

Introduction

Team Schiphol Check-in:

Schiphol sees partnership as a collaborative effort that yields mutual benefits. Our success is your success, and vice versa.

To realise our objectives, we have documented principles of cooperation for a trust-based, long-term equal partnership with our external partners as well as across the Schiphol organisation.

The principles **apply to all partners at the airport**, who work together to create a quieter, cleaner and better Schiphol.

Any reference to 'we' or 'us' in this document therefore includes all partners operating at Schiphol. These principles will be **jointly operationalised and applied for each specific partnership**.

Let's go together →



How we work together:

We are **one Team Schiphol**, built on trust and long-term, equal relationships



We improve **our joint operations** continuously



What we stand for:

Offer **high-quality service** to our travellers



Provide jobs with **fair pay**, a **healthy work-life balance** and **development opportunities**



Create **safe and healthy working conditions**



Safeguard **social safety and integrity**



Realise our **environmental** and **social** ambitions.



We are **one Team Schiphol**, built on trust and long-term equal relationships



We foster trust-based and equal relationships and treat our suppliers as partners, and their employees as our own. We speak with one voice as Team Schiphol and foster open communication.

What this means for:

- Short to medium-term partnerships (1-2 years) →
- Additional for long-term partnerships (>3 years) →

We are **one Team Schiphol**, built on trust and long-term, equal relationships

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Short to medium-term partnerships (1-2 years)

Our mutual commitments

Fostering **trust-based** and **equal** relationships:

- Check-in principles reflect our joint values
- We jointly learn and grow
- We are transparent and share information
- We ensure an excellent working relationship

Speaking with **one voice** as **one Team Schiphol**, including having a single point of contact in place to manage partnerships to ensure efficient, clear communication and streamline coordination efforts.

Conducting annual internal and external **Team Schiphol Check-in** performance reviews and following up on results. Setting joint objectives to develop our partnership.

Helping our partners **implement Team Schiphol Check-in** by facilitating annual trainings on the principles for their management and staff.

Treating everyone as **equal** team members and **including** everyone working at Schiphol in **joint team events, joint trainings** and **communications**.

What we ask from our partners

Allocating **accountability** and **responsibility** related to the **Team Schiphol Check-in** to at least one **management-level representative**.

Having a **single point of contact** in place to manage the relationship with us to ensure efficient, clear communication and streamline coordination efforts.

Participating in annual **Team Schiphol Check-in** reviews and following up on results.

Encouraging everyone working at Schiphol to participate in **joint team events** and **joint trainings**.

Making a **joint business development plan**, using Team Schiphol Check-in as a starting point.



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We are **one Team Schiphol**, built on trust and long-term, equal relationships

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Additional for long-term partnerships (>3 years)

Our mutual commitments

Organising regular sessions and creating a platform for partners to share **social standard best practices**.

Providing **onboarding training** to all people working at Schiphol on **Team Schiphol** to share our standards and values and foster a shared **Team Schiphol culture**.

Developing and facilitating access to a **Check-in training curriculum**.

Establishing clear **communication** and **feedback channels**.

Including **risk/benefit** sharing in contracts.

What we ask from our partners

Encouraging all people working at Schiphol to participate in the **Check-in training curriculum**.



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Improve our joint operations continuously



We gather data and feedback from our partners and people working at Schiphol on a regular basis and engage in discussion with all stakeholders to ensure efficient operations.

What this means for:

- Short to medium-term partnerships (1-2 years)
- Additional for long-term partnerships (>3 years)



Short to medium-term partnerships (1-2 years)

Our mutual commitments

Having **regular discussions** with our partners on how to jointly make operations smarter and more efficient.

Orchestrating a process to **capture continuous feedback** shared by partners.

Identifying a **continuous and multi-year pipeline** of projects to better enable us to realise our goals based on partner feedback and market best practices.

Enforcing a **'fix it first' mentality** by solving problems first, and handling details afterwards.

What we ask from our partners

Engaging in **open and honest** discussions on how to jointly make **operations smarter and more efficient**.

Pro-actively **sharing best practices** based on observations in the market and at Schiphol.

Pro-actively sharing **ideas for improvement** through relevant systems and channels.



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Additional for long-term partnerships (>3 years)

Our mutual commitments

Sharing insights of **process reviews** with our partners to jointly strive for and implement **process improvements**.

Providing **transparency** towards our partners, aiming to be as **predictable** as possible, meaning that information, plans and updates are communicated openly to partners.

Creating a system for **data sharing with partners and airlines**, to improve airport management and personalise traveller journeys.

What we ask from our partners

Collaborating to ensure the **implementation** of identified **process improvements**.

Participating in data gathering initiatives aimed to improve your own operations, by sharing it with Schiphol or other partners.

Pro-actively **sharing ideas for improvement** at Schiphol through Schiphol's relevant mechanisms.



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Offer high-quality service to our travellers

We actively gather customer feedback, share this with our partners, and use these insights to train people working at Schiphol so they can offer high-quality service to our travellers.



What this means for:

- Short to medium-term partnerships (1-2 years)
- Additional for long-term partnerships (>3 years)



Offer **high-quality service** to our travellers

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Short to medium-term partnerships (1-2 years)

Our mutual commitments

Sharing feedback from customer surveys with partners to improve our joint service.

Providing a **hospitality e-learning** on the Schiphol Learning Hub and continuously improving this based on feedback.

What we ask from our partners

Facilitating access to the **Schiphol Learning Hub** and encouraging workers to participate in the **hospitality e-learning**.



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Offer **high-quality service** to our travellers

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Additional for long-term partnerships (>3 years)

Our mutual commitments

Providing **tailored training resources** and support to help in the **training** of all employees and ensure a coherent, high-quality airport experience for all travellers, to the extent relevant to the partner.

Taking into account the need for partners to **plan resources effectively**, to enable people working at Schiphol to **provide high-quality service** to travellers.

What we ask from our partners

Participating in **initiatives** with Schiphol and other partners to jointly improve the traveller journey outside the boundaries of your organisation, such as **cross-sector discussions**.

Enabling people working at Schiphol to offer **high-quality service** by **allowing sufficient time** to do so.



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Provide jobs with fair pay, a healthy work-life balance and development opportunities

We offer fair pay and benefits,
ensure people have a healthy
work-life balance and create
development opportunities.

What this means for:

- Short to medium-term partnerships (1-2 years) →
- Additional for long-term partnerships (>3 years) →



Provide jobs with **fair pay, a healthy work-life balance and development opportunities**

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Short to medium-term partnerships (1-2 years)

Our mutual commitments

Striving to ensure that everyone working at Schiphol can earn a **living wage**.

Setting **minimum wage and employment standards** in line with relevant **labour laws, regulations and collective labour agreements**.

Ensuring **employment conditions** are maintained if the work remains unchanged after a **transfer of undertakings**.

Facilitating clean, hygienic and well-maintained **working environments** and rest areas in accordance with working conditions regulations.

Ensuring **people do not incur costs working at Schiphol**, by offering free coffee, tea and water in rest areas and ensuring there is adequate **personal protection gear** and compensation for **travel costs and parking**.

Setting the standard that people working at Schiphol can enjoy sufficient time off and maintain healthy, predictable work schedules. And also that when on holiday, on leave or during rest periods, people are not asked when or not they can be scheduled for work.

Involving people working at Schiphol and unions in renewing tenders.

What we ask from our partners

If a collective labour agreement applies, **complying with employment conditions agreed** therein.

Making schedules predictable, with a minimum continuous shift length, no split shifts and the opportunity to have at least 10 consecutive days of holiday.

Reimbursing 100% of travel expenses based on **public transport** and if public transport is not reasonably possible, paying at least a travel allowance and parking costs in line with the applicable collective labour agreement or regulations. Offering **onboarding training** in collaboration with Schiphol to prepare people working at Schiphol for their role.

Promoting the use of permanent employment contracts. Making agreements for each contracted labour-intensive service about a **realistic permanent/flex work ratio**.



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Provide jobs with **fair pay**, a **healthy work-life balance** and **development opportunities**

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Additional for long-term partnerships (>3 years)

Our mutual commitments

Facilitating **access** for **unions** to their **members**.

Enabling people working at Schiphol to participate in **task rotation** and **secondment programmes** to gain experience in other positions.

What we ask from our partners

Providing people working at Schiphol with **regular training opportunities** to support their development.

Providing attention and support in **career development**.



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Create safe and healthy working conditions

We control exposure to dangerous substances and noise, make sure rules are up-to-date and commonly known and enable people to report any health and safety risks.

What this means for:

- Short to medium-term partnerships (1-2 years) →
- Additional for long-term partnerships (>3 years) →



Create **safe** and **healthy** working conditions

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Short to medium-term partnerships (1-2 years)

Our mutual commitments

Complying with and regularly reviewing the **Schiphol Rules, Golden Rules of Safety**.

Carrying out a **risk assessment and evaluation** (RI&E) and having an action plan and being **transparent** about location-related Health and Safety risks.

Having a system in place through which people working at Schiphol can **report health and safety issues** (and making the required improvements).

Monitoring and identifying any incidents at the airport, following them up and producing an improvement plan.

Offering a Schiphol-specific **Health & Safety** induction for new parties and hosting regular **trainings** for all partners.

Looking for ways to **jointly invest in equipment** innovation to help **mitigate the adverse health and safety impact** of work.

Controlling **exposure to dangerous substances** and noise and being transparent about location-related HSE risks.

Prioritising **data privacy** and having **robust information security measures** in place.

Executing **Privacy Risk Assessments** (PRA) and **Business Impact Analyses** (BIA) when required, according to the nature of the partnership.

What we ask from our partners

Assuring participation of everyone working at Schiphol in **Schiphol-specific Health & Safety** induction and training.

Providing **safety equipment** and other **work materials** to those who need it and controlling **exposure to dangerous substances** and **noise**.

Conducting **workload assessments** and having a plan on how to reduce workload.

Working with Schiphol to offer **occupational health checks** to people working at Schiphol to identify impacts on health resulting from work.

Providing people working at Schiphol with **accident insurance**, covering **medical treatment** for work-related injuries and illness.

Having policies and plans in place to manage occupational (**mental**) health and safety risks.

Collaborating with Team Schiphol to execute **Privacy Risk Assessments** (PRA) and **Business Impact Analyses** (BIA) and taking effort to implement the agreed measures to reduce these risks.



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Create safe and healthy working conditions

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Additional for long-term partnerships (>3 years)

Our mutual commitments

Creating a **Schiphol platform** for partners to ensure that **common occupational health and safety risks** are adequately and effectively managed.

Deploying initiatives with Schiphol to strive for Schiphol's ambition of zero safety incidents.

What we ask from our partners

Participating in the **Schiphol platform**, ensuring **common occupational health and safety risks** are adequately and effectively managed.

Deploying initiatives with partners to strive for zero **safety incidents**.



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Safeguard social safety and integrity

We strive for an inclusive integrity culture and a pleasant and (socially) safe workplace for everyone working at Schiphol, in which feedback and Speak-up are the norm.

What this means for:

- Short to medium-term partnerships (1-2 years) →
- Additional for long-term partnerships (>3 years) →



Safeguard **social safety** and **integrity**

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Short to medium-term partnerships (1-2 years)

Our mutual commitments

Assigning a **confidential advisor** to whom everyone working at Schiphol can reach out if required.

Offering **trainings** to all **employees and leadership** on social safety, ethical behaviour and integrity.

Offering an **e-learning** ("Sterke Luchthaven") in the context of **undermining prevention**.

Having a **designated management team member** who is responsible for drafting and implementing an integrity policy and integrity reporting.

Having an **Integrity Committee** in place.

Having an **Integrity Reporting Line** in place, through which people working at Schiphol can (anonymously) report (possible) misconduct and violations of integrity (including human rights violations). Having a procedure in place for the fair and careful handling of reports of possible misconduct and violations of integrity (including human rights violations).

Implementing **diversity and inclusion policies and goals** in governance, recruitment, talent development, retention and training, and regularly evaluating implementation and progress towards achieving these goals.

What we ask from our partners

Complying with the Schiphol Code of Conduct and adhering to the Responsible Business Policy and other ethical standards.

Encouraging everyone working at Schiphol to participate in the **e learning** ("Sterke Luchthaven") in the context of **undermining prevention**.

Providing people working at Schiphol with, and proactively informing them about, mechanisms to (anonymously) report possible misconduct, and following up such reports by fair procedures.

Reporting **suspected wrongdoing or failure to act with care or ethically** in relation to the Schiphol organisation. Informing Procurement & Contracting or Schiphol's Integrity Committee of such cases and cooperating in investigations of Schiphol Check-in violations.



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Safeguard social safety and integrity

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Additional for long-term partnerships (>3 years)

Our mutual commitments

Proactively sharing relevant information about integrity issues and dilemmas related to work, social and flight safety, and physical and mental health in the context of Team Schiphol.

Appointing a dedicated **confidential advisor** who is sufficiently trained on all unwanted behaviour and to whom people working at Schiphol can reach out with any concerns regarding these issues.

What we ask from our partners

Working with Schiphol to offer **trainings to leadership and other employees** on ethical behaviour and integrity or **facilitating** people working at Schiphol to join these trainings.

Implementing **diversity and inclusion policies** and **goals** in governance, recruitment, talent development, retention and training for people working at Schiphol, and regularly evaluating implementation and progress towards these goals.

Creating a system for data sharing, dialogue and knowledge exchange on integrity culture at work with partners.



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Realise our **environmental** and **social** ambitions

We set concrete targets in reduction of CO₂ emissions, waste and impact on local communities and human rights. We continuously test whether we are realising these targets to operate the most sustainable airports in the world by 2050.

What this means for:

- Short to medium-term partnerships (1-2 years) →
- Additional for long-term partnerships (>3 years) →



Realise our **environmental** and **social** ambitions

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Short to medium-term partnerships (1-2 years)

Our mutual commitments

Tendering products and services in such a way that **adverse environmental** and **social impact** in the **value chain** can be **decreased** or even avoided.

Informing partners about relevant changes that may have an impact on them, such as zero-emission zones, allowing them to anticipate them.

Complying with **Schiphol's Responsible Business Policy**

Facilitating relevant infrastructure (such as waste separation, charging facilities) to collaborate with partners to lower environmental impact.

Facilitating relevant infrastructure (such as waste separation, charging facilities) to collaborate with partners to lower environmental impact.

Following our **Schiphol Roadmap Most Sustainable Airports**.

What we ask from our partners

Knowing your suppliers and origin of materials and natural resources (energy sources).

Minimising pollution (air, water, soil, flora and fauna) and waste and using natural resources consciously.



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Realise our **environmental** and **social** ambitions

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Additional for long-term partnerships (>3 years)

Our mutual commitments

Obtaining a score in the **GSES platform** across all relevant Global Sustainable Enterprise System dimensions (Circularity, CO₂, CSR, Biodiversity, Health & Safety, Sustainable Procurement).

Sharing the Schiphol Roadmap Most Sustainable Airports and helping to **deliver on the targets** in the **Roadmap**.

What we ask from our partners

Obtaining **Global Sustainable Enterprise System (GSES) score** for all GSES dimensions that are relevant for you.

Executing the **Roadmap Most Sustainable Airports** by:

- Developing **carbon targets** in line with the **Paris Climate Agreement** and encouraging RSG to validate the targets by Science Based Target Initiative
- Gathering data for **ESG compliance** (sustainable and responsible business practices) and our **carbon footprint**

- Incentivising **people working at Schiphol** to choose the **most sustainable mode of transportation** according to the following principle: walk, cycle, public transport, electric car/truck, if possible
- Preparing for **zero-emission zone** at Schiphol in 2030 (by 2026 for commercial vehicles on landside)
- **Decarbonising** fleet used at Schiphol.

Improve our **GSES score**.



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Explanation of Terms

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Objectives for Collaboration: Two Levels

Our principles are based on several objectives that we need to achieve together to ensure smooth collaboration. This document outlines these objectives for each principle.

We distinguish between two levels:
short-term and **long-term**.

The short-term objectives apply to collaboration between Schiphol and partners lasting 1 to 2 years. For collaborations lasting 3 years or more, long-term objectives also apply.

Not all objectives can be fulfilled immediately. Team Schiphol Check-in forms the basis for business plans that are developed together with you, our business partners, to achieve these objectives.

In addition to the agreements in this document, we expect our suppliers to comply with all relevant laws and regulations for the agreed delivery of services and activities.

■ **Short term**

Objectives for collaborations of 1 to 2 years.

■ **Long term**

Additional objectives for collaborations of 3 years or more.