

Welcome to Schiphol Guide



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Welcome to Schiphol!

1.1 The Schiphol brand

You will soon be setting up your business at Schiphol. You are receiving a copy of this guide because an office or point of sale at the airport requires a slightly different organisational approach than at a regular location. The most important information about establishing your business at Schiphol can be found on our website www.schiphol.nl. This guide contains additional information. You can keep this guide for future reference.

What makes Schiphol unique?

At Schiphol we work with a range of partners, government agencies and other parties within various networks. In our business operations at the airport, we are, for example, not only dependent on airlines but also on air traffic control, the slot coordinator, the national government, the provincial and local authorities, local residents, ground handlers, security companies, Dutch Customs and the Royal Netherlands Marechaussee. While each of these parties have their own roles and responsibilities, our close, long-term and constructive partnership with each of them is key to the successful and sustainable organisation of the airport.

There is so much more to tell you about Schiphol. There is not enough room for all that information in this one guide. For that reason, this guide contains references to the various Schiphol websites where you can find more detailed information. For information about our organisation, mission, structure and financial position, please consult the Annual Report published by our airport.

Good luck with your activities at Schiphol!

1.2 Contact details

Address for correspondence

Amsterdam Airport Schiphol
PO Box 7501
1118 ZG SCHIPHOL

Visiting address (offices)

Schiphol Building
Evert van de Beekstraat 202
1118 CP SCHIPHOL
+31 (0)20 601 9111

Handy guide for practical matters

On the next page, you will find a brief explanation of a number of terms used in this guide concerning the relationship between lessees and the lessor, in other words business partners and Amsterdam Airport Schiphol (AAS).

1.3 General

Lessee

The organisation that has entered into a lease with the building owner (the lessor), Schiphol Commercial B.V.

Lessor

Schiphol Commercial B.V., the division of AAS which leases the space in the Terminal Building to businesses.

Business manager/property manager

Your contact person at the Schiphol Commercial department within AAS.

Business partner

A company with which AAS has entered into a commercial agreement other than a lease.

The Terminal

A shared building that accommodates several businesses, under the responsibility of Schiphol Commercial B.V., available via terminalrealestate@schiphol.nl.

The Terminal complex includes:

- Piers
- Departure lounges
- Arrival and departure halls
- Terminals 1, 2 and 3
- Skyport building
- Crew centre
- G Buffer operations building, winter storage area and towing service building
- Schiphol Plaza
- NS Plaza



1.4 Waste

You are responsible for the daily disposal of waste in the designated containers in Expeditiestraat, Transportstraat and the Loading and Unloading Quay. These containers are located in the security-restricted area: access is only possible with your Schiphol Pass (to operate the lifts).

1.5 Waste separation

According to government guidelines and the Schiphol Environmental Business Plan, paper, small hazardous waste articles (such as batteries and toner cartridges), glass and residual waste must be collected separately. Various dedicated containers are available in the building in the specially designated areas in Expeditiestraat and Transportstraat. In addition, hospitality outlets are required to separately collect and dispose of SWILL (food waste). As far as possible, businesses must also separate their waste at source.

Lessees are responsible for ensuring that confidential information is deleted or destroyed in the proper manner. The Lessor can instal a secure data container in the building for this purpose. If you require a secure data container, please contact Operations (Bedrijfsvoering) by phoning +31 (0)20 601 2550.



1.6 Waste disposal

As the Lessor, Schiphol is responsible for:

- the repair of the siphon traps (u-bends) and drains for washbasins, showers and pantries in the common areas;
- the cleaning and unblocking of drains for washbasins, showers, toilets and pantries in the common areas.

As the Lessee, you are responsible for:

- the repair of the siphon traps (u-bends) and drains for washbasins, showers, pantries and the like in the space you lease;
- the cleaning and unblocking of drains for washbasins, showers, toilets and pantries in the space you lease.

You can make your own arrangements to have this work carried out, or alternatively contact your property manager.

1.7 Airport Medical Services/First Aid

The core activities of Airport Medical Services/First Aid include: emergency first aid, medical transport, medical support for passengers, advice, vaccinations and ambulance service.

With the exception of medical support, these services are intended for passengers, crew members, employees, visitors and companies (including their employees) operating at the airport.

For more information, visit the website: [Eerste hulp Schiphol: medisch centrum | Schiphol](#)

1.8 Emergency numbers

The most important procedures to be followed in the event of emergencies and disasters are set out in the Emergencies and Disasters information folder (Calamiteitenklapper) that will be provided to you. This is updated annually.

Schiphol emergency number	+31 (0)20 601 2222 (for all emergencies)
Fire Service	+31 (0)20 601 2222
Royal Netherlands Marechaussee Control Room	088-9580444 (also for police matters, violent incidents and burglaries)
Hot/fire-hazardous work	+31 (0)20 601 2422

For more details, consult the information under the Crisis Management section in this guide.

1.9 Badge Centre & Schiphol Pass

In order to safeguard your safety and that of your employees and all visitors to Schiphol, the airport is divided into public areas and areas not accessible to the public. For non-public access areas you will need an access pass: the Schiphol Pass.

You must first register with the Regulations department in order to apply for a Schiphol Pass for one or more employees. Next, you (the employer) must apply for the Schiphol Pass or Passes you require. Employees with a Schiphol Pass must always wear the pass visibly.

The Schiphol Pass offers a number of additional benefits, including discounts at various retail outlets in Schiphol Plaza. Pass holders can also travel free of charge on public transport at the airport, provided that they have a personal public transport chipcard loaded with a Schiphol annual season ticket (JAS).

Badge Centre (Access & Identification Center)

The Access & Information Centre distribution point is located in the Schiphol building (by appointment only):

Evert van de Beekstraat 202
1118 CP Schiphol
T +31 (0)20 601 2626
E Badgecenter@schiphol.nl

Opening hours: Monday to Friday from 08.00 to 16.30 (except national holidays)

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

1.10 Company Emergency Response Team (CERT/BHV)

Under the Working Conditions Act (Arbowet), every employer is obliged to organise a company emergency response team (CERT/BHV) within the company. The number of CERT/BHV team members required and how the CERT/BHV organisation is structured, depends on the individual organisations and is subject to the provisions of the Working Conditions Act. Employers at Schiphol with more than 50 employees are also legally required to have a team of in-house emergency response officers. These employees are referred to as the 'local CERT/BHV officers', because they operate within their own working area.

Your employees can be trained at the Safety Training Centre (VTC) at the airport's Sloten fire station (Badhoevedorp). The content of this training is designed for airport-specific situations. The training coordinator at the VTC can be contacted via telephone number: +31 (0)20 601 2338.

AAS also operates a central CERT organisation, based in the Terminal. The objective of AAS's emergency response service is to keep the Terminal building and all adjacent areas (including the carparks) as safe as possible for users including employees, passengers and other visitors, and to provide support to them and assist them to evacuate safely in the event of an emergency. There are eighteen AAS mobile emergency response teams on duty in the Terminal on a daily basis. These teams constantly move around the entire Terminal area, and will arrive on the scene in response to an alert.

In addition to the mobile teams, local emergency response team officers are also present in the Terminal: these are staff members from various businesses or lessees who have completed emergency response training. They

perform their regular duties and also act as emergency response team officers in the event of any emergency. As soon as the AAS mobile emergency response team members and professional emergency services arrive, the local CERT/BHV officers report to them about the actions they have taken. They also offer support as required. In the event of a major incident, the AAS CERT/BHV organisation will supervise all activities in the Terminal. Special Unit Leaders will take charge.

Each year, AAS organises around seven major multidisciplinary safety drills, during which the professional emergency services are deployed alongside the Schiphol CERT/BHV organisation and any local CERT/BHV officers. Each business partner remains responsible for the expertise and readiness of their own CERT/BHV officers.

Emergency number AAS: +31 (0)20 601 22 22 (only call in life-threatening situations!)

1.11 Staff restaurant

The Terminal has a staff restaurant called Centerpoint, which is exclusively open to the staff of businesses based in the Terminal. Beheer Personeelsrestaurant Schiphol B.V. (BPS) is responsible for the operation of this facility. For more information, visit the website: [Schiphol | Beheer Personeelsrestaurant Schiphol B.V. werkt succesvol op Schiphol](#)

1.12 Security

The Royal Netherlands Marechaussee is responsible for conducting police duties on the Schiphol site. In the event of a theft, burglary or violent incident, you can contact the Royal Netherlands Marechaussee located at Schiphol Plaza next to the Dutch Railways desks.

The phone number for the control room (only for life-threatening emergencies) is: +31 (0)20 603 3333. In acute emergency situations, call +31 (0)20 601 2222.

1.13 Fire Safety

Fire safety is a high priority for Amsterdam Airport Schiphol. For this reason, the Terminal building is fitted with a fire alarm and evacuation system that also alerts the Amsterdam Airport Schiphol fire service. The building is also equipped with fire-hose reels and a sprinkler system. Smoking is prohibited by law in the entire Terminal area.

1.14 Fire-hose reels

The fire-hose reels in the Terminal are fitted with a seal; one reason for sealing the hose reels is to prevent contamination with Legionella bacteria. The use of the fire-hose reels for anything other than fighting fires is therefore not permitted. Costs arising from the improper breaking of seals will be charged to the business partner/lessee in question.

1.15 Letter box

No post is delivered to the offices, retail, catering and service outlets in the Terminal. Business partners/lessees are therefore recommended to rent their own letter box (free of charge). At Schiphol, letter boxes are situated at three locations: on the ground floor of Skyport, on the Kelderplein and on Transportstraat (the latter is only accessible to holders of a Schiphol Pass).

Each letter box has a P.O. box number recognised by TNT Post, and their use is restricted to lessees in the Terminal. To apply for a letter box, please contact GSA Facilities and Logistics on +31 (0)20 657 2859.

1.16 Bicycle shed/bicycle parking

There are various locations for parking bicycles close to the Terminal. Bicycle lockers are also provided at various points, as well as elsewhere around the Schiphol site. Bicycle lockers must be locked with your own lock.

1.17 Photography

The dynamic and international character of AAS makes the airport a highly attractive setting for professional photography and film recordings for both news purposes and commercial productions. In view of safety regulations and the continuity of airport operations, there are conditions attached to photography and filming. Schiphol also invests constantly in maintaining its high-quality image, which can result in additional conditions being imposed. For more information, visit the website: <https://nieuws.schiphol.nl/fotograferen-en-filmen>.



1.18 Window-cleaning

The windows of the Terminal complex are cleaned on the outside several times a year. Cleaning the inside is for the Lessee's own account.

The Lessor does not have glass insurance for external glazing. Glass damage can be reported to Operations (Bedrijfsvoering) by calling +31 (0)20 601 2550. Wherever possible, the cost of glass damage that is attributable to an individual will be recovered from the person responsible.

1.19 Pets

Pets may neither be kept in nor taken into the Terminal.

1.20 Hotels

For a list of hotels at and around Schiphol, please see the Schiphol Company Guide.



1.21 Sanitary disposal units

If you have any comments about the sanitary disposal units in the women's toilets, please contact Operations (Bedrijfsvoering) at +31 (0)20 601 2550.

1.22 ICT

Schiphol Telematics (ST) is the telecom operator responsible for ensuring that all telecom services at the airport run smoothly. The company offers solutions for speech and data communication, wireless communication and internet applications. ST also enables external telecom operators to supply their services at Schiphol via the cables installed by ST.

For more information:

Schiphol Telematics
T +31 (0)20 316 3500
E info@st.nl

1.23 Burglary (claims and prevention)

As a business partner/lessee, you should take out a contents insurance policy. In the event of a burglary, we ask you to report the incident to the Royal Netherlands Marechaussee by calling: +31 (0)88-9580444.

1.24 Inventory

Depending on the nature of their business operations, companies are required to carry out an inventory at least once a year. This task should be conducted after closing time and not during regular business hours. If you wish to deviate from this regulation, first consult your business manager.

1.25 Pantry

Any repairs to damage in the pantries of the leased premises remains the financial responsibility of the Lessee.

1.26 Christmas decorations

Although you are always welcome to instal Christmas decorations, you must at all times comply with the safety regulations. The decorations must comply with safety standards NEN-6064 or NEN-EN 1350-1. You must at all times be able to demonstrate compliance, so make sure you retain the packaging. There are also guidelines for the installation of Christmas decorations. Also remember that emergency exits and fire safety provisions must remain freely accessible at all times. For more information and/or questions, please contact FireSafety@schiphol.nl.



1.27 Leaks

The Lessor bears financial responsibility for repairing leaks in the roof and piping in the leased space. If the piping was installed by the Lessee, any repairs to damage caused by the leaks in the leased space will be for the Lessee's account.

1.28 Logistics

There are three logistics areas below and adjacent to the Terminal building: Expeditiestraat, Transportstraat and Koeriersplein. All these areas are accessible 24/7. You can gain access to Expeditiestraat and Transportstraat using your Schiphol Pass, after registering via the intercom. N.B. The maximum vehicle height in Expeditiestraat is only 3.50 metres. The maximum vehicle height in Transportstraat is 4.00 metres.

Useful tips:

- No parking exemption is required for quick loading and unloading via Koeriersplein. For loading and unloading activities expected to take longer than approximately 1 hour, you must submit a request for a parking exemption to: toestemming_airportoperations@schiphol.nl. To date, Koeriersplein is freely accessible and is located at ground level next to Terminal 3.
- For the latest information regarding the zero emissions policy, visit the website [Schiphol | Landzijdig toegangsbeleid voor voertuigen](#)
- A new logistics policy is due to be published around the fourth quarter of 2025, which will be introduced in phases. This will include the EVW policy (Electric Vehicle and Equipment policy) in the Terminal and the Schiphol Landside Access System (LTS), a booking system for loading and unloading goods.

Taking goods into the restricted area

The restricted area is only accessible to approved transport operators. All incoming goods will pass through the Xray device or must be supplied by a known supplier. To be eligible for recognition as a known supplier, you must complete a special security programme and all employees will receive specific training. This is managed by Airport Security. Expect a minimum lead time of six months to obtain the necessary certificates. For more information, contact your business manager/property manager. Information can also be found on the website [Schiphol | Bekend Transporteur](#).

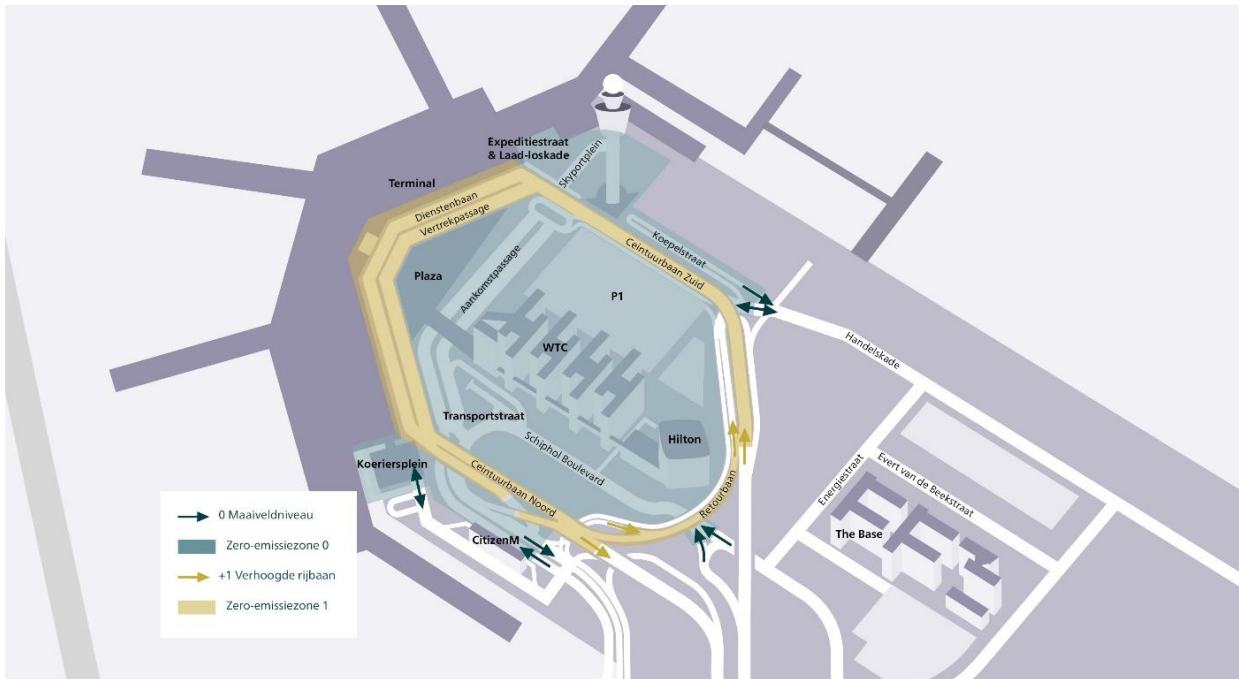
1.29 Environmental permit

Within the airport site, activities take place that require a permit under the Environmental Management Act (Wet milieubeheer). This permit was issued by the Province of North Holland to Schiphol Nederland B.V, which as a result is directly responsible for compliance with the conditions set out in the permit. The permit specifies the conditions and requirements with which Schiphol Nederland BV must comply in its role as airport operator. All lessees and business partners must also comply with these rules.

When entering into a lease in the Terminal, lessees are required to sign an environmental checklist. By signing this checklist, they fall under the scope of the Schiphol Nederland B.V permit and declare their agreement with the contents of the provisions in that permit. They also accept that any penalties imposed on Schiphol Nederland B.V for violations committed by lessees will be passed on to them.

It is not possible for lessees in the Terminal to apply for their own separate permits under the Environmental Management Act. For more information, contact your Leasing account manager.

Schiphol, in cooperation with the municipality of Haarlemmermeer, will introduce a zero-emission zone (ZE zone) starting 1 January 2026. Within this zone, the use of vans and trucks running on fossil fuels will be gradually phased out. This measure applies to vehicles used for urban logistics. The final boundaries of the zone have been established in the 2024 traffic decision. The map provides an overview of the area's contours:



Access to the zero-emission area (ZE zone)

- New vans and trucks registered after 1 January 2025 must be zero-emission to gain access to the ZE zone.
- All vans and trucks must be zero-emission by 1 January 2030 to enter the zero-emission zone.

Transitional arrangements (2026–2030)

For vehicles registered before 1 January 2025, national transitional arrangements apply:

- Vans, emission class 5: access until 1 January 2027
- Vans, emission class 6: access until 1 January 2029
- Euro 6 rigid trucks (≤ 5 years old on 1-1-2025): access until 1 November 2030
- Euro 6 tractors (≤ 8 years old on 1-1-2025): access until 1 January 2030

To determine the applicable access date, the license plate check can be used via [Home - Op weg naar ZES](#).

For questions, you can contact the zero-emission advisor at uitstootvrij@schiphol.nl.

Important points of attention

- As of 1 January 2030, all vans and trucks must be zero-emission within the ZE zone.
- From 2026 onwards, the ZE zone will be indicated with traffic signs.
- An alternative route will be available at every access point.
- Vehicles that do not meet the requirements will not be allowed to enter the area.

Exemptions and permits

Some vehicles qualify for an exemption, which—if applicable—will be granted automatically. As far as is currently known, this exemption applies until 1 January 2030.

Additionally, certain entrepreneurs may be eligible for a temporary permit, intended to provide extra time to transition to alternative transport.

For more information about exemptions and permits, visit www.opwegnaarzes.nl.

1.30 Emergency exits

Emergency exits and escape routes are indicated by illuminated signs with pictograms. Escape routes are also marked by emergency lighting. You can find maps showing the designated escape routes at various locations in the Terminal. Always keep escape routes clear of obstacles. Actively inform your employees of the escape routes and regularly include this subject in your work meetings.

1.31 Onboarding & hospitality programme for new colleagues

New employees of our business partners can make a flying start during their first days in service, via the onboarding & hospitality programme available from the Schiphol Learning Hub. This programme consists of a series of e-learning modules and a physical tour. The programme includes a quick introduction to the most important facilities at Amsterdam Airport Schiphol and to the contribution made by the airport to the passenger experience. The physical tour takes participants in front of and behind the security zones. We also visit all relevant locations in the passenger journey that feature in the e-learning modules.

If your organisation is not yet taking advantage of the Schiphol Learning Hub, please register by sending an email to learningdevelopment@schiphol.nl.

1.32 Pest control

The business partner/lessee is responsible for pest control. For pest control at the airport, please contact Operations (Bedrijfsvoering) at: +31 (0)20 601 2550.

1.33 Evacuation

In accordance with municipal regulations, every company is required to carry out an annual evacuation drill. By regularly carrying out emergency evacuation plan drills on site, you can guarantee that everyone with a task in the emergency evacuation plan is always able to fulfil that task correctly. The emergency evacuation plan must be regularly tested for feasibility and effectiveness, in order to reduce the risk of injuries and other damage should an emergency situation occur.

AAS has a coordinating and supporting role in the Terminal building. As the building owner, AAS is responsible, among other things, for the correct functioning of the emergency lighting and a reliable evacuation system. AAS is also responsible for drawing up the emergency evacuation plan and escape plans. AAS is also responsible for planning and coordinating evacuation drills. Business partners/lessees are responsible for the deployment of their own in-house emergency response officers.

1.34 Opening hours

General

Schiphol Plaza has fixed daily opening hours from 07.00-22.00. There is one exception to this schedule: on 31 December, in conjunction with the amended public transport timetable, businesses may close at 19.00 hours. Retail outlets reopen at 07.00 hours on 1 January.

Opening hours may be extended, for example to 06.00-24.00 hours. You should discuss any temporary deviations with your business manager.

Airside retail opening hours

Retail outlets on Airside are required to be open as long as there are flight departures. The policy in this regard is that retail outlets should be open one and a half hours before the first flight departure until half an hour before the last flight departure of the day.

Opening hours for hospitality outlets and service points

The opening hours for hospitality outlets and service points are decided in consultation with the business manager. The opening hours may differ per lounge. Each week you will be provided with the flight information on the basis of which you can draw up your opening hours and work timetables.

1.35 Public transport

Schiphol is easily reachable by train and road (car, bus) from all directions.

By train

Regular train services operate during the day and an hourly train service operates at night to Amsterdam, Utrecht, Leiden, The Hague and Rotterdam.

Bus

Connexxion is responsible for day and night (connecting) bus transport. Buses travel frequently, stop at all important buildings on the Schiphol site and provide a link between the airport and the surrounding area. Employees with a Schiphol annual season ticket (JAS) can travel by Connexxion bus free of charge within the limits of the Schiphol site. In addition, a circular line operates 24/7 services, calling at the main locations and staff carparks on the Schiphol site.

Car

Schiphol Centre is connected to the national motorway network by the A4, A5 and A9 motorways. Anyone travelling by car to and from Schiphol Centre can drive directly to the staff carparks P30, P40 and P5 using the service roads. You can purchase a parking subscription to park at these locations (see Parking in this guide). There are connecting bus stops at the entrances and exits to these car parks.



1.36 Parking (Schiphol Parking)

Schiphol has a number of large staff car parks (including P30, P40 and P5), from which Connexxion operates a bus service to the Terminal.

For more information about parking at Schiphol and/or subscriptions to one of the staff car parks at Schiphol, visit the website [Schiphol | Parking for companies and staff](#).

1.37 Crisis management

AAS has an Emergency Plan with detailed plans and work instructions for managing an emergency at the airport. This Plan is regularly updated and is consistent with the Municipal Crisis Management Plan of the Haarlemmermeer municipality. For more information, visit the website:

<https://www.schiphol.nl/nl/operations/pagina/verstoringen-en-calamiteiten>

1.38 Advertising

Schiphol Media manages and operates all advertising space and advertising facilities in and around Amsterdam Airport Schiphol, Eindhoven Airport and Rotterdam The Hague Airport.

Services provided via Schiphol Media include analogue and digital screens, online banners, print placements, promotional and sampling locations, product placement and specials.

Advertising on offices, retail outlets and desks is usually not permitted, except under specific conditions. For more information about the possibilities, please contact your business manager.



1.39 Schiphol Control Centre

The Schiphol Control Centre is responsible for integrated day-to-day process control, focusing specifically on the Landside and Terminal passenger processes. The Control Centre operates a proactive management policy in order to monitor and optimise the flow and safety of passengers, visitors and staff. Contact the Schiphol Control Centre on telephone number +31 (0)20 601 2555.



1.40 Smoking

Smoking is prohibited by law in all office and commercial buildings. In line with national regulations, since 1 January 2023, there are no longer any indoor smoking facilities in the Terminal building or in the offices on the Schiphol site. For safety reasons there is a no-smoking policy Airside. Smoking is only permitted outside, in the designated areas Landside. Any violation of the rules will result in the blocking of the Schiphol Pass for one week.

1.41 Roller doors/shutters

Any maintenance work on roller doors and/or shutters must be carried out by the Lessor in accordance with the responsibility lists. In the event of malfunctions, please contact Operations (Bedrijfsvoering) at: +31 (0)20 601 2550 or ASM_Agents@schiphol.nl.

1.42 Cleaning

The Lessor (Asset Management) is responsible for cleaning the common areas in the Terminal. The business partner/Lessee is responsible for keeping the leased spaces clean. In the event of complaints and/or special wishes relating to the cleaning of the common areas, please contact Operations (Bedrijfsvoering) at: +31 (0)20 601 2550.

1.43 Malfunctions & repairs

Malfunctions and repairs must be reported to the Intelligent Asset Control Centre (IACC). This control centre is part of Operations at Asset Management.

Reporting malfunctions and repairs

You can report malfunctions and repairs 24/7 to Operations at Asset Management via telephone number +31 (0)20 601 2550. The maximum response time - the time between the reporting of the malfunction and the arrival of the service engineer - is four hours, in most cases.

Always ask for a malfunction record number!

Following your notification, Operations will pass on the information to the technical department. You will receive a malfunction record number: keep this number carefully. You need this number to following up on the status of your notification.

Priority

Operations (Bedrijfsvoering) monitors assets and networks, informs customers and users on the status in the event of a malfunction and is responsible for safe and coordinated repair work. In consultation with business partners/lessees, Operations will decide which malfunctions will be addressed first.

Procedure

In order to resolve a malfunction or facilities report as quickly as possible, the following procedure must be followed:

Call Operations (Bedrijfsvoering) on +31 (0)20 601 2550.

Provide the following information:

-
- Description of the malfunction
 - Location of the malfunction
 - When the malfunction first occurred
 - Whether there is any danger to people or the environment
 - Whether you have observed any noise, odour nuisance, etc.
 - Telephone number and contact person
 - When a contact person will be present to provide access to the engineer
-

For technical malfunctions and facilities reports, you can also send an email to: ASM_Agents@schiphol.nl

Provide the following information:

-
- Description of the malfunction
 - Location of the malfunction
 - When the malfunction first occurred
 - Photographs and/or videos
 - Whether there is any danger to people or the environment
 - Whether you have observed any noise, odour nuisance, etc.
 - Telephone number and contact person
 - When a contact person will be present to provide access to the engineer
-

Please note: malfunctions within your office or point of sale may also have consequences for the immediate vicinity of your building, for example a defective moving walkway, a leak in the retail outlet area or a broken down lift. With this in mind, please report all malfunctions as soon as possible.

Urgent malfunctions

In the event of an urgent malfunction, for example a general power outage - always contact the Schiphol Control Centre by calling +31 (0)20 601 2555. In the event of a disaster, life-threatening situation such as fire, an accident or robbery - call one of the emergency numbers (see Emergency Numbers in this guide).

1.44 Displays outside retail outlets

In order to attract customers with special offers, retail outlets and hospitality outlets often place displays outside their own point of sale. At Schiphol, any outside displays must be submitted to the responsible business manager for prior approval. The business manager can also provide the policy on outside displays and will indicate whether outside displays are permitted in the area in question. In most cases, specific agreements will be reached with retail outlets and hospitality outlets for outside displays and pavement signs.

1.45 Telecommunications

Schiphol Telematics (ST) is the telecom operator responsible for ensuring that all telecom services at the airport run smoothly. The company offers solutions for speech and data communication, wireless communication and internet applications. ST also enables external telecom operators to supply their services at Schiphol via the cables installed by ST.

For more information:

Schiphol Telematics
T 0800 657 0 657
W [ST | Sharing a Special Connection](#)

1.46 Work activities

Any plans for work activities must be reported in advance to the Lessor. The Lessor will then apply for the work permit required within the Terminal complex. Without this permit, no work may be carried out.

The Lessor can advise you on the carrying out of work and on request will supervise the work or have it carried out on your behalf. This option guarantees expert implementation that satisfies all legislation and regulations.

Always discuss your plans in advance with your business manager/property manager.

1.47 Miscellaneous

For more information about specific topics relating to Amsterdam Airport Schiphol, visit the website www.schiphol.nl. This website contains information about the Safety & Security Pocket Guide, the Emergency Response in the Terminal brochure, the Schiphol Group annual report, etc.

Via the homepage www.schiphol.nl, you can access the following specific webpages:

-
- Royal Schiphol Group
 - Sustainability
 - Operations
 - Working at Schiphol
 - Working at Schiphol
 - Advertising at Schiphol
 - Real Estate
 - Cargo
 - Travel Professionals
 - Airport Utilities
 - You and Schiphol
 - Projects at Schiphol
 - Schiphol Telematics
 - Innovation
 - Developer Center
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