requested in advance for only those purposes for which the PBGB authorisation was issued to the Schiphol Pass holder. If misuse is detected, this may result in the confiscation of the escort authorisation and Schiphol Pass.

The same visitor may use a Visitor Pass up to a maximum of 10 times per year. If a person wishes to visit Schiphol more than 10 times in a year, a personal Schiphol Pass must be requested. Depending on the level of authorisation, a VGB may be required.

To be eligible for a Schiphol Visitor Pass for Persons, the person concerned must be at least 15 years old.

5.2.f Conditions for tours and events

Access to restricted and clean areas is limited to the minimum necessary. This also applies to requests for tours and events in critical areas. However, this rule may be derogated from based on occasional desirability. Requests for tours and events are handled by the Amsterdam Airport Schiphol Corporate Affairs department. In collaboration with the Director of Safety, Security & Environment, the request is examined to determine whether it meets the criteria and whether it could cause an increased security risk.

5.2.g Conditions of the Schiphol Emergency Pass

The Schiphol Emergency Pass is issued under strict conditions. The holder must be escorted at all times by a Schiphol Pass holder authorised for this emergency situation. The issuance of Schiphol Emergency Passes is kept to a minimum.

5.2.h Conditions for the Crew ID

Airline crew members use a Crew ID to gain access to ASA and SRA-CP. This is a proof of identity issued by the relevant airline. Crew members who wish to gain access via the designated entryways or the regular passenger entryways to SRA-CPs may do so only using a valid Crew ID. They must be wearing the uniform of the relevant airline or possess a Deadheaded crew³ travel ticket or individual travel order, or be listed on the General Declaration. Like anyone else wishing to access a SRA-CP, every crew member will be subject to security screening.

5.2.i Project Pass

The Project Pass is a pass issued by an SNBV contracted main contractors to persons who, in a landside construction site are required to perform work. If the landside construction site is only accessible via SRA-CP, these pass holders must be escorted at all times by an employee of a security company across SRA-CP via the shortest possible safe route.

For work on a landside construction site within SRA-CP, security screening of both the project pass holder and, if applicable, the vehicle must take place on the outward journey at all times. For the return journey from any landside construction site within SRA-CP, no security screening needs to be carried out prior to the (escorted) transport.

With the project pass, the pass holder is authorised to carry tools across SRA-CP required for the performance of the function for which the project pass is issued. If the security control has doubts about the functional necessity of bringing (certain) tools, access to the protected areas with these items may be refused. The pass holder must inform the security staff present that tools are to be brought before the security screening begins.

This pass has a validity of the work for which it was issued. This expiry date is shown on this pass.

5.2.j Schiphol Vehicle Pass

A Schiphol Vehicle Pass is an authorisation for vehicles and bestows rights exclusively on the vehicle in question. The Schiphol Vehicle Pass is for permanent use and is valid for a maximum of five years. The Vehicle Pass is electronically readable on airside. The driver and all passengers must hold valid authorisations if they wish to gain access to SRA-CP. In addition to the requirement that a vehicle must be provided with a valid vehicle pass, there are also requirements regarding the recognizability of vehicles. All vehicles must have a permanent clearly visible company logo of at least 30 cm by 50 cm or at least 1500 cm². Exceptions of the minimum size of this permanent company logo can be made by Security Policy. An employer with an operational need can apply for a Schiphol Vehicle Pass on working days, and must do so at least 24 hours before the first intended use of the pass. The Schiphol Vehicle Pass is issued exclusively for the duration of the operationally necessary activities. An electronic Vehicle Pass is always attached to the vehicle in such a way that it cannot be attached to another vehicle.

5.2.k Schiphol Vehicle Day Pass

Use of the Schiphol Vehicle Day Pass is intended for vehicles that, in the short term and for a short period, require independent access to SRA-CP. The pass can only be used for a period of up to 24 hours and must be requested for each working day. The Schiphol Vehicle Day Pass may be requested if access is required for no more than ten days per calendar quarter. The driver must be in possession of a Schiphol Pass for Persons with the proper authorisations.

5.2.l Schiphol Vehicle Day Card

The Schiphol Vehicle Day Card is issued at vehicle checkpoints to persons who wish to enter SRA-CP with their vehicle on the grounds of operational need. Persons in possession of a valid and correct Schiphol Pass do not require an escort. Persons who are not in possession of a personal Schiphol Pass must be escorted by a Schiphol Pass holder with permanent or one-off escort authority. In the latter case, the holder of the Vehicle Day Card must remain with the Schiphol Pass holder with escort authority at all times. The escort is entirely responsible for his/her visitor(s). The Vehicle Day Card is valid for a period of 24 hours. The other criteria are listed on the back of the Schiphol Vehicle Day Card.

If a visitor is being escorted by a Schiphol Pass holder with one-off escort authority, an application for escort authority must be submitted in advance with the agreement of the authorised signatory.

The Conditions of the Schiphol Vehicle Pass apply to the use of the Schiphol Vehicle Day Card.

5.2.m Project Vehicle Card

The project vehicle card is a vehicle card issued by the worksadvisor of SNBV to vehicles that need to be through SRA-CP or through a temporary clearly identifiable and physically guarded scaled-down airside area, in a landside construction site for works.

This vehicle card shall serve as a valid entry ticket for transport over SRA-CP and/or temporary scaled-down airside area to the landside construction site and must be authorised by the Works Advisor of Security prior to this.

The vehicle should be subject to security screening at all times on the outward journey. For the return journey from any landside construction site within SRA-CP, no security screening is required prior to the (escorted) transport.

This vehicle card has a validity of the work for which it is issued, with a maximum of 3 months. This expiry date is shown on this card.

5.2.n Conditions that determine whether access can be granted

Based on the applicable laws and regulations and internal policy, a number of conditions must be met by anyone who wishes to gain access to restricted and clean areas. "Schiphol Pass for Persons" is used to refer to all authorisations issued by Amsterdam Airport Schiphol. The conditions are as follows:

- For the issuance of an Schiphol pass it is required to have successfully finished the e-learning Safety & Security. This e-learning is simultaneously the preparation for the Safety & Security Test. In addition, all pass holders must repeat an e-learning every year for their Schiphol Pass to remain valid.
- For the issuance of a Schiphol pass it is required to have successfully finished the Safety & Security Test on site. Schiphol Passes which only provide parking authorisation are exempt from this requirement.
- A valid ID that provides information about the holder's nationality or residence status is required to issue a Schiphol pass. This is a passport or a national identity card. A driver's license will not be accepted as an ID in this case.
- Anyone present in parts of the airport that are not accessible to the public and/or in parts that are accessible only to a limited category of people working at the airport, is required to visibly wear a Schiphol Pass for Persons and/or a Crew ID. For vehicles, the Vehicle Pass or Vehicle Card must be visibly affixed.
- Pursuant to Section 37b(3)(c) of the Aviation Act, crew and staff are required at all times to present their Schiphol Pass for Persons and/or Crew ID for inspection by security staff when entering restricted and clean areas.

- The holder of a Schiphol Pass for Persons is required at all times to follow the instructions of the security staff or other authorised persons.
- The holder of a Schiphol Pass for Persons is required at all times to undergo security screening when entering SRA-CP.
- The holder of a Schiphol Pass for Persons with authorisation for tools is required at all times to report this before going through Security Control.
- The user must comply with the conditions that they signed to indicate agreement. These conditions are provided to the pass holder when the pass is issued.
- The user must comply with the Schiphol Regulations.

If the pass holder fails to comply with any of these conditions, the security staff or other authorised persons may deny the pass holder access to the restricted and clean areas and the Schiphol Pass may be blocked and/or seized. If this occurs, the Security Operations department will be informed and will take action on behalf of Amsterdam Airport Schiphol.

6. Appendices

I Schiphol Admission Regulations (RTS): Conditions for companies

1. Adoption

Whereas:

- a. Pursuant to Section 37b of the Aviation Act, N.V. Luchthaven Schiphol, as owner and operator of Amsterdam Airport Schiphol, is responsible for Security Restricted Area - Critical Parts and, as part of this responsibility, commissions Schiphol Nederland BV (hereinafter to be jointly referred to with N.V. Luchthaven Schiphol as 'SNBV') to monitor the granting of access rights, including the distribution and collection of Schiphol Passes;
- b. SNBV is owner of the access control system and the Schiphol Passes;
- c. SNBV imposes requirements on users, suppliers, organizations that perform work for the operator at the airport, as well as organizations that independently provide ground handling services at the airport, with regard to order and safety, as well as the safe use of the airport (infrastructure). SNBV checks compliance with these requirements, which are based on the applicable (international) regulations.
- d. The counterparty performs work in the areas at Amsterdam Airport Schiphol designated as Restricted and Clean Areas.;
- e. In order to perform this work, Employees of the counterparty or of Third Parties engaged by the counterparty require access to Restricted and Clean Areas and therefore must hold a valid Schiphol Pass for persons/vehicles;
- f. SNBV has taken a series of measures to penalise use of the Schiphol Pass for persons/vehicles that is in breach of the applicable regulations and conditions;
- g. SNBV provides Schiphol Passes for persons/vehicles to Employees of the counterparty and Employees of Third Parties engaged by it (exclusively) for access to Restricted and Clean Areas under the below conditions;
- h. The counterparty, in addition to Employees and Third Parties, is responsible and liable for the use of the Schiphol Passes for persons/vehicles provided to these Employees and Third Parties.

2. Definitions

Article 1 Definitions

Terms	Descriptions
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.
Handling agent	Provider of ground-handling services.
Airside Demarcated Area	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.
Authorisation	Authorisation assigned to the holder of the Schiphol Pass for persons/vehicles granting access to various parts of Restricted and Clean Areas.
Escort authority	Authority of a holder of a Schiphol Pass for Persons to escort a person with a Schiphol Visitor Pass in Restricted and Clean Areas.
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.
Area Manager	The authorized employee / department which is responsible to issue the relevant authorization on the basis of described issuance conditions.
Ground-handling services	In line with (EU) 2018/1139 'groundhandling 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 operators provide those groundhandling services to themselves (self-handling);
Landside Restricted Area (LRA)	Restricted access areas designated as such by the airport operator that are secured to ensure the continuity of SNBV operations as distinct from guaranteeing the safety of civil aviation.
License to Operate	The License to Operate (LtO) establishes the scope, responsibilities, liabilities and specific operational requirements for ground handling service providers and self-handlers by the airport (the "rules of ground handling"). These "minimum" handling requirements specify the terms and conditions for the use of airport facilities, infrastructure, services and operations while ensuring the airport's safety, performance, efficiency and sustainability goals are achieved. These handling requirements are captured in the specific annex to the Schiphol Admission Regulations.
Airside Secured Area (ASA)	The area designated by the airport operator, pursuant to the airport operator's legal obligations to grant access only to those people in possession of a valid ticket, Crew-ID or airport identity card.
Pass holder	A natural person to whom a Schiphol Pass for Persons has been issued.
Schiphol Admission Regulations	Conditions for companies and organisations that desire access to Amsterdam Airport Schiphol's Restricted and Clean Areas.
Schiphol Pass for Persons	A pass issued by the airport operator that grants access to Restricted and Clean Areas The term Schiphol Pass is also understood to mean a Schiphol Day Pass and Schiphol Visitor Pass issued by the airport operator.
Schiphol Vehicle Pass	Access pass, as defined in EU Regulation 185/2010
Security Restricted Area – Critical Part	Critical sections of the security restricted area at the airport, within which all those present have been checked for the presence of prohibited items and which are subject to strict access controls.
Access control system	The automated system installed and maintained by SNBV for physical and visual access security of Restricted and Clean Areas.

Access control	The full range of access control measures, including the distribution, operational control and collection of Schiphol Passes for Persons and Vehicles and security control measures, including the
Schiphol Pass (persons) Conditions	The applicable conditions provided to the pass holder with which he/she is obliged to comply.
Schiphol Pass (vehicles)	The applicable conditions provided to the counterparty with which the counterparty is obliged to comply.
Counterparty	A company or organisation whose Employees or Third Parties engaged by it are provided with Schiphol Passes for persons/vehicles by SNBV.
Employee(s)	Employee(s) in the employment of the counterparty.

3. **Rules regarding access to Restricted and Clean Areas.**

Article 2 Access

SNBV only grants access to Restricted and Clean Areas if the following requirements are satisfied on a continuous basis.

1. The counterparty will ensure, insofar as its activities give cause to do so, that it demonstrates to have an adequate safety-, working conditions- and environmental management system based on a plan-do-check-act-cycle.
This can be demonstrated by certificates showing that the norms, guidelines and/ or industry standards of IOSA, and / or ISAGO, JIG or other industry standards and the like are met.
2. The Aerodrome Operator reserves the right to conduct periodically a continuation of oversight in the form of audits at the counterparty.
3. The counterparty is obliged to cooperate with audits.
4. The counterparty will ensure that in its collective labour agreement or in a binding behaviour agreement the below (or in other words with the same meaning) is included:
 - The employee in the execution of activities is not allowed to use alcohol or drugs or be under the influence thereof.
 - The employee who uses or will use medication that can have a significant impact on the physical and / or mental functioning that compromises safety conditions, is not allowed to carry out activities on airport premises. The employee who as a consequence of this article is being hindered in carrying out their due activities, will consult their manager on this topic.
5. For ground handling service providers, the conditions and requirements captured in the License-to-Operate (LtO) are applicable from 1 January 2023⁴.

Article 3 Company Information

1. The counterparty must register with SNBV by means of the appropriate registration form available from SNBV and at www.schiphol.nl.
2. The counterparty will not be registered until SNBV has processed the fully and correctly completed registration form supplied by the counterparty.
3. SNBV will assess whether granting the counterparty's Employees, or Third Parties it engages to perform work on its behalf, access to the Restricted and Clean Areas is warranted based on the company information supplied for the registration.
4. SNBV can decide that for organisational reasons a certain period of time is necessary between the time of registration of the counterparty and the time the counterparty can start its activities.

5. The counterparty is responsible and liable at all times for the accuracy and completeness of the company information it provides for the purpose of obtaining access to Restricted and Clean Areas for its Employees or Third Parties engaged to perform work on its behalf.
6. If the work of the counterparty has come to an end, either in full or in part, or if the nature of the work has changed, the counterparty must inform SNBV thereof in writing without delay.
7. SNBV will assess the changed information and description to determine whether access is still warranted.

Article 4 Use of airport facilities

1. The counterparty will ensure that its Employees and Third Parties use all airport facilities and provisions as efficiently and safely as possible and in such a way that they can also be used simultaneously by other parties efficiently and safely.
2. The counterparty is obliged to use all facilities to which it is granted access with due care and diligence and in accordance with the general and specific instructions provided by SNBV relating to their use.
3. SNBV reserves the right to charge, following consultations, a reasonable fee for the counterparty's use of certain infrastructure and/or facilities within Restricted and Clean Areas. in order to facilitate the efficient use of such infrastructure and/or facilities or for other reasons related to ensuring order and safety. SNBV can determine that for organizational reasons some time must elapse between the time of registration of the other party and the time at which this other party can actually commence its work.
4. SNBV is authorised at all times to make changes to the furnishing and/or facilities within Restricted and Clean Areas., including but not limited to the infrastructure, buildings and runways and other facilities. SNBV will make available as much information as possible about these changes or intended changes and, should the nature of these changes give cause to do so, will consult with the users of the relevant facilities. SNBV can never be held liable for damages in connection with such changes, with the exception of damage resulting from an intentional act and/or gross negligence.
5. The counterparty is responsible for taking out adequate insurances at its own expense.
6. The counterparty is in any event obliged to take out permanent insurance against damage to property of SNBV and its affiliated enterprises.
7. At the request of SNBV, the counterparty will present proof that it has taken out the insurance policies required under this article as well as proof of payment of the premiums owed.

4. Rules regarding the application for Schiphol Passes

Article 5 Applying for Schiphol Passes

1. Schiphol Passes for persons/vehicles will only be issued after the counterparty has registered and fully and truthfully completed an application form for a Schiphol Pass for persons/vehicles.
2. As part of the application process for a Schiphol Pass, the counterparty must request a security screening for its Employees, or for the Third-Party workers it engages, from the General Intelligence and Security Service.

Article 6 Conditions applicable to the counterparty with respect to Employees and Third- Party workers

1. The counterparty will ensure that its Employees and Third-Party workers it engages are and remain informed of the rules and procedures relating to applying for, using and returning the Schiphol Passes for persons/vehicles issued to them; furthermore, the counterparty will also require that its Employees and Third-Party workers comply with the rules and procedures as set out in the 'Conditions Schiphol Pass for Persons' and the 'Conditions Schiphol Vehicle Pass'.
2. Work to be carried out by Employees or Third-Party workers must be on the instruction of the counterparty.
3. The counterparty will inform SNBV in writing and without delay about any changes to Employee and Third-Party worker details previously provided (stating the name, pass number and birth date of the Employees or Third-Party workers concerned). These changes concern the following details:
 - Termination of employment;

- Withdrawal by the Ministry of the Interior and Kingdom Relations of the employee's certificate of no objection.
 - Change of employee role, as a result of which the Employee concerned no longer requires the Schiphol Pass for Persons or escort authority issued to him or her, or the Employee concerned requires different authorisations.
 - Any (other) change resulting in the Employees or Third-Party workers no longer requiring the Schiphol Pass for persons/vehicles in order to carry out their duties.
4. The counterparty and Schiphol Pass user employed by the counterparty are both responsible for informing SNBV and amending the job matrix when the Schiphol Pass user moves to a new role. This is particularly important where a change of critical Authorisation is involved.
 5. The counterparty will endeavour to incorporate provisions in its employment contracts and Third Party agreements that make the confiscation of the Schiphol Pass for Persons grounds for termination with immediate effect of the employment contract or agreement, respectively.
 6. The counterparty is responsible for returning the Schiphol Pass for persons/vehicles following the end of work for which the Schiphol Pass was issued, when the employment of an Employee issued with a Schiphol Pass for persons/vehicles has been terminated, on the final working day of an Employee issued with a Schiphol Pass for persons/vehicles, on the termination of the work of Third Parties on behalf of the counterparty or on the instructions of SNBV.
 7. The counterparty will ensure that the pass holder immediately returns the Schiphol Pass for Persons to the appropriate personnel designated by SNBV if the pass holder is no longer required to enter Restricted and Clean Areas (for example after termination of work, the termination of employment, withdrawal of certificate of no objection etc.). Upon request, the pass holder will be given a receipt when he or she hands in the Schiphol Pass.
 8. The Schiphol Vehicle Pass held by SNBV-authorized personnel must be withdrawn immediately if the vehicle will no longer enter Security Restricted Area - Critical Parts and/or Airside Demarcated Areas (following the replacement of the vehicle concerned, the end of work, etc.). Upon request, a receipt will be provided when the Schiphol Pass is handed in.
 9. The Schiphol Pass for persons/vehicles is issued for a specific term of validity. The term of validity of the Schiphol Pass always corresponds with the term of the contract of the employee and in case of an indefinite contract the maximum term of validity is 5 years, considered from the day of issuance of the VGB. At the request of the counterparty, SNBV may decide to extend the term of validity of a Schiphol Pass for persons/vehicles. To obtain such an extension, the counterparty must have submitted a written request for an extension to SNBV no later than one business day before the expiry of the original term of validity. An extension of the term of validity of a Schiphol Pass for persons/vehicles does not affect the applicability of these Regulations or the 'Conditions Schiphol Pass for Persons' and/or the 'Conditions Schiphol Vehicle Pass'.
 10. SNBV registers and monitors the use of the Schiphol Pass for persons/vehicles issued to an Employee or Third-Party worker as well as any Authorisations and features associated with the Schiphol Pass. If the Schiphol Pass for persons/vehicles or a specific Authorisation or feature has not been used for a period of more than two months, SNBV has the right to block or confiscate the Schiphol Pass for persons/vehicles or to withdraw the Authorisation and/or feature, irrespective of the reason for the non-use of the Schiphol Pass for persons/vehicles or Authorisation and/or feature, and to do so without any prior warning to or notification of the pass holder or employer, unless alternative agreements have been made with the counterparty in this regard.

5. Final provisions

Article 7 Rates and payment conditions for Schiphol Passes for persons/vehicles

1. The other party may owe SNBV a fee for the Schiphol Passes issued to Employees and Third Parties for persons/vehicles in accordance with the current rate excluding any government charges.
2. The fee for Schiphol Passes issued to Employees or Third Parties for persons/vehicles also applies to Schiphol Passes for persons/vehicles issued for only a part of the year. The total number of Schiphol Passes issued for persons/vehicles is determined on a fixed reference date each year.

3. SNBV may adjust the rates at its discretion. SNBV will notify the counterparty of any intended rate changes in writing at least two months in advance. This term does not apply to rate adjustments necessitated pursuant to government measures.
4. In no case will the confiscation or blocking of a Schiphol Pass for persons/vehicles and/or Authorisations lead to restitution of the fee or any part thereof to the Other Party.
5. All payments due from the counterparty must be completed within no more than 16 days after the invoice date.
6. Payments are to be made without deduction, settlement or suspension of any payment on any grounds whatsoever.
7. If the counterparty does not pay the amount due within the term stipulated in paragraph 5 the counterparty will owe statutory default interest on the overdue amount without need for any further notice of default. In the case of payment arrears, SNBV also has the right to suspend the issue of Schiphol Passes for persons/vehicles to Employees or Third Parties and to block any previously issued Schiphol Passes for Persons.
8. If the counterparty has also concluded a parking agreement with SNBV, parking authorisations may also be requested. The request for parking authorisations must specify whether the parking costs will be borne by the counterparty. If this is not or not clearly specified, the costs will be invoiced to the counterparty.
9. If, following the end of the work for which the Schiphol Pass was issued or the termination of the employment of the Employee(s) or the termination of the work performed by Third Parties for the counterparty, the Employee(s) or Third Party/Parties do not return their Schiphol Pass to SNBV, the counterparty may be invoiced for the Schiphol Pass in accordance with the current rate.

Article 8 **Damage / liability**

1. The counterparty is liable vis-à-vis SNBV for any and all damage caused to SNBV or to SNVB property by its Employees or Third Parties in connection with the performance of the activities for which the counterparty was admitted or in any other way arising from these terms and conditions.
2. The counterparty indemnifies SNBV against any claims and/or fines, fees, penalties or similar imposed by Third Parties, including by government and administrative bodies connected with the counterparty's rights and duties under these terms and conditions.
3. SNBV is not liable for damage arising from the use of Schiphol Passes for persons/vehicles issued to Employees or Third Parties. The previous sentence does not apply to damage and/or injury sustained as a result of a demonstrable intentional act or omission and/or demonstrable gross negligence on the part of SNBV.
4. SNBV is not liable for consequential damage to the other party or Third Parties that is in any way connected with a Schiphol Pass for persons/vehicles issued by SNBV and/or the access control system used by SNBV.
5. The other party is liable vis-à-vis SNBV for damage to or the loss of Schiphol Passes for persons/vehicles issued to Employees or Third Parties as well as for any other damage incurred by SNBV as a result of the use of Schiphol Passes for persons/vehicles by Employees or Third Parties.
6. Under no circumstances can SNBV be held liable for the consequences of a temporary or definitive confiscation or blocking of a Schiphol Pass for persons/vehicles and/or the confiscation or blocking of associated Authorisations and/or features. The previous sentence does not apply to damage and/or injury sustained as a result of a demonstrable intentional act or omission and/or demonstrable gross negligence on the part of SNBV.
7. Under no circumstances can SNBV be held liable for the consequences of any technical defects in a Schiphol Pass for persons/vehicles and/or the Access Control System. The previous sentence does not apply to damage and/or injury sustained as a result of a demonstrable intentional act or omission and/or demonstrable gross negligence on the part of SNBV.

Article 9 **Registration of personal data**

Employee and Third-Party data are entered in a database maintained in conformity with the provisions of the Dutch Personal Data Protection Act (Wet bescherming persoonsgegevens). This database is registered with the Data Protection Authority (College Bescherming Persoonsgegevens).

Article 10 Ownership of the Schiphol Pass

1. Schiphol Passes for Persons issued to Employees or Third Parties remain the property of SNBV at all times.
2. Schiphol Passes for Vehicles issued to the counterparty remain the property of SNBV at all times.

Article 11 Supply of Schiphol Passes for persons/vehicles and amendment of the Schiphol Admission Regulations

1. SNBV retains the right to amend all or part of the Schiphol Admission Regulations at any time following consultation with the counterparty, for instance pursuant to the amendment of laws or internal or external regulations.
2. SNBV can terminate or suspend the supply and use of Schiphol Passes for persons/vehicles to/by Employees and Third Parties with immediate effect if:
 - The counterparty is declared bankrupt;
 - The counterparty applies for suspension of payment;
 - The counterparty terminates or suspends its activities or winds up its business;
 - SNBV establishes any abuse of a Schiphol Pass for persons/vehicles issued to an Employee or a Third Party;
 - SNBV establishes any action in violation of the Conditions Schiphol Pass for Persons, the Conditions Schiphol Vehicle Pass, the Schiphol Admission Conditions and/or the Schiphol Regulations;
 - The counterparty fails to fulfil any or all of the provisions arising from these Regulations and/or the terms and conditions and regulations referred to above;
 - SNBV is instructed to do so by the government.

Article 12 – Registration restrictions during sanction period

If a company's director and/or shareholder is under sanction arising from the Schiphol Regulations, that director and/or shareholder cannot be authorised to act or to register the company for the duration of the sanction period.

Article 13 Final provisions

1. These Regulations are governed by Dutch law.
2. These Regulations are part of the rules and regulations applicable to all SNBV grounds and buildings, including the prevailing Aviation Act 1992 (Wet luchtvaart), Aviation Act 1959 (Luchtvaartwet), Regulations for the Safe Use of Airports and Other Aerodromes (Regeling veilig gebruik luchthavens en andere terreinen), Schiphol Regulations, and rules and regulations pertaining to safety, health and the environment.
3. The counterparty declares to have taken note of all the terms and conditions, rules and regulations referred to in these Regulations and to take responsibility for proper compliance therewith by the counterparty, Employees and Third Parties alike.
4. On the Other party's request, SNBV will provide the counterparty with a copy of the aforementioned rules and regulations without delay and free of charge.
5. Any disputes arising from these Regulations and the terms and conditions and regulations referred to therein will be submitted for judgement to the competent district court of Amsterdam.
6. SNBV is authorised to amend these Regulations, the Conditions Schiphol Pass for Persons, the Conditions Schiphol Vehicle Pass and/or the Schiphol Regulations at any time.

Annex – License to Operate – Rules for Ground Handling

(Annex accessible via the following hyperlink [License to Operate - Rules for Ground handling](#))

II Conditions Schiphol Pass for persons

Conditions governing holders of a Schiphol Pass for persons ("Schiphol Pass"). The prevailing version of the 'Conditions Schiphol Pass for persons' can be consulted at:

<https://www.schiphol.nl/nl/werken-op-schiphol/pagina/voorwaarden-en-sancties/>

This is a translation of a Dutch source text. Please note that in a legal sense, the Dutch source shall prevail.

The rules governing the presence of persons on the grounds of Amsterdam Airport Schiphol (A.A.S.) are based on the applicable Dutch and European aviation legislation.

A. General

1. The Schiphol Pass (Schiphol ID card) is personal; on no account may it be transferred to third parties. It bestows rights exclusively on the person designated on it (referred to below as the 'Pass Holder').
2. The Pass Holder must never leave his or her Schiphol Pass unattended.
3. The Schiphol Pass is issued in connection with the need to enter Restricted and Clean Areas to perform work.
4. The Schiphol Pass remains the property of Schiphol Nederland BV (referred to below as 'SNBV') and may be used only in the context of the activities for which it has been provided.
5. Movements to and from Restricted and Clean Areas is only permitted using entryways designated by SNBV.
6. The Schiphol Pass for persons shall not be used for private purposes, such as welcoming or saying goodbye to family members or friends.
7. If the Schiphol Pass is lost, stolen or damaged, this must be reported immediately to Badge Center (Tel.: +31-(0)20-6012626) or outside office hours to SNBV's Security Control Center (tel.: +31-(0)20-6013000). If the Pass is found again then this too must be reported immediately to the Badge Center or outside office hours to SNBV's Security Control Center.
8. If the Schiphol Pass has to be replaced as a result of its being lost, stolen and/or damaged then the Pass Holder will be charged administrative costs in accordance with the rate then applicable. These Schiphol Pass Conditions continue to apply in full with regard to the replacement Schiphol Pass and to its use.
9. On the Pass Holder's final day of work, he or she must immediately hand in the Schiphol Pass to the Badge Center. Upon request, the Pass Holder will be given a receipt when he or she hands in the Schiphol Pass. The 'last day of work' includes the expired expiry date, leave (including maternity leave), labour dispute, suspension, suspected misuse of the Schiphol Pass, or the normal termination of employment while taking the remaining leave. On the final day of work the Pass holder may also hand over the Schiphol Pass to the employer who will who will thereafter return the pass within 14 days to the Badge Center.
10. If the conditions under which the Schiphol Pass was provided are no longer being met then the Schiphol Pass will no longer be valid and must be handed in immediately to the Badge Center.
11. The Pass Holder must properly comply with all other rules and instructions at A.A.S. with regard to good order, safety and security, including but not limited to traffic and parking order. The Schiphol Regulations and the Schiphol Admission Regulations (RTS) form an integral part of these Conditions. This means that the Pass Holder's conduct must be in accordance with those Regulations. The Regulations have been provided to the Pass Holder and may also be requested via <https://www.schiphol.nl/nl/schiphol-regulations/>.
12. If the Pass Holder acts contrary to these Conditions or if there are circumstances in respect of the Pass Holder that, in the sole opinion of SNBV, could impair or endanger the protection of civil aviation the Schiphol Pass and the Pass Holder's (access) authorisation may be blocked and/or confiscated/ withdrawn immediately without giving any reasons and the Pass Holder may be refused further access to Restricted and Clean Areas. All ensuing consequences will be for the Pass Holder's account.
13. The Schiphol Pass must be presented for inspection at the first request of a verifying SNBV official or at the request of officials employed by a security or other firm designated by SNBV or at the request of authorised officials working at Schiphol for Dutch Customs or the Royal Netherlands Marechaussee.

14. All instructions given by the officials referred to in point 13 must be strictly and promptly complied with.
15. The Pass Holder is responsible for loss/damage to (property of) SNBV occurring in connection with the use of the Schiphol Pass. The Pass Holder indemnifies SNBV against claims brought against SNBV by third parties with respect to loss/damage caused by the Pass Holder.
16. If a Pass Holder fails to return or pay for an expired Schiphol Pass, SNBV reserves the right to refuse to issue a new Schiphol Pass to the person in question.
17. The Schiphol Pass must be used and returned in its original condition.
18. SNBV will process the Pass Holder's personal details as entered in the Schiphol Pass Application Form (*Aanvraagformulier Schipholpas*) and will use those details as well as Schiphol Pass usage data for administrative purposes, for access and access control purposes, and for any other purpose relating to the protection of civil aviation. SNBV processes these details in accordance with the General Data Protection Regulation (*Algemene Verordening Gegevensbescherming*). In specific cases, SNBV may be under a statutory obligation to disclose these details to third parties. Additionally SNBV can also disclose these details to third parties in case SNBV holds it essential for the protection of civil aviation.
19. All costs that SNBV incurs in order to exercise and retain its rights in respect of the use, such as judicial and extrajudicial collection costs, will be for the account of the Pass Holder and/or his or her employer.
20. The term of validity of the Schiphol Pass always corresponds with the term of the contract of the employee and in case of an indefinite contract the maximum term of validity is 5 years, considered from the day of issuance of the VGB. SNBV may extend the term of validity of a Schiphol Pass that is a company pass or parking pass. If SNBV extends the term of validity of such a Schiphol Pass, these Schiphol Pass Conditions will continue to apply in full during the extension period of the term of validity.
21. It is not allowed to make a reproduction of the Schiphol pass or to make a copy of it.
22. Personal data will be kept for a period of five (5) years after the Schiphol pass has been handed in, unless there are reasonable reasons to keep these data for a longer period of time.
23. The minimum age of a Pass Holder is 15 years old.

B. Restricted and Clean Areas

1. The Schiphol Pass and/or the access or 35uthorization may also be withdrawn should the results of security screening prescribed by the government authorities give cause to do so.
2. The Schiphol Pass must be visibly worn at all times, and in such a manner that the photograph is visible.
3. At the request of the persons designated by or on behalf of SNBV, the Pass Holder must allow his or her clothing, goods that he or she has brought onto the premises and any vehicle that he or she uses to be inspected.

C. Use for parking facilities

1. Holders of Schiphol Passes which include a parking permit are bound by the latest version of the General Terms and Conditions for Employee Parking. The current version can be viewed at <https://www.schiphol.nl/en/work-at-schiphol/page/conditions-staff-parking/>.

D. Liability

1. SNBV explicitly excludes any liability for loss/damage or injury arising from the use of – or access to the Restricted and Clean Areas. Granted by – the Schiphol Pass, as well as for loss/damage arising from acts of enforcement and/or sanctions, including the blocking and confiscation of the Schiphol Pass.
2. SNBV registers and monitors the use of the Schiphol Pass, as well as the use of any associated authorisations and the right to accompany parties/persons. If the Schiphol Pass or a specific 35uthorization has not been used for a period of two months, SNBV has the right to block or confiscate the Schiphol Pass or to withdraw the 35uthorization and/or authority, irrespective of the reason for the non-use of the Schiphol Pass or 35uthorization, and to do so without any prior warning to or notification of the Pass Holder or employer.
3. The SNBV is solely liable vis-à-vis the Pass Holder and his or her employer for direct damage/loss and/or personal injury that occurs within the Airport Area as a result of an intentional act and/or gross negligence on the part of the SNBV.
4. The SNBV accepts no liability whatsoever for direct or consequential damage/loss occurring because accommodation or handling facilities cannot be made available in whole or in part.
5. The Pass Holder and his or her employer are fully liable vis-à-vis the SNBV for loss/damage inflicted on the SNBV as a result of their acts or omissions or their possessions (including objects and goods of third parties that were in such persons' custody) and/or machinery and equipment (whether or not due to an inherent defect) causing damage/loss.

6. Damage/loss includes the costs of penalties and measures under administrative and/or criminal law.

E. Sanctions

1. A violation can be handled in an administrative process by the Corporate Security & Security Compliance department of the SNBV or by invitation to a hearing from the Schiphol Sanctioning Committee, implemented by the SNBV, as stated in Appendix 2 of the Schiphol Regulations.
2. Method of working and composition of the Schiphol Sanctioning Committee are stated in Appendix 2 of the Schiphol Regulations.
3. In Appendix 2 of the Schiphol Regulations different types of violations of the Schiphol Regulations and the Schiphol Admission Regulations (RTS) are stated including the possible sanctions to be taken by the Corporate Security & Security Compliance department or the Schiphol Sanctioning Committee.

III Conditions Schiphol Vehicle (day) Pass

Conditions governing applicants and holders of a Schiphol Vehicle Pass ("Vehicle Pass"). The prevailing version of the 'Conditions Schiphol Vehicle Pass' can be consulted at: <https://www.schiphol.nl/nl/werken-op-schiphol/pagina/voorwaarden-en-sancties/>

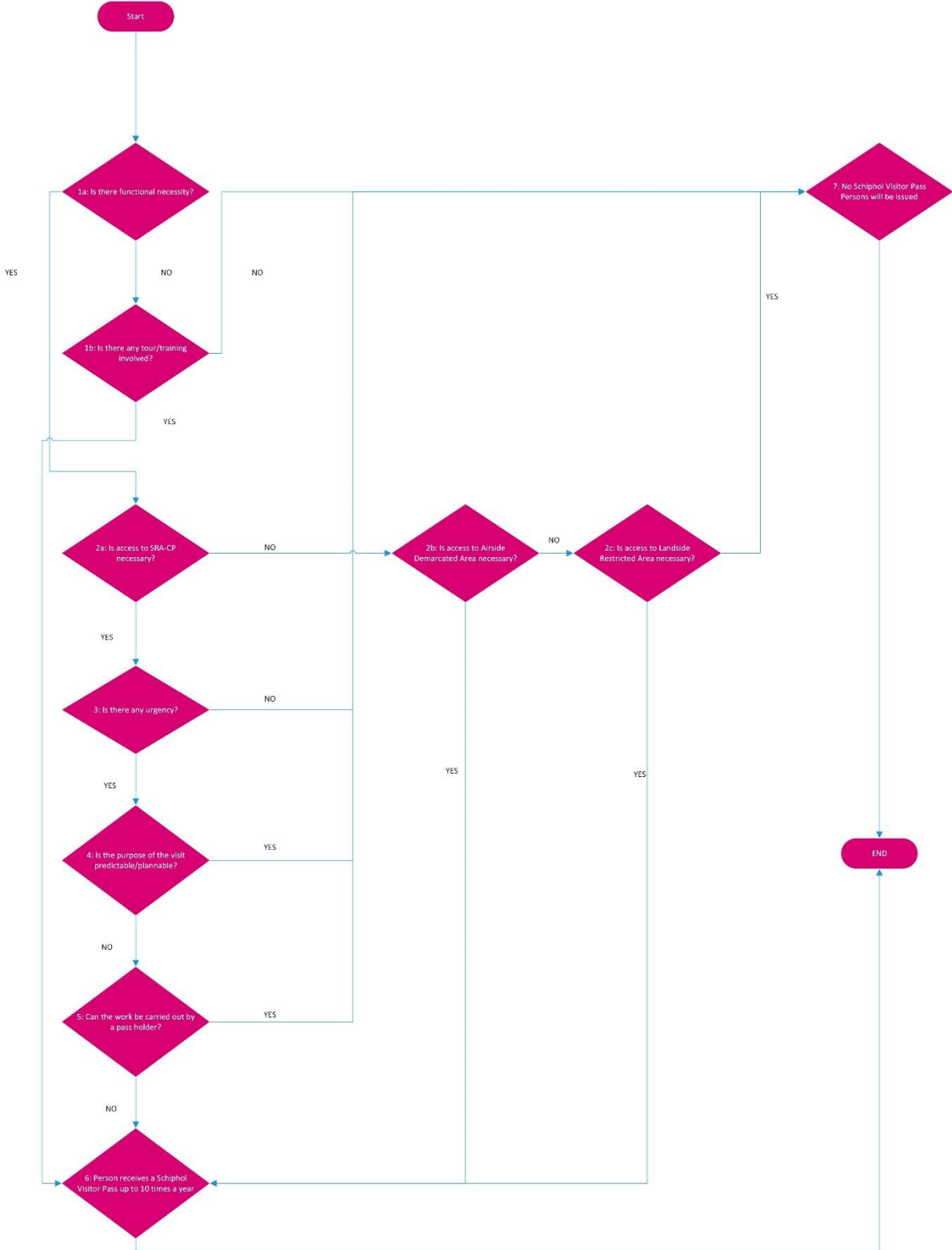
This is a translation of a Dutch source text. Please note that in a legal sense, the Dutch source shall prevail.

The rules governing the presence of persons on the grounds of Amsterdam Airport Schiphol (A.A.S.) are based on the applicable Dutch and European aviation legislation.

1. The Vehicle Pass is unique for a vehicle; on no account may it be transferred to third parties. It bestows rights exclusively to the designated vehicle.
2. The Vehicle Pass must at all times be visibly present in or on the designated vehicle when entering or being present in secured areas.
3. The Vehicle Pass is issued in connection with the need to enter Airside Security Restricted Area – Critical Parts, Airside Non-Security Restricted Area's, Airside Demarcated Area's, Landside Secured Premises by A.A.S. to perform work.
4. The Vehicle Pass remains the property of Schiphol Nederland BV (referred to below as 'SNBV') and may be used only in the context of the activities for which it has been provided.
5. Movements to and from Airside Security Restricted Area – Critical Parts, Airside Non-Security Restricted Area's, Airside Demarcated Area's, Landside Secured Premises by A.A.S. is only permitted using entryways designated by SNBV.
6. If the Vehicle Pass is lost stolen or damaged, this must be reported immediately to Badge Center (Tel.:+31-(0)20-6012626) or outside office hours to SNBV's Security Control Center (tel.: +31-(0)20-6013000). If the Pass is found again then this too must be reported immediately to the Badge Center or outside office hours to SNBV's Security Control Center.
7. If the conditions under which the Vehicle Pass was provided are no longer being met, the Vehicle Pass will no longer be valid and must be handed in immediately to the Badge Center for its blocking and cancelation.
8. Instructions from officials from SNBV or from those employed by a security or other firm designated by SNBV or at the request of authorized officials working at Schiphol for Dutch Customs or the Royal Netherlands Marechaussee must be complied with promptly and at all times.
9. The Vehicle Pass must be used and returned to the Badge Center in its original condition.
10. SNBV will process the Pass Holder's personal details as entered in the Schiphol Vehicle (Day) Pass Application Form (Aanvraagformulier Schiphol(dag)pas voor voertuigen) and will use those details as well as Schiphol Vehicle Pass usage data for administrative purposes, for access and access control purposes, and for any other purpose relating to civil aviation security. SNBV processes these details in accordance with the General Data Protection Regulation (Algemene Verordening Gegevensbescherming). In specific cases, SNBV may be under a statutory obligation to disclose these details to third parties. Additionally SNBV can also disclose these details to third parties in case SNBV holds it essential for civil aviation security.
11. The Vehicle Pass and/or (access) authorization may be revoked in the event the results of an investigation ordered by a governmental agency provides the grounds thereto.
12. The Vehicle Pass is only issued to persons able to provide a valid Schiphol Pass and under contract of the employer who has applied for the Vehicle Pass for the designated vehicle.
13. It is not allowed to make a reproduction of the Vehicle pass or to make a copy of it.
14. In the case there is any doubt within Badge Center Schiphol regarding the compliance to these conditions with regards to filling out the application form, the application shall be rejected and if repeated SNBV will start a sanctioning procedure.
15. SNBV always has the right to reject the application of a Vehicle Pass without the need to provide a reason.
16. The Vehicle Pass is for permanent use and is valid for a maximum of 5 years.
17. The driver and all passengers must be in the possession of a valid access permit when they wish to access SRA-CP.
18. A violation can be handled in an administrative process by the Corporate Security & Security Compliance department of the SNBV or by invitation to a hearing from the Schiphol Sanctioning Committee, implemented by the SNBV, as stated in Appendix 2 of the Schiphol Regulations.

IV Flowchart for applying a Schiphol Visitor's Pass

Flowchart Schiphol Visitor Pass Persons



Explanation to flowchart Schiphol Visitor Pass Persons

The steps in the table below correspond to those listed in the flow chart.

Step	Decision point in flow chart	Further explanations	Decision
1a	Is there functional necessity?	<p>Is there an added value (functional necessity) through which the visit contributes to:</p> <ul style="list-style-type: none"> the processes at the airport related to aircraft and flight handling (primary process), or; guaranteeing the continuity of operations/service provision (secondary process), or; making passengers' stay more pleasant (secondary process). 	<p>If YES, proceed to step 2a.</p> <p>If NO, go directly to step 1b.</p>
1b	Is there any tour/training involved?	<p>Is the purpose of the visit to be in Protected Area (SRA-CP), Airside Demarcated Area or in Landside Restricted Area:</p> <ul style="list-style-type: none"> Gain insight into the various airport processes, or; To train persons in possession of a personal Schiphol Pass on a specific subject by an external expert. 	<p>If YES, proceed to step 6.</p> <p>If NO, go directly to step 7.</p>
2a	Is access to SRA-CP necessary?	Is it necessary for the visit to have access to protected area?	<p>If YES, proceed to step 3.</p> <p>If NO, go directly to step 2b.</p>
2b	Is access to Airside Demarcated Area necessary?	<p>Is it necessary for visitors to have access to Airside Demarcated Area? This concerns the K-platform and the areas around the hangars at Schiphol-East behind Security checkpoint 2 (doorlaatpost 2).</p>	<p>If YES, proceed to step 6.</p> <p>If NO, go directly to step 2c.</p>
2c	Is access to Landside Restricted Area necessary?	<p>Is it necessary for visitors to have access to Landside Restricted Area? This includes the reclaim hall.</p>	<p>If YES, proceed to step 6.</p> <p>If NO, go directly to step 7.</p>

3	Is there any urgency?	<p>Is there a situation that has a direct impact (disruption) on one or more of the points below and cannot be postponed until a person is in possession of a personal Schiphol Pass:</p> <ul style="list-style-type: none"> • the processes at the airport related to aircraft and flight handling (primary process), or; • guaranteeing the continuity of operations/service provision (secondary process), or; • making passengers' stay more pleasant (secondary process). 	<p>If YES, proceed to step 4. If NO, go directly to step 7.</p>
4	Is the purpose of the visit predictable/plannable?	Is the visit linked to an activity/situation that was, or could have been, planned/predicted?	<p>If YES, proceed to step 7. If NO, go directly to step 5.</p>
5	Can the work be carried out by a pass holder?	Is there anyone qualified and competent who can also carry out this work and holds a personal Schiphol pass?	<p>If YES, proceed to step 7. If NO, go directly to step 6.</p>
6	Person receives a Schiphol Visitor Pass up to 10 times a year	<p>In accordance with the Access Policy, this person will be given a visitor's pass up to 10 times a year. Provided this person is at least 15 years old.</p> <p>If the same person wishes to visit Schiphol more than 10 times a year, a personal Schiphol Pass must be applied for, for which a VGB is required, depending on authorisation.</p>	END
7	No Schiphol Visitor Pass Persons will be issued	The conditions for the issuance of the Schiphol Visitor Pass Persons are not met, resulting in the application being rejected.	END

V List of declarations in accordance with EU Regulation (EC) 300/2008

Clause	3	For the purposes of this Regulation:
Definitions		<ol style="list-style-type: none">1. “Civil Aviation” means any air operation carried out by civil aircraft, excluding operations carried out by State aircraft referred to in Article 3 of the Chicago Convention on International Civil Aviation;2. “Aviation Security” means the combination of measures and human and material resources intended to safeguard civil aviation against acts of unlawful interference that jeopardise the security of civil aviation;3. “Operator” means a person, organisation or enterprise engaged, or offering to engage, in an air transport operation. In accordance with Aviation Law (Wet luchtvaart) article 8.1b, 1 the operator means N.V. luchthaven Schiphol;4. “Air Carrier” means an air transport undertaking holding a valid operating licence or equivalent;5. “Community Air Carrier” means an air carrier with a valid operating licence granted by a Member State in accordance with the provisions of Council Regulation (EEC) No. 2407/92 of 23 July 1992 on licensing of air carriers (1);6. “Entity” means a person, organisation or enterprise, other than an operator;7. “Prohibited Articles” means weapons, explosives or other dangerous devices, articles or substances that may be used to commit an act of unlawful interference that jeopardises the security of civil aviation;8. “Security Screening” means the application of technical or other means which are intended to identify and/or detect prohibited articles;9. “Security Control” means the application of means by which the introduction of prohibited articles may be prevented;10. “Access Control” means the application of means by which the entry of unauthorised persons or unauthorised vehicles, or both, may be prevented;11. “Airside” means the movement area of an airport, adjacent terrain and buildings or portions thereof, access to which is restricted;12. “Landside” means those parts of an airport, adjacent terrain and buildings or portions thereof that are not airside; access to this area may be restricted;13. “Security Restricted Area” means that area of airside where, in addition to access being restricted, other aviation security standards are applied;14. “Demarcated Area” means an area that is separated by means of access control either from security restricted areas, or, if the demarcated area itself is a security restricted area, from other security restricted areas of an airport;15. “Background Check” means a registered check of a person’s identity, including any criminal history, as part of the assessment of that person’s eligibility for unescorted access to security restricted areas;16. “Transfer Passengers, Baggage, Cargo or Mail” means passengers, baggage, cargo or mail departing on an aircraft other than that on which they arrived;

17. **"Transit Passengers, Baggage, Cargo or Mail"** means passengers, baggage, cargo or mail departing on the same aircraft on which they arrived;
18. **"Potentially Disruptive Passenger"** means a passenger who is either a deportee, a person deemed to be inadmissible for immigration reasons or a person in lawful custody;
19. **"Cabin Baggage"** means baggage intended for carriage in the cabin of an aircraft;
20. **"Hold Baggage"** means baggage intended for carriage in the hold of an aircraft;
21. **"Accompanied Hold Baggage"** means baggage, carried in the hold of an aircraft, which has been checked in for a flight by a passenger travelling on that same flight;
22. **"Air Carrier Mail"** means mail whose origin and destination are both an air carrier;
23. **"Air Carrier Materials"** means materials either whose origin and destination are both an air carrier or that are used by an air carrier;
24. **"Mail"** means dispatches of correspondence and other items, other than air carrier mail, tendered by and intended for delivery to postal services in accordance with the rules of the Universal Postal Union;
25. **"Cargo"** means any property intended for carriage on an aircraft other than baggage, air carrier mail and air carrier materials and in-flight supplies;
26. **"Regulated Agent"** means an air carrier, agent, freight forwarder or any other entity who ensures security controls in respect of cargo or mail;
27. **"Known Consignor"** means a consignor who originates cargo or mail for its own account and whose procedures meet common security rules and standards sufficient to allow carriage of cargo or mail on any aircraft;
28. **"Account Consignor"** means a consignor who originates cargo or mail for its own account and whose procedures meet common security rules and standards sufficient to allow carriage of that cargo in any cargo aircraft or mail in any mail aircraft;
29. **"Aircraft Security Check"** means an inspection of those parts of the interior of the aircraft to which passengers may have had access and an inspection of the hold for the purposes of discovering prohibited articles;
30. **"Aircraft Security Search"** means an inspection of the interior and accessible exterior of the aircraft in order to detect prohibited articles and unlawful interferences that jeopardise the security of the aircraft;
31. **"In-Flight Security Officer"** means a person who is employed by a Member State to travel on an aircraft of the air carrier licensed by it with the purpose of protecting that aircraft and its occupants against acts of unlawful interference.

VI Conditions for obtaining a Schiphol pass

(see next page)



Conditions for obtaining a Schiphol Pass

Safety & Security e-learning modules and test

FINAL VERSION

13 August 2024

Version 1.0

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1 Introduction

1.1 Background

As airport operator, Schiphol Nederland B.V. (SNBV) is required by law to provide the facilities required to ensure the proper handling of air traffic and the associated passenger and cargo transport at Amsterdam Airport Schiphol. These obligations are laid down in laws and regulations at an international level. In addition to the legal obligations, there are company rules that apply to the airport grounds. These company rules are described in the Schiphol Regulations and Access Policy plus all the applicable documents, including but not limited to the Schiphol Admission Regulations.

Amsterdam Airport Schiphol is divided into various areas. For instance, there are areas that are open to the public, but there are also areas that are only accessible to people who have a job-related reason for being there and hold a valid access pass. Access to these areas is regulated by various systems. One of these systems is an access control system.

An access pass recognised by Schiphol Nederland B.V. (SNBV) is an airport identity card, hereinafter referred to as the 'Schiphol Pass'. The holder of a Schiphol Pass has access to those designated areas for which that Schiphol Pass is valid.

To raise security awareness and optimise safety, laws and regulations stipulate that personnel with unescorted access to the protected area must undergo basic training based on e-learning for Safety & Security and pass the test on completion of the training. This is one of the conditions for obtaining a personal Schiphol Pass that lends unescorted access to the protected area.

1.2 Objective of the policy memorandum

This policy memorandum sets out the conditions for obtaining a Schiphol Pass, or extending or adding an extra authorisation to a personal Schiphol Pass that one already has. This policy memorandum will serve as an appendix to the Access Policy for security restricted and protected areas at Amsterdam Airport Schiphol (hereinafter referred to as the 'Access Policy') and will therefore be included annually in the consultation process for formal adoption. This document does not explain how to apply for a Schiphol Pass.

1.3 The importance of safety and security

The basic premise underlying the Safety & Security training course and the accompanying tests ensues from various international laws and regulations, such as:

- Commission Regulation (EU) No 139/2014 laying down requirements and administrative procedures related to aerodromes pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council. Implementation rule ADR.OR.D.017 in specific, which focuses on training and proficiency check programmes. For staff involved in performing airport-related or job-related work (value added) such as the operation, management and maintenance of the airport grounds, as well as for third parties working in protected areas of the airport grounds;
- Commission Implementing Regulation (EU) 2015/1998 on civil aviation security. This mandates that persons other than passengers must have completed and passed a security awareness training course before having unescorted access to areas restricted for security reasons.
- The National Civil Aviation Security Training Programme: a document issued and managed by the National Coordinator for Counterterrorism and Security in the context of all courses related to civil aviation security.
- The Corrective Action Plan in response to the Human Environment and Transport Inspectorate audit to establish the level of compliance (EASA ADR 139/2014 ADR.OR.C.005 Aerodrome operator responsibilities). This describes matters related to the Safety & Security e-learning modules and test.

2 Target group

2.1 Who is eligible for a Schiphol Pass?

Those who are eligible for a Schiphol Pass and the criteria for applying for a Schiphol Pass are listed in the Access Policy Section 4.1 *Required for the performance of the job* and 5.2. *Schiphol Pass Conditions for Persons*.

3 Training courses and test

3.1 Structure

Six Safety & Security e-learning modules have been developed to familiarise all employees who are required to have a personal Schiphol Pass for work-related purposes with all the rules and obligations applicable at the airport. These modules are for initial training purposes as well as for refresher courses (recurring versions). It is compulsory for all pass holders to complete the initial e-learning courses and to attend a corresponding repeat (recurring) e-learning session for this every year.

The e-learning modules are linked to being permitted to enter a designated area without an escort. The Schiphol Pass authorises pass holders to access these areas for job-related purposes by assigning layout and non-layout authorisations. These authorisations are only granted after it has been demonstrably established that the relevant e-learning module has been taken and, if applicable, the Safety & Security test (hereafter referred to as the 'S&S test') is passed.

Overview

The table below presents the various e-learning modules with the accompanying authorisations linked to the module. For instance, the RNDW authorisation entails taking the 'Perimeter roads' e-learning module. If the 'General' module is the only one that is mandatory, then the pass holder is exempt from taking the S&S test. If the 'General' e-learning module has to be taken because it is combined with other e-learning modules, it is then mandatory to successfully complete the Safety & Security test before the Schiphol Pass is issued.

E-learning module	Schiphol authorisation	Pass	Knowledge	Test
General	SPL		General rules that apply at Amsterdam Airport Schiphol, including in the public areas, and the responsibilities accompanying having a Schiphol Pass. Basic knowledge of terrorism at airports and in air traffic.	YES ¹
Terminal	SGB		Laws and regulations and security and safety rules regarding the secure area of the Terminal Building.	YES
Perimeter roads	RNDW		Laws and regulations and security and safety rules regarding Airside.	YES
Apron	PLF		Laws and regulations and security and safety rules regarding work on the apron.	YES
Baggage	BAG		Legislation, regulations and safety rules regarding activities in the baggage areas.	YES
Schiphol-East Business Park	TAO		Legislation, regulations and safety rules regarding the Schiphol-East Business Park.	YES

Safety awareness

¹ If the 'General' e-learning module is the only compulsory one, it is not necessary to take the Safety & Security test.

The e-learning modules cover the Schiphol Regulations and raise safety awareness about a specific area. The contents of the e-learning modules are structured sequentially.

1. The initial e-learning modules prepare course participants for the Safety & Security test at the Badge Centre.
2. The recurring e-learning modules are refresher courses and keep security awareness high within specific work areas.

3.2 Preconditions

Duration of e-learning modules

When the e-learning modules were developed, one of the stipulations was that the total duration of the e-learning modules must not exceed four hours. The refresher courses are subject to a time limit of 40 minutes.

The following duration of each module can be used as an indication:

Initial module	Expected duration
General	75 minutes
Terminal	10 minutes
Perimeter roads	20 minutes
Apron	15 minutes
Baggage	10 minutes
Schiphol-East Business Park	5 minutes
	Total 2 hours and 30 minutes

Recurring module	Expected duration
General	10 minutes
Terminal	5 minutes
Perimeter roads	5 minutes
Apron	7 minutes
Baggage	5 minutes
Schiphol-East Business Park	5 minutes
	Total 37 minutes

Audio

All those who may have reading comprehension difficulties can listen to spoken versions of written questions in the Safety & Security test via an audio clip. Developing listening options for the e-learning modules is under consideration.

Level

The e-learning modules and the S&S test are set at the level of secondary vocational intellectual ability. In addition, the entire e-learning and Safety & Security test is available in Dutch as well as English.

Digital

With flexibility in mind, a decision was taken to offer a digital training course. This assumes that everyone has or can access a digital device, or can do so through their prospective employer. Ideally, the e-learning modules should be completed on a laptop because of the technical and functional support, among others. The Safety & Security test taken at the Badge Centre is always done on a laptop.

3.3 Language requirement

It is important when working in a complex and operational environment that employees understand each other, because language barriers can lead to unsafe situations. The Safety & Security test includes five listening questions to test listening skills. These questions must always be answered correctly. This competence is tested at A1/A2 level. Amsterdam Airport Schiphol has two official communication languages: Dutch and English. Staff who have access to Airside (blue or orange Schiphol pass) must demonstrate that they have a command of at least one of the two languages based on the listening questions.

3.4 Refresher courses (recurring)

Refresher courses have to be taken annually for the person concerned to remain compliant. These are shortened versions of the e-learning modules that are mandatory for pass holders. Unlike the initial training course, it is not necessary to take a test at the Badge Centre after a refresher course.

Besides repeating the (most important) Schiphol Regulations concerning Safety & Security, the recurring e-learning modules focus on the following, among other things:

- Changes: what has been added, removed or changed in the Schiphol Regulations or other legislation that is relevant to the working environment?
- Topics or incidents: have there been any safety or other incidents that require additional attention and/or are there any trends or developments that are relevant and should be brought to the attention of staff?

4 Test rule

Every employee who needs a Schiphol Pass to carry out their work, which includes access to one of the protected areas at Amsterdam Airport Schiphol, takes an S&S test at the Badge Centre. The test consists of several sections. The Training Courses and Test section of this policy memorandum explains which tests are linked to which areas.

4.1 Entry requirements

Prior to the visit to the Badge Centre, the person applying for a pass must have completed the relevant e-learning modules and be able to demonstrate this during the appointment by producing a digital or physical certificate. Once it has been established at the Badge Centre that all mandatory e-learning modules have been completed, one can, if applicable, prepare for the next process step at the Badge Centre, namely the Safety & Security test.

4.2 Pass mark

If the person applying for a pass has successfully completed the entire Safety & Security test, they may carry on to the next step in the process at the Badge Centre for obtaining the personal Schiphol Pass. If your score is too low, which means you did not pass the test, you have failed and must retake the section in question at the next opportunity after liaising with the Badge Centre. The pass mark is set at 80%; this applies to all of the various sections of the Safety & Security test. The pass mark for the 'Listening questions' section is 100%.

Should the applicant fail the Safety & Security test, it may be retaken twice at most: once on the same day and once on another day. If the test is taken again on the same day, the sections the participant has passed do not have to be retested. If the test is taken on a different day, the test has to be taken again in its entirety. Should the member of staff fail for a third time, the employer may decide whether appropriate measures are an option. This decision is taken at the employer's request in consultation with the internal review committee on a case-by-case basis. The employee may, for instance, suffer from dyslexia, examination anxiety, and so on.² After that, a resit is not an option and the applicant will not be issued a new pass when requesting a renewal.

This new guideline offers fewer opportunities but its individual assessment option adds a human dimension. A balance was struck in the weighing up of stricter policies on resits versus maintaining flexibility when hiring employees.

Individual cases and exceptions may be referred to an internal review committee comprising delegates from HSE R&C, the Security Policy, HR L&D departments and the Badge Centre. These applications can be submitted via: HSEtrainingen@schiphol.nl

² This may be deviated from on an ad hoc basis and in close consultation with the internal examination committee.

4.3 Inclusion

Against the background of inclusive employment, various learning and testing materials are being worked on, for instance for visually impaired persons or materials more suitable for persons with dyslexia. Until these materials have been developed and made available, requests for adjustments to the standard learning and testing materials should be submitted via: HSEtrainingen@schiphol.nl

4.4 Fraud

'Fraud' in this context means the unlawful use of aids or an irregularity in the test process (for instance cheating) making it impossible to make an accurate assessment of the person's knowledge or insight.

If a member of staff at the Badge Centre discovers fraud, they may warn the person concerned once. If it happens again, the test must be stopped immediately and the person concerned may report for a resit at another time. The test must then be taken again in its entirety.

If the same person is then caught committing fraud again, the staff at the Badge Centre will make a note of this and the case will be referred to the review committee for a decision. No test may be taken until such time.

5 Policy aspects

5.1 Basic principles

The 'General' e-learning module includes basic knowledge of terrorism at airports and in air traffic plus the general rules that apply at Amsterdam Airport Schiphol (including in the public areas) and responsibilities that accompany a Schiphol Pass. Combatting terrorism is not a task that is confined to those charged with security. Everyone at Schiphol can contribute to a safe environment by proactively responding to suspicious or abnormal behaviour.

A certain level of security awareness is key to this. Every pass holder is required to complete the 'General' e-learning module in an effort to raise awareness of security among as many people as possible, and to provide tools on how to act in suspicious circumstances or in unwanted situations during or after a terrorist attack. The same applies to pass holders who are only authorised to park.³ They also enter the airport grounds and, with that, they are also an important link in the security chain.

5.2 Maintenance

An assessment to ascertain whether e-learning modules need to be revised is carried out on an annual basis. The reason for this may include changes to the Schiphol Regulations or the Access Policy.

5.3 Registration and retention period for personal data

Registration

The employer is responsible for applying for and renewing Schiphol Passes and/or separate authorisations. Applying for a pass is done through an authorised signatory at the organisation. The authorised signatory ensures that new, existing and future employees receive the authorisations that they need to carry out their work. When an application is made in e-Vesta, an account is subsequently created in the Schiphol Learning Hub (i.e. the Schiphol Group's learning management system). The mandatory e-learning modules are then prepared in this system for the person in question.

Data retention period

e-Vesta applications that are not acted on are flagged as 'expired' after two months. All customer information is deleted/anonymised every three months in JRNI.

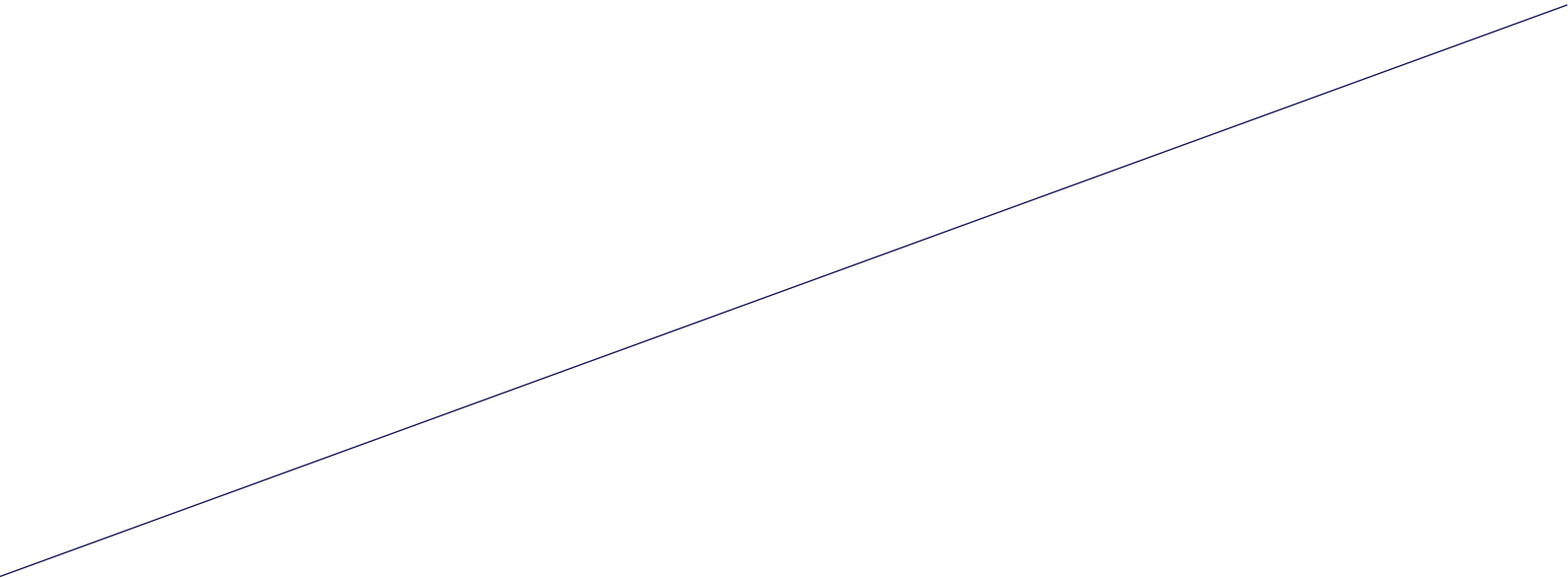
Completed applications are kept for five years at most. This term is four years if the employee leaves service.⁴

5.4 Costs

'Apron', the initial e-learning module, costs €40. The other e-learning modules, both initial and recurring, are free of charge. This amount was set in 2021 when the e-learning modules were developed and it will not be increased over time.

³ See Section [3.1 Structure](#) for the rules on whether or not you need to take the Safety & Security test.

⁴ In accordance with the Easy Access Rules for Aerodromes ADR.OR.D.035 Record keeping



Publication details

13 August 2024

Version 1.0

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