

Welcome to Schiphol Guide



5 December 2023
Version 2.0
Schiphol Group

**Schiphol**
Group

Inhoud

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Welcome to Schiphol!

1.1 The Schiphol brand

You will shortly be setting up operations at Schiphol. Some 500 businesses have gone before you – last year, 100 years ago or sometime in between.

As any business that sets up operations at Schiphol for the first time will find, lots of things are organised slightly differently than they would be at a location outside the airport.

A great deal of information can also be found on our website www.schiphol.nl.

This guide serves both as a supplement to that information and a reference work that answers the most pressing questions.

At Schiphol we work with partners, government agencies and other parties in a variety of networks. In our business operations at Amsterdam Airport Schiphol, we are 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 these parties all have their own roles and responsibilities, our close, long-term and constructive partnership with each of them is key to successful and sustainable airport operations.

There is so much to tell you about Schiphol. For this reason, we will frequently refer you to various Schiphol websites, where you can find more detailed information.

If you would like to know more about our organisation, mission, structure and financial position, please see the Schiphol annual report.

Good luck with your activities at Schiphol!



1.2 Contact details

1.2.1 Correspondence address

Amsterdam Airport Schiphol
PO Box 7501
1118 ZG SCHIPHOL

1.2.2 Visiting address (offices)

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

1.2.3 Handy guide for practical matters

Below you will find a brief explanation of a number of terms used in this guide relating to the relationship between lessees and the lessor, in other words, business partners and Amsterdam Airport Schiphol.

1.3 General

1.3.1 The Lessee

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

1.3.2 The Lessor

Schiphol Commercial B.V., a wholly-owned subsidiary of Amsterdam Airport Schiphol, which leases the terminal building to businesses.

1.3.3 Business manager/property manager

Your contact person for the Schiphol Commercial department within Amsterdam Airport Schiphol.

1.3.4 Business partner

A company with which Amsterdam Airport Schiphol has entered into a business agreement other than a tenancy agreement.

1.3.5 Terminal

A shared building that accommodates several companies, under the responsibility of Schiphol Commercial B.V. You can contact Schiphol Commercial B.V. by emailing terminalrealestate@schiphol.nl.

The terminal complex includes:

- Piers
- Departure lounges
- Arrival and departure halls
- Terminals 1, 2 & 3
- Skyport building
- Crew centre
- G Buffer operations building, Winterstorage and Towing service building
- Schiphol Plaza
- NS Plaza



1.4 Waste

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

1.5 Waste separation

As part of the environmental policy plan, the government has decided that paper, small hazardous waste such as batteries, toner cartridges, etc., glass and residual waste should be collected separately. Waste must be separated at source wherever possible. Various dedicated containers are available in the building and can be found in designated areas in Expeditiestraat and Transportstraat. Food service outlets must collect and dispose of food waste separately.

Lessees are responsible for ensuring that confidential information is deleted or destroyed in the proper manner. If required, the lessor can install a secure data container in the building. To request one, please contact Operations on +31 (0)20 601 2550.

1.6 Waste-water disposal

As the lessor, Schiphol will arrange 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 and drains for washbasins, showers, pantries and suchlike in the space you are leasing;
- The cleaning and unblocking of drains for washbasins, showers, toilets and pantries in the space you are leasing.
- You can do this work yourself, bring in a third party or contact your Property Manager.

1.7 Airport Medical Services/First Aid

Core activities: emergency first aid, medical transport, medical support for passengers, advice, vaccinations and ambulance service.

These services are intended for passengers, crew members, employees, visitors, companies and their employees who work at the airport.

<https://www.schiphol.nl/en/at-schiphol/services/medical-centre>

1.8 Emergency numbers

The most important things in the event of an emergency are covered in the emergency flip book that will be provided to you. The emergency flip book is revised annually.

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

See also crisis management.



1.9 Badge Centre & Schiphol Pass

In order to safeguard your safety and that of your employees and all visitors to Schiphol, Amsterdam Airport Schiphol is divided into areas that are accessible to the public and areas that are inaccessible to the public. For areas that are not accessible to the public, you need an entry access pass in the form of a Schiphol Pass. If one or more of a company's employees wishes to obtain a Schiphol Pass, the employer must be registered with the Regulations department. The company must submit the application for the Schiphol Pass itself. Employees who have a Schiphol Pass are required to display it visibly at all times. The Schiphol Pass offers a number of benefits, including discounts at various retail outlets at Schiphol Plaza. Moreover, Schiphol Pass holders are entitled to free travel on public transport at Amsterdam Airport Schiphol if they have a personal public transport chip card loaded with the JAS (Schiphol annual season ticket) product.

1.9.1 Badge Centre (Access & Identification Centre)

The Access & Information Center distribution point is located in the Schiphol Building, Evert van de Beekstraat 202, 1118 CP Schiphol, tel. +31 (0)20 601 2626, toegangszaken@schiphol.nl.

Opening hours: Monday-Friday from 08.00 to 16.30 (except national holidays). For work efficiency reasons, it is not possible to visit the Badge Centre without an appointment. <https://www.schiphol.nl/en/work-at-schiphol/>

1.10 In-house emergency response service

Under the Dutch Working Conditions Act, all employers are obliged to set up an in-house emergency response service (BHV). The number of emergency response officers and the form of the emergency response organisation vary from company to company (Dutch Working Conditions Act: 'customisation').

Amsterdam Airport Schiphol has a central in-house emergency response organisation in the terminal building. The objective of Schiphol's emergency response service is to keep the terminal building and all adjacent areas (including the car parks) as safe as possible for users (employees, passengers and other visitors) and to help them escape in the event of an emergency. The Amsterdam Airport Schiphol emergency response service can be alerted by calling +31 (0)20 601 2222 (please note: use only in life-threatening situations). Emergency response is organised as follows:

There are seven Amsterdam Airport Schiphol mobile emergency response teams on duty in the terminal on a daily basis. They circulate throughout the entire terminal building. They always arrive on the scene in response to an alert. In addition to the mobile teams, local emergency response officers are also present in the terminal, i.e. staff members from various companies or lessees who have completed an emergency response course (a health and safety requirement!). They perform their normal duties and also act as emergency responders in the event of emergencies. When Schiphol's mobile emergency response teams and the emergency services arrive on the scene, they explain what they have done so far and offer support. In the event of a major incident, the Amsterdam Airport Schiphol emergency response organisation will supervise all emergency response officers in the terminal, with special Unit Leaders taking charge. Amsterdam Airport Schiphol holds around seven large-scale multidisciplinary emergency response drills every year. During

these drills, all the professional emergency services work with Schiphol's emergency response organisation and any local (company) emergency response officers. Business partners remain responsible for the state of readiness of their own emergency response officers. Employers at Schiphol with more than 50 employees are also legally required to have in-house emergency response officers. We refer to them as local emergency response officers because they operate in their own areas.

Your employees can be trained at the Safety Training Centre (VTC) at the airport's Sloten fire station (Badhoevedorp). The training focuses specifically on the airport situation. The phone number of the training coordinator is +31 (0)20 601 2338.

1.11 Staff restaurant

The terminal has a staff restaurant called Centerpoint, which is exclusively for the staff of companies based in the terminal. It is operated by Beheer Personeelsrestaurant Schiphol B.V. (BPS). You can find more information at [Schiphol | Beheer Personeelsrestaurant Schiphol B.V. works successfully at 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 of the control room (only for life-threatening emergencies) is +31 (0)20 603 3333.

In an emergency, 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.

1.14 Fire-hose reels

The fire-hose reels in the terminal are sealed; one reason for this is to prevent Legionella bacteria contamination. 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 at the location of the fire-hose reel in question.

1.15 Letter box

No post is delivered to the offices, retail, catering and service outlets in the terminal. We therefore advise our business partners/lessee to rent a letter box. The letter boxes are situated at three locations: on the ground floor of Skyport, at Kelderplein and on Transportstraat (the latter is only accessible to holders of a Schiphol Pass with the appropriate authorisation). The letter boxes have a TNT Post PO box number. They are only intended for lessees in the terminal. To apply for a (free) letter box, please contact the company GSA Facilities and Logistics on +31(0)20 657 2859.

1.16 Schiphol Company Guide

A trusted guide to the companies located at Amsterdam Airport Schiphol. For newcomers, the guide is often their first introduction to the companies located at Schiphol and an essential resource when finding their way in their new environment. It is published by Schiphol Real Estate. You can find the guide at schiphol.nl/en/company-directory

To be listed in the Company Guide, please contact realestate@schiphol.nl or go to schipholgroup.com/realestate.

Also included in the Company Guide:

- Facilities services
- Childcare facilities
- Courier services
- Copying services and printing

1.17 Bicycle storage facilities

There are various locations for storing bicycle close to the terminal. Bicycle lockers are also provided at some locations, as well as elsewhere on the Schiphol site. Bicycle lockers should be locked with the user's own lock.

1.18 Photography

Amsterdam Airport Schiphol is a unique location for professional photo and film shoots. The airport's dynamic and international character make it a highly attractive setting 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 continuously in its reputation for quality, which is another reason why conditions are attached.

You can find detailed information at news.schiphol.com/photography-and-filming.

1.19 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 account. The lessor does not have glass insurance for external glazing. Glass damage can be reported to Operations on +31 (0)20 601 2550. Wherever possible, glass damage that is attributable to an individual will be recovered from the person responsible.

1.20 Pets

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

1.21 Hotels

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

1.22 Sanitary disposal units

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

1.23 ICT

Schiphol Telematics (ST) is the telecoms operator that operates at the intersection of the airport and ICT. The company offers solutions for speech and data communication, wireless communication and internet applications. ST also enables telecoms operators to supply their services at Schiphol. The terminal has been cabled throughout by ST.

For more information, please contact:

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

1.24 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 on the following number: 088-9580444.

1.25 Inventory

Depending on the nature of their business, companies are required to carry out an inventory at least once a year.

This should be conducted after closing time and not during regular business hours. Any deviations from this may be discussed with your business manager.

1.26 Pantry

Pantries in the leased spaces are for the lessee's responsibility and expense.



1.27 Christmas decorations

You can put up Christmas decorations if you wish. Please note that there are certain safety rules you must observe. The decorations must comply with NEN-6064 or NEN-EN 1350-1. You must always be able to demonstrate that the decorations comply with the safety requirements, so be sure to retain the packaging.

Christmas decorations must comply with certain materials requirements and not obstruct escape routes and fire-fighting equipment. There are also instructions for hanging the decorations. For more information and/or questions, please contact FireSafety@schiphol.nl.

1.28 Leaks

The lessor will repair roof leaks and piping in the leased space. The lessee is responsible for repairing any self-installed piping and consequential damage arising from leaks in the leased space.

1.29 Logistics

There are three logistics areas below and beside the terminal building: Expeditiestraat, Transportstraat and Koeriersplein. All three are accessible 24/7. You can gain access to Expeditiestraat and Transportstraat using your Schiphol Pass, or by reporting via the intercom. N.B. The maximum vehicle height in Expeditiestraat is only 3.50 metres (4.00 metres in Transportstraat).

In order to provide good air quality and a healthy working climate, it has been decided to create an environmental zone, including Expeditiestraat and Transportstraat. Permission to access this environmental zone will only be granted if a vehicle complies with the policy. You can request a sticker that can be placed on the vehicle dashboard from milieuzone@schiphol.nl. Without a sticker, you will not be allowed access to the environmental zone; this rule is strictly enforced. Schiphol is working towards a zero emissions policy that will be introduced from 1 January 2026. For more information about the policy plans, please refer to the following website [Schiphol | Our ambition is a CO₂-neutral airport](#).

A parking exemption is required for deliveries via Koeriersplein. You can submit a request for a parking exemption to parkeervergunning@schiphol.nl. Koeriersplein is freely accessible and is located at ground level next to Terminal 3.

1.29.1 Taking goods to airside

Only 'safe' goods may be taken to airside. All goods entering airside are required to undergo x-ray screening or be delivered with 'known supplier' status. To qualify as a 'known supplier', a special safety programme must be followed and employees must be trained. In addition, the warehouse and the entire logistics chain must be secured. Airport Security will take the lead in this. Please be prepared for a lead time of at least six months to obtain certification. For more information, please ask your business manager or refer to the following website [Schiphol | Known transporter: contact us](#).

For more information about landside access policy for vehicles, please refer to the following website [Schiphol | Landside access policy for vehicles](#).

1.30 Environmental permit

There are activities that take place within the airport site that require a permit under the Environmental Management Act. This environmental permit has been 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 imposes certain requirements which Schiphol Nederland B.V. must meet as the operator of the airport. All lessees and business partners must also comply with these rules. When entering into a lease agreement, lessees in the terminal are required to sign an environmental checklist. As a result of signing the checklist, they fall under the scope of the Schiphol Nederland B.V. permit. As such, they also declare that they agree to the contents of the permit and accept that the 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 further details, please contact your Property manager/Business manager.

1.31 Emergency exits

The emergency exits and escape routes are indicated by illuminated signs with pictograms. The escape routes are also marked by emergency lighting. You can find maps showing the designated escape routes at various locations in the terminal building. These escape routes may not be blocked under any circumstances. It is vital that employees are made aware of the escape routes. You should remind them about the escape routes periodically during work meetings.

1.32 Onboarding & hospitality programme for new colleagues

New employees of business partners can make a flying start with the onboarding & hospitality programme available from the Schiphol Learning Hub. The programme consists of e-learning modules and a physical tour. It provides participants with a quick introduction to many of the facilities at Schiphol and explains how they can contribute to the passenger experience at the airport. During the physical tour, a colleague will show you around the terminal building on both sides of security. The tour takes in all the important points in the passenger journey that were also mentioned in the preceding e-learning modules.

If your organisation is not yet taking advantage of the Schiphol Learning Hub, you can easily register by sending an email to Alicia Ubbens-Kooijman, alicia.ubbens@schiphol.nl.



1.33 Pest control

Business partners/lessee are responsible for pest control.
Regarding pest control, you can contact Operations on +31 (0)20 601 2550.

1.34 Evacuation

Under municipal regulations, every company is required to conduct an annual evacuation drill. Rehearsing the emergency evacuation plan in place at your location will give you the reassurance that everyone who has a task to perform during an evacuation will be able to perform it properly should the need arise. Emergency evacuation plans must be assessed regularly for feasibility and effectiveness, in order to reduce the risk of injuries, fatalities and avoidable damage should an emergency situation occur.

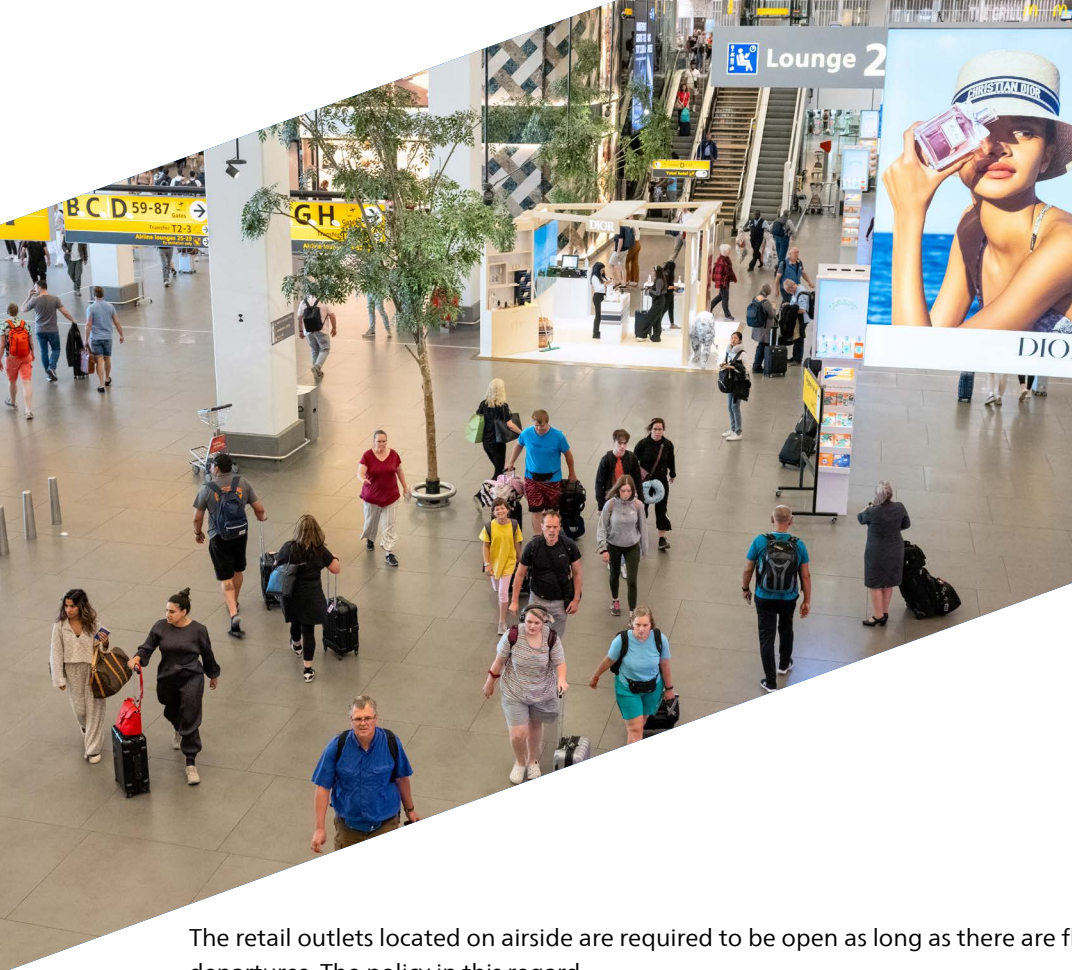
Amsterdam Airport Schiphol has a coordinating and supporting role in the terminal building. As the lessor, our foremost task is to ensure the proper functioning of the emergency lighting and the evacuation system. Amsterdam Airport Schiphol is also responsible for the emergency evacuation plan and the escape plans and for scheduling and coordinating evacuation drills. Business partners/lessee are responsible for the deployment of their own in-house emergency response officers.

1.35 Opening hours

Schiphol Plaza has fixed daily opening hours from 07.00-22.00. You are free to extend these opening hours, for example, to 06.00-24.00. You should discuss any temporary deviations with your business manager.

There is one exception to this schedule – on 31 December, in conjunction with the amended public transport timetable, businesses may close at 19.00.
Retail outlets should reopen at 07.00 on 1 January.





The retail outlets located 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.

The opening hours for food service outlets and service points are decided in consultation with the business manager. The opening hours can differ per lounge. The flight information provided on a weekly basis is used to determine the opening hours and to draw up work schedules.

1.36 Public transport

Schiphol is easily reachable by train and road (car, bus) from all directions. High-frequency train services operate during the day and an hourly train service operates at night to Amsterdam, Leiden, The Hague and Rotterdam. Connecting transport is provided day and night by buses operated by Connexxion. This is a high-frequency bus service that employees with a valid Schiphol Pass can use free of charge within the boundaries of the Schiphol site. There are bus stops near all the major buildings. Connexxion also connects Schiphol with the surrounding area. In addition, a circular line operates 24/7 services calling at the main locations and staff car parks on the Schiphol site.

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 car parks P30, P40 and P5 using service roads. You can purchase a parking pass to park here (see Parking). There are Connexxion bus stops located at the entrances and exits of these car parks.

Companies located at Schiphol can contact the [Schiphol Transport Coordination Centre \(VCC\)](#), which can advise and assist with efficient commuting solutions for employees.

1.37 Parking (Schiphol Parking)

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

If you have any questions about parking at Schiphol or parking passes for one of these car parks, please contact Schiphol Parking on +31 (0)20 601 4296 or via the link [schiphol.nl/en/work-at-schiphol/page/staff-parking](https://www.schiphol.nl/en/work-at-schiphol/page/staff-parking).

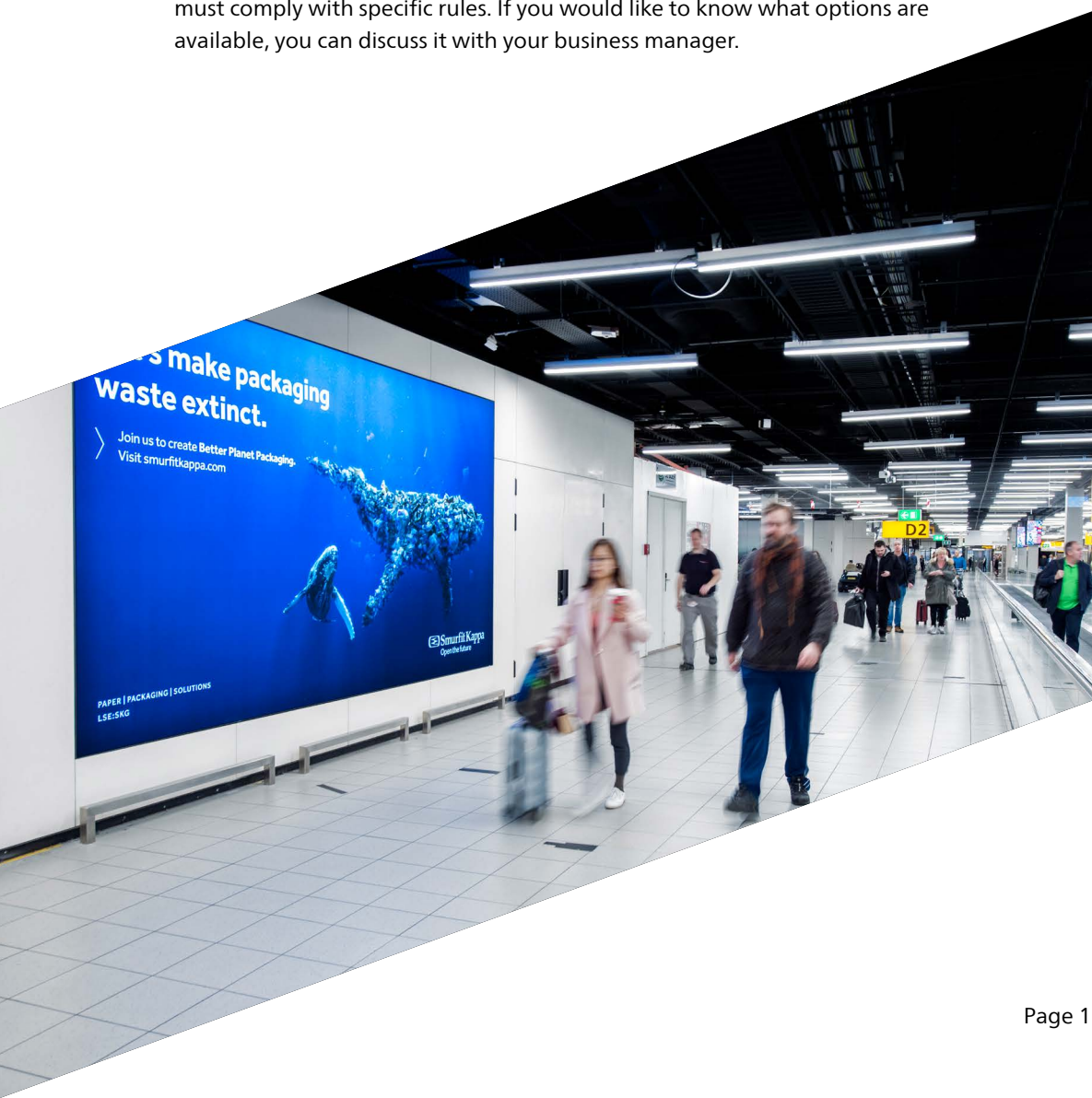
1.38 Crisis management

Amsterdam Airport Schiphol has an Emergency Plan with detailed plans and work instructions for controlling an emergency at the airport. This Plan is regularly updated and is consistent with the Municipal Emergency Response Plan of the Haarlemmermeer municipality [schiphol.nl/en/operations/page/disruptions-and-crises](https://www.schiphol.nl/en/operations/page/disruptions-and-crises).

1.39 Advertising

Schiphol Media offers a wide range of advertising and promotional opportunities at Amsterdam Airport Schiphol, ranging from illuminated signs and poster frames to special objects, dynamic displays, large banners, promotional campaigns and sponsorship.

Advertising on office buildings, retail outlets and desks is usually not permitted, or must comply with specific rules. If you would like to know what options are available, you can discuss it with your business manager.



For more information, please call

+31 (0)20 601 2713

or email Advertising@schiphol.nl

or go to schiphol.nl/en/advertising

1.40 Control Centre

The control centre is responsible for integrated day-to-day process control, primarily focusing on the landside and terminal passenger process. Management is proactive in order to monitor and optimise the flow and safety of passengers, visitors and staff. You can contact Control Centre on +31 (0)20 601 2555.

1.41 Smoking

Under Dutch law, smoking is prohibited in all office and commercial buildings. As a result of national regulations, from 1 January 2023 there are no longer any indoor smoking facilities in the terminal building and in the offices on the Schiphol site. For safety reasons, smoking is prohibited on airside. However, smoking is permitted in the designated smoking zones outside on landside.

Violation of the rules will result in the Schiphol Pass of the individual in question being blocked for one week.



1.42 Roller doors/shutters

Maintenance work on roller doors/shutters is carried out by the lessor, depending on the responsibility lists.

In the event of a malfunction, please contact Operations on +31 (0)20 601 2550 or via ASM_Agents@schiphol.nl.

1.43 Cleaning

The owner (Asset Management) is responsible for cleaning the common areas in the terminal. The business partner/lessee is responsible for keeping the leased spaces clean. Complaints and/or wishes regarding cleaning can be passed on to Operations: +31 (0)20 601 2550.

1.44 Malfunctions & repairs

Malfunctions and repairs can be reported to the Intelligent Asset Control Centre (IACC), which falls under Asset Management's Operations department. Malfunctions or repairs must therefore be reported to Operations. You can reach Operations on +31 (0)20 601 2550. They are open 24 hours a day, 7 days a week. Operations will log the report and forward it to the technical department. You will be given a malfunction record number: be sure to make a note of it. You will need it if you want to check the status of a malfunction. Operations monitors assets and networks and informs customers and users about the status in the event of malfunctions. Operations makes sure they are handled safely and in a coordinated manner. Malfunctions are prioritised in the interest of the customer, in coordination with the customer.

Always ask for a malfunction record number.

In most cases, the response time, i.e. the time between the malfunction being reported and the arrival of the engineer, is four hours at most.

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

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

You should provide the following information:

-
- Description of the malfunction
 - Location of the malfunction
 - When the malfunction started
 - Whether there is any danger to people or the environment
 - Whether you perceive any sounds, odour nuisance or suchlike
 - Phone 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

You should provide the following information:

-
- Description of the malfunction
 - Location of the malfunction
 - When the malfunction started
 - Photos and/or videos
 - Whether there is any danger to people or the environment
 - Whether you perceive any sounds, odour nuisance or suchlike
 - Phone number and contact person
 - When a contact person will be present to provide access to the engineer
-

Please note: malfunctions may occur in your own retail location/office but also in its immediate environment, such as a defective moving walkway, a leak in the retail area, a lift failure, etc. It is also important to report such problems as soon as possible.

1.44.1 Urgent malfunctions

In the event of an urgent malfunction, we request that you always contact the Control Centre. 'Urgent' malfunctions include general power outages.

To report an emergency, you should call one of the emergency numbers.

Emergencies include situations that may be life-threatening, such as fire, accidents and robberies. You can contact Control Centre on +31 (0)20 601 2555.

1.45 Displays outside retail outlets

Retailers like to tempt customers by displaying attractive offers outside their retail outlets as well as inside. The policy is that before a display in the broadest sense of the word can be installed outside, it must always be submitted to the relevant Schiphol business manager for approval. The display policy is available from the responsible business manager, who can also explain whether displays of any kind are permitted in the area in question.

In most cases, retail and food service outlets make specific agreements about displays and pavement signs.

1.46 Telecommunications

Schiphol Telematics (ST) is the telecoms operator that operates at the intersection of the airport and ICT. The company offers solutions for speech and data communication, wireless communication and internet applications. ST also enables telecoms operators to supply their services at Schiphol. The Terminal has been cabled throughout by ST.

For more information, please contact:

Schiphol Telematics

T 0800 657 0 657

W [ST | Sharing a Special Connection](#)

1.47 Work activities

In the event that you want to carry out/instruct work activities, you must inform the lessor in advance. The lessor will arrange for the work permit required within the terminal complex. Without this permit, instructing work activities is not permitted. The lessor can advise you on the performance of work activities or, if you wish, arrange for them to be performed and supervised for you. That way, you can be sure that the work will be done professionally and in accordance with the applicable laws and regulations. Discuss this beforehand with your business manager.

1.48 Pocket guides and other publications

More information about specific topics is available from the various Schiphol websites, such as the Safety & Security pocket guide, the Emergency Response in the Terminal brochure, the Schiphol Group annual report, etc.

From the main page www.schiphol.nl, you can click through to a large number of related sites that contain a lot of information:

-
- Royal Schiphol Group
 - Working for Schiphol
 - Working at Schiphol
 - Advertising at Schiphol
 - Cargo
 - Businesses at Schiphol
 - Route Development
 - Travel Professionals
 - Airport Utilities
 - Operations
 - You and Schiphol
 - Projects at Schiphol
 - Schiphol Telematics
 - Developer Center
-

Publication details

Version 2.0

Amsterdam Airport Schiphol

Editors

Content team

Commercial Services

Design

Graphic Invention

If you have any questions,
please email retailinfo@schiphol.nl

