

Q&A

EN

Mouth masks for travellers

Q: Do you have to wear a mouth mask everywhere?

- Travellers travelling through Schiphol are prescribed to wear mouth masks wherever traveller and documents checks are taking place, such as s the passport and security control, the check-in desks and the boarding areas
- There are signs in places where it is necessary to wear a mouth mask at the airport.

Q: Why not just recommend to wear a mouth cap everywhere?

In consultation with the government, we ended up at the chosen locations. This is comparable to public transport, where you don't have to put on a mouth cap in the station building.

Q: Do travellers need to provide their own mouth masks?

Yes, travellers must ensure that they carry the required face protection on their person or purchase the supplies they need.

Q: Is it necessary for travellers to bring multiple mouth masks to be worn at different locations?

- It is a good idea to bring several mouth masks with you when you travel. That is because you may need them on board the aircraft or in your arrival country.
- Mouth masks are also available at various points of sale throughout the airport.

Q: Are there additional places to buy mouth masks at the airport in case you have to replace a soiled mask?

- Mouth masks are for sale at various shops at Schiphol. We will also place about 20 vending machines all over the airport where travellers can buy mouthpieces, among other things.

Q: If you have to wear a mouth mask on public transport and on some airlines, why is it unnecessary to wear them everywhere at the airport?

- The policy at the airport is very much in line with public transport. If you travel by train, you don't have to put on the mouth cap at the station. This also applies in our terminal, except at a few specific points because travellers and/or baggage are checked there.
- We believe that the health and safety of everyone who travels through or works at Schiphol is of the utmost importance. That's why we have indicated how you can keep 1.5-metres distance from others at various points in the airport. We have set up several hygiene points and cleaning services will be conducted more often.

Q: What authority is responsible for the use of mouth masks – is it the municipality or mayor's rule, for instance?

- Together we look after each other. Keeping a distance of 1.5 metres is still the basic rule. In addition, there are specific supervisors at Schiphol who monitor people and remind them of the precautions. The municipality or the Koninklijke Marechaussee can act at the airport's behest if you fail to comply with these measures.

Q: Are fines issued if you do not wear a mask?

- You will not be fined at this time. We trust that everyone wants to travel safely and responsibly and takes each other into account. Social distancing is still the basic rule. The municipality or the Koninklijke Marechaussee can act at the airport's behest if you fail to comply with these measures.

Q: Will you be refused passage if you do not wear a mask during the security check, for example?

- We trust that everyone wants to travel safely and responsibly and takes each other into account.
- We prescribe travellers to wear a mouth cap in places where travelers and documents are checked. On most flights, wearing a mouth mask is mandatory for both s and employees.
- Places where you must wear a mouth mask at the airport are marked.

Q: Travellers need to show their faces for a scan at the automatic passport control area. In addition, travellers pass through the security scanner at Security. How will you deal with wearing a mouth mask at security and passport controls?

It will be signposted where it is necessary to show your face for security reasons. At that time, 1.5-metres were secured or other measures were taken to prevent the virus from spreading (such as mouth masks for security staff, or screens in passport control areas).

Q: Do kids have to wear a mouth cap?

- We prescribe all travelers aged 13 and over to wear a mouth mask where it is indicated at the airport.
- It is a good idea to bring several mouth masks with you when you travel. That is because you may need them on board the aircraft or in your arrival country.

Q: Do you guarantee the 1.5 meters everywhere?

- Everything at the airport is designed to ensure that everyone keeps and can keep a meter and a half distance from each other.
- Just as in the supermarket, the park or the train station, this is a joint responsibility of everyone. If everyone does that, it contributes to safe and responsible travel.
- The exception is security: people are searched for security reasons. This also contributes to safe and responsible travel.

Q: Isn't it strange that passengers have to keep a distance of 1.5 m at the airport and just sit next to each other in the plane?

- We can explain what we do at the airport. And everything we do is focused on safe and responsible travel.
- For an explanation of policy in airplanes, I refer you to airlines.

Mouthcaps for staff

Q: Do all staff at Schiphol – whether in Operations or office-based workers – need to wear a mouth mask?

- We prescribe both travellers and employees to wear a mouth mask in the designated areas in the terminal.
- The need to wear mouth masks now arises from three main changes:
 1. Airlines are planning more flights again. With each additional flight, there are logically more passengers. This will of course happen step by step in the coming period.
 2. More travellers also means more chance for travellers who may not be free of health complaints
 3. If we want travellers to wear mouth masks, we will also need to lead

by example.

Q: Are mouth masks provided by Schiphol?

- Mouth masks will be provided to Schiphol staff. A number of mouth masks will be provided depending on the time they are worn.

Q: Why did security officers and Axxicom employees have mouth masks masks earlier than other staff at the airport?

- Security staff and Axxicom employees are in direct contact with travellers. Therefore, they were the first to receive a mouth mask from all airport staff. When the party recently ordered by Schiphol arrives, other function groups will also receive a mask.
- Providing mouth masks is part of a series of actions we took earlier to enable safe and responsible travel and work.

Q: Why are mouth masks only being issued now, because the security guards and unions have been asking for this for much longer?

- We understand that security guards would like to have had them earlier. They come close to passengers and colleagues during the important work they do to enable flight safety
- At the same time, we have always followed the advice and guidelines of the government and RIVM and continue to do so. Their advice was that only mouth masks for medical personnel. However, security guards were allowed to use a mouth mask if they had one
- Now that the use of mouth masks is becoming the norm and practice outside healthcare, we also want to facilitate this at the airport.

Q: Is this something that Schiphol wants or is it because of requirements due to labour inspection laws?

- We wanted to do so ourselves and the view of the labor inspectorate accelerates it. The use of mouth masks has become the norm and practice in international travel. That is why Schiphol also ordered mouth masks.
- The labour inspectorate – which is part of the ministerie van Sociale Zaken en Werkgelegenheid (Ministry of Social Affairs and Employment) – requires that security guards be given a mouth mask. This is in contrast to the advice issued by the Cabinet and RIVM. This speeds up the provision of mouth masks to these colleagues.

Q: Have you been rapped across the knuckles by the labour inspectorate?

- We followed the advice of RIVM and the Dutch government for all measures taken so far. This differs from what the labour inspectorate now requires. We will follow that from now on.
- It was important that we responded as quickly as possible to new insights and security guards receiving the mouth masks, which worked out well. We have now ordered many more mouth masks for them, and for other group functions.

General

Q: Is it possible to maintain a 1.5-metre distance when traveling through Schiphol?

Keeping 1,5 meters distance remains the norm. There are stickers affixed around the terminal and in queues to show where and how everyone can adhere to social distancing measures. There are places at the airport where travellers or documents need to be checked, especially in those areas we prescribe everyone to wear mouth masks.

Q: Are there temperature control checks at Schiphol?

An airline may ask for a health certificate to be completed before a passenger can embark onto a flight. There are health checks at the check-in desk and at the gate at a number of destinations. Travellers arriving from a high-risk area (those areas are determined by the government) can be checked by GGD employees when they disembark from a flight. As an airport, our role is to facilitate this. Decisions about this are made by the government. Please contact the ministerie van Infrastructuur & Waterstaat (Ministry of Infrastructure and Water Management) with questions.

Q: Do you need to have a health certificate in order to travel?

Travellers must be able to provide a health certificate, if requested. This declaration may be requested by the airline or or you may be asked to produce this certificate in the country you are flying to. For smooth journey at Schiphol, it is good to be able to show the health declaration when requested.

To see the form, visit: <https://www.rivm.nl/sites/default/files/2020-04/2.%20Gezondheidsverklaring%20%28versie%202.0%29.pdf>

Q: In light of all measures, is it necessary to come to Schiphol earlier than the current indications?

No, that is not necessary. We still recommend that you arrive at Schiphol 2 hours prior to flights within Europe and 3 hours prior to intercontinental flights. We advise travellers to keep a close eye on the current flight status of their airline.

Q: How many travellers will you scale-up with?

There is no exact number. We calculate this number weekly based on the amount of flight movements, the number of travellers and required areas of the terminal. As air traffic increases, we will scale up further, with responsible and safe travel being the norm.

Q: We know the images of full departure halls. When you return to such a level, it becomes impossible to keep 1.5 meters distance everywhere. What is your maximum/when you need to stop increasing the amount of flights?

- There is no exact number. We calculate this number weekly based on the amount of flight movements, the number of travellers and required areas of the terminal. As air traffic increases, we will scale up further, with responsible and safe travel being the norm.
- By that time, we will decide how to deal with it in consultation with sectorpartners and the government.

Q: Are you going to use the Aalsmeerbaan Runway again?

The plan is to use the Aalsmeerbaan Runway again from 13 July (for take-offs and landings).

Q: How many flight movements and number of travellers are there now?

- There were more than 200 daily flights to and from Schiphol in the first week of June (15% compared to last year), and around 10,000 travellers (5% compared to last year).
- In the quietest month, April, there were about 140 daily aircraft movements (10% compared to last year) to and an average of 4,200 travelers per day to and from Schiphol (2% compared to last year).

Q: What are the expectations in terms of number of flight movements and travellers this summer?

- These developments depend on airlines continuing to reestablish their networks, among other things. In addition, it also depends on whether or not countries open their borders or leave them closed.
- Schiphol is in close contact with its partners and the government about this. We currently expect approximately 350 daily flights (20% -25%) and about 30,000-40,000 (15-20%) travellers by the end of June (in 2-3 weeks).

Q: Are you expecting considerably more travellers on Monday 15 June compared to earlier?

- There were more than 200 daily flights to and from Schiphol in the first week of June (15% compared to last year), and around 10,000 travellers (5% compared to last year). We currently expect approximately 350 daily flights (20% -25%) and about 30,000-40,000 (15-20%) travellers by the end of June (in 2-3 weeks).
- To put this in perspective: In the same period last year, the airport welcomed over 210,000 passengers and nearly 1450 flights a day.
- This development is step-by-step and not from one day to the next. Developments depend on airlines continuing to reestablish their networks, among other things. In addition, it also depends on whether or not countries open their borders or leave them closed.

Q: Will the 1.5-metre distance rules result in longer queues and is there enough room for this to happen?

- Yes, the queues are much longer because of the 1.5-metre rule. We are actively focusing on preventing queues that take longer than usual.