



Schiphol Group: responsible travel from departure to arrival

23 april 2020
Protocol definitief

Inhoud

Context, definition and principles

Measures currently in place to prevent the spread of corona virus

Amsterdam Airport Schiphol

Regional airports in Royal Schiphol Group: Rotterdam, Eindhoven

Scale-up: phase 1

Scale-up of activity at and around Schiphol with the impact on Schiphol Plaza

Scale-up of air traffic while maintaining current measures

What we need from the government

SCHIPHOL GROUP IN THE TIME OF CORONA

Context

The airports that make up Royal Schiphol Group are part of the Netherlands' **vital infrastructure**. Amsterdam Airport Schiphol has remained open during the corona crisis to carry out necessary tasks, including repatriation and air transport.

The **Core Schiphol Scenario** has been enacted at Schiphol, given the significant drop in the number of air transport movements and that business activities in various areas have been scaled-back.

All processes are carried out under certain conditions under the Core Schiphol Scenario, including the **1.5-metre social distancing rule**. The measures we take will minimise the further spread of the corona virus, combined with our current traffic volumes.

This document sets out the **current measures** aimed at preventing the virus from spreading, as well as outlining the **additional measures** we will need to introduce in the first phase of scaling-up business activities.

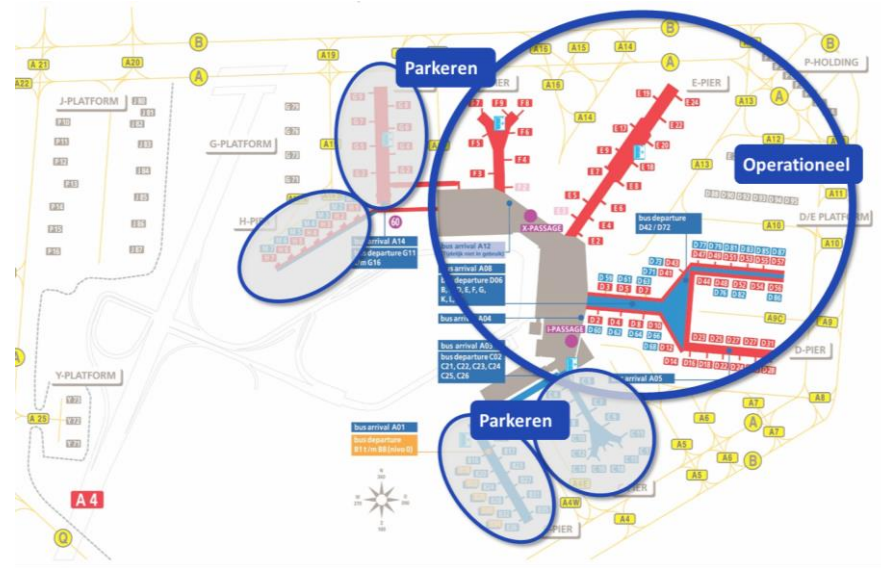
SCHIPHOL GROUP IN THE TIME OF CORONA

Definition of SCALE-up

The scale-up of business activities at Schiphol refers to: expanding the capacity of business processes and intensifying those processes in order to properly facilitate increasing numbers of aircraft, travellers and visitors.

The initial scaling up of the **landside processes** is linked to restarting activities at and around Schiphol and increasing the provision of public transport at Schiphol.

Current insights indicate that the earliest date when **air traffic** can be expected to begin scaling-up is **1 June**.



Current Core Schiphol operation

SCHIPHOL GROUP IN THE TIME OF CORONA

Definition of SCALE-up

- 1** The **Core Schiphol Scenario** has already seen a number of measures implemented that were designed to prevent the further spread of corona virus, such as the 1.5-metre social distancing rule
- 2** **Health and safety** of employees and passengers are paramount; we will follow all relevant government guidelines
- 3** **Sufficient flexibility** in both preparation and implementation, in view of the dynamic, unpredictable market developments ('adapting to the supply')
- 4** **Guaranteeing manageable operations** for all partners in the chain at Schiphol
- 5** The **Schiphol Group Protocol** has been drafted in consultation with airlines and chain partners at Schiphol and aligns with the protocols they use.
The working method proposed in the Schiphol Group Protocol will also be used at Lelystad, Rotterdam The Hague and Eindhoven regional airports and has been drafted in coordination with the other regional airports.

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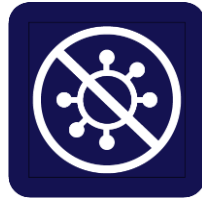
SCHIPHOL GROUP IN THE TIME OF CORONA

GENERAL HYGIENE MEASURES



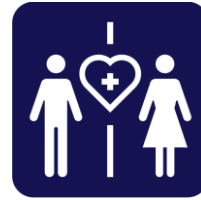
Hand disinfection zones

The installation of hand sanitiser dispensers in the terminal will be accelerated and expanded.



Infection-free travel

The chance of passengers touching various surfaces while they are at the airport will be minimised. In places where that cannot happen, extra cleaning services will be deployed and extra disinfectant will be available.



Safe sanitary facilities

We will impose a limit on the number of visitors at any one time and install distance markers to ensure that people maintain a sufficient distance from one another. Best practices for cleaning companies will be established and the OSB protocol will be introduced or implemented.



Hygiene Communication

The health and safety measures and preventive measures in place at Schiphol will be clearly communicated to our travellers and staff to keep everyone safe.



SCHIPHOL IN A TIME OF CORONAVIRUS

MEASURES CURRENTLY IN PLACE TO PREVENT THE SPREAD OF CORONAVIRUS



Social distancing and protective measures in various areas at Schiphol (1/2):

General measures for passengers:

- Seats spaced further apart
- Floor stickers at all border and security gates, check-in desks, gates and baggage reclaim areas
- Queue barriers at check-in and transfer desks.

Employees:

- Work from home as much as possible
- Stay 1.5-metres apart when at work
- Emergency responders aged 50+ protected by not being deployed in medical emergencies.

Monitoring and Enforcement:

- Extra surveillance: Security Operations deploy extra staff at baggage reclaim and security gates to enforce the 1.5-metre rule
- Extra deployment of Authority Officers and Passenger Assistants, focusing on passenger behaviour and guidance
- Enforcement (with sanction): prompt follow-up by Royal Netherlands Marechaussee and special municipal investigating officers.

All areas:

- Floor stickers and display boards in the waiting areas to remind people of the 1.5-metre social distancing rule
- Floor markings to maintain the recommended distance from staff members
- Seats spaced further apart in seating areas
- Flow regulation to avoid congestion and queues as much as possible
- Additional staffing on repatriation flight services that contain high passenger numbers.

Vulnerable groups (PRM):

- § Additional arrangements plus e.g. extra cleaning, contact protocol and a maximum number of people per assistant.

Check-in:

- Check-in desk planning to schedule flights as far apart as possible
- Queue barriers at check-in desks
- Alternating open check-in desks, wherever possible.

Border and Security Gates:

- Filter capacity halved to increase distance between employees and passengers:
- Security staff alternating lanes at security filters
- KMAR staff one desk per check-in desk block
- No-Q clusters: Alternating use of No-Qs
- Passenger regulation (stopping passengers) above the arrivals filters to maintain a 1.5-metre distance both within and outside the filter
- Use of a control tool for the 1.5-metre rule.

Transfer desks:

- Alternating use of queue barriers
- Alternating open check-in desks
- Digital queue management.

Boarding:

- Alternating gate scheduling to disperse gate waiting areas as much as possible
- Boarding process starts earlier
- Use of a single boarding lane to prevent congestion on the bridge and in the aircraft.

SCHIPHOL IN A TIME OF CORONAVIRUS

MEASURES CURRENTLY IN PLACE TO PREVENT THE SPREAD OF CORONAVIRUS



Social distancing (2/2):

Baggage Reclaim:

- Flights distributed evenly between baggage belts, with no more than one flight per belt
- Customs flights spaced out
- Handling agents have been asked to enter accurate passenger numbers into the information system (CISS) to improve control. They have also been asked to minimise hold baggage unloading time to reduce waiting times
- Where necessary, a flight's passengers and baggage are distributed over two baggage conveyors
- Baggage trolleys consistently positioned at 1.5-metre intervals around the belts.

SCHIPHOL IN A TIME OF CORONAVIRUS

CURRENT MEASURES | PASSENGER PROCESS



Hygiene & Health:

Travellers, staff and crew

- Hand sanitiser is available
- Plastic screens at check-in desks and contact points
- Corona virus tests are available to specific employee groups under certain conditions
- An adapted security procedure is in place to enforce the 1.5-metre rule in coordination with the NCTV (National Coordinator for Security and Counterterrorism)
- Exit screening: airlines carry out health checks at check-in and at the gate for a small number of destinations
- Entry screening: The GGD (Municipal Health Services) carries out health checks on inbound flights from high-risk countries
- Extra cleaning at security and access control, including the bins by the security lanes
- Specific cleaning services at peak times for touch points
- Adapted cleaning procedure for all passenger infrastructure
- Cleaning of plastic screens at check-in, transfer and service check-in desks
- Extra management measures for Airport Control staff in control centres
- Areas where a technician is working are closed to travellers.



Information provision:

Passagiers, personeel en crew

- Hygiene communication and awareness
- Communication on all information screens
- Announcements every 30 mins (especially to maintain the recommended distance)
- Communication inside retail and catering facilities and at check-out
- Communication by various channels, such as schiphol.nl and social media
- Airlines and handling agent newsletters.



SCHIPHOL IN A TIME OF CORONAVIRUS

CURRENT MEASURES | AIRCRAFT PROCESS



Hygiene and health:

Handling and planning:

- Alternating open gates, wherever possible
- Flights with passengers on board who may have symptoms of the corona virus will be handled according to a separate protocol at a separate location.

Bus transport to and from the aircraft (for passengers and driver):

- The bus is cleaned after every journey
- The buses are thoroughly cleaned every evening or night.

Internal Schiphol employees:

- Extra cleaning in workspaces and toilets
- Airfield authorisation for practical training has been suspended (we follow CBR guidelines)



Social distancing and protection:

Bus transport to the aircraft (for passengers and driver):

- Public transport protocol is followed (no more than 12 people per bus, instead of 55)
- Supervised embarkation and disembarkation process to prevent the virus from spreading
- Measures to maintain distance between passengers and driver:
 - Front door does not open
 - Driver sits behind a screen.

Internal Schiphol employees:

- 1.5-metre distance to be maintained between employees in vehicles, except for emergency services staff
- Briefings held by telephone
- Control centres, Airside Operations and rest areas observe the 1.5-metre social distancing rule.



Information provision:

Bus transport to the aircraft:

- Active communication with travellers on the bus
- Active communication about measures taken, including with airlines and handling agents.

Cooperation in the sector:

- In-place sector briefing to promote joint operational coordination about supply, capacity and measures
- Airport Operations Centre operational so that the whole sector plans a week ahead and so that proposed actions are integrated and coordinated proactively.



SCHIPHOL IN A TIME OF CORONAVIRUS

CURRENT MEASURES | BAGGAGE PROCESS



Hygiene and health:

Employees:

- Fewer baggage support staff deployed
- Additional and more thorough cleaning services at each control position
- More frequent cleaning services in the baggage basements
- Toilets in the basement: visible hand-washing protocol, paper towels provided.



Social distancing and protection:

Employees:

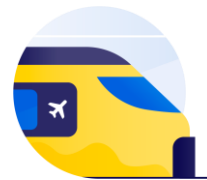
- 1 person per baggage tractor (as opposed to 2 people per tractor)
- Lifting heavy bags: lifting aids to ensure that 1 person can lift bags on his/her own
- Sufficient distance maintained between people in the Baggage Control Centre
- 1.5-metre social distancing rule incorporated into carousel schedule.



Information provision:

Employees:

- Various channels used to keep employees fully up to date on developments
- All measures clearly displayed in the workspaces.



SCHIPHOL IN A TIME OF CORONAVIRUS

CURRENT MEASURES | LANDSIDE ACCESSIBILITY



Hygiene and health:

Passengers:

- Extra cleaning services
- Hand gel in the toilets

Employees:

- Enough space to sit during breaks
- Parking at *Schiphol-Centrum* (Schiphol Centre) to regulate congestion on buses to and from staff parking areas
- Deployment of traffic controllers, STC taxi coordinators and STA desk scaled back; STA desk staff work from home 24/7.



Social distancing and protection:

Passagiers

- 1.5-metre markings at kiosks, food service establishments (including takeaway/catering), shops and other venues and service desks
- Embarkation and disembarkation zones at all stairways (including those leading to the trains)
- Markings at bus stop and platforms to maintain 1.5-metre distance
- 15-20% max. capacity on buses to promote 1.5-metre rule
- Embarkation and disembarkation procedure for public transport buses based on Connexxion's nationwide 1.5-metre protocol
- Text on DRISS, extra signs and text on floors to raise awareness of the 1.5-metre social distancing rule
- Announcements updated with information on the 1.5-metre rule (EN and NL)
- Text on carts at car park entrances and Kiss and Ride showing the 1.5-metre social distancing rule (EN and NL)
- Parking only at *Schiphol-Centrum* (Schiphol Centre) to avoid unnecessary bus transport to and from remote car parks.



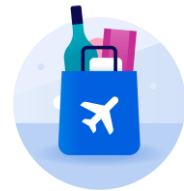
Information provision:

Passengers:

- Information provision by way of markings at Schiphol Plaza directing people to Arrivals and Departures
- Strategically-placed extra signs on passenger flow routes
- Extra information about the 1.5-metre rule on arrival and departure displays at bus stops, Schiphol Plaza and NS platforms
- Information signs on the floor
- Announcements every 15-minutes
- Information at the taxi rank about national corona virus guidelines for taxi travel
- Text on carts at Jan Dellaertplein.

SCHIPHOL IN A TIME OF CORONAVIRUS

CURRENT MEASURES | RETAIL, HOSPITALITY AND SERVICES



Hygiene and health:

Measures in place:

- The sector protocols for Wellness, *Koninklijke Horeca Nederland* and *RIVM* guidelines are in place for retail, services and hospitality at Schiphol, both in Schiphol Plaza and in the protected area
- Plastic screens in retail, services and hospitality
- Face masks for hospitality staff
- More intensive cleaning of VIP transport to aircraft
- Only Departure Lounge 52 is open (KLM Business Lounge).



Social distancing and protection:

Measures in place:

- Resources in use to maintain 1.5-metres of social distancing
- Guidelines for retail, hospitality and service operations:
- Door policy with a maximum number of clients per square metre
- For takeaway catering, markings indicate a waiting area that complies with the 1.5-metre rule
- Markings on shop floors at 1.5-metres around check-outs
- Further roll-out of policy on separate entrances and exits
- Regulation of retail and hospitality stocking procedure
- 1.5-metre distancing maintained in VIP vehicles.



Information provision

Measures in place:

- Floor stickers communicating the 1.5-metre rule
- Communication on hygiene guidelines (such as 'pay by card')
- Sector protocols communicated to all business partners
- Central announcement system and information screens communicate about the 1.5-metre rule.

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What we need from the government



EINDHOVEN and Rotterdam The Hague Airport in a time of coronavirus Specific measures



Hygiene and health:

General:

- Extra cleaning services.

Employees:

- Additional guidelines for emergency response staff
- Extra cleaning in the toilets in baggage reclaim area
- Enough space to sit during breaks
- Face masks and gloves available when assisting vulnerable groups.



Social distancing and protection:

Passengers:

- Extra monitoring for charters (for groups)
- Plastic screens at all check-in desks and information points
- Seats spaced further apart.

Employees:

- Construction locations: 'social distance' vests and workplace corona virus supervisor
-

Security & Border Control filters:

- More security lanes than usual opened to serve and distribute passengers
- Area 'between positions' taped off
- *KMAR* staff: one desk per check-in desk block.

Monitoring and Enforcement

- Extra staff deployed at Eindhoven Airport and Rotterdam Airport.

Boarding:

- Adaptation of (pre-)boarding procedure and areas.

Baggage Reclaim:

- Crew to inform passengers of relevant legislation during landing
- Disembarkation process phased from the aircraft all the way to Arrivals
- Only one flight in Baggage Reclaim at any one time
- Disembarkation process to be temporarily suspended if necessary
- Special processes for charters (more intensive supervision).



Information provision:

Passengers:

- Announcements in P0
- Text cart on the airport forecourt
- Information stickers on the floor
- Announcements every 15-minutes
- Communication on digital screens.

Employees:

- All guidelines will be communicated in the workplace (both digitally and in print) and in 'stand-up' meetings.

Maastricht and Groningen Airport IN A TIME OF CORONAVIRUS

SPECIFIC MEASURES



Hygiene and health:

Employees:

- More frequent cleaning services in the baggage basements
- Passengers receive clean baggage trolleys
- Toilets: visible handwashing protocol, paper towels provided
- Gloves worn when on aprons
- Face masks, gloves and protective overalls worn when assisting PRM passengers
- PRM equipment disinfected after use.



Social distancing:

Employees:

- Comply with 1.5-metre social distancing rule
- 1 staff member per baggage tractor
- Restricted number of staff members in baggage area
- Distance maintained between staff and passengers on the apron
- Distance maintained when assisting PRM passengers
- Refuelling service no longer on board
- Fire service operates in accordance with the regional safety platform's document called *Handelingsprotocol Repressief Optreden Covid-19* ('Covid-19 Protocol for Repressive Action').



Information provision:

Employees:

- Various channels used to keep employees fully up to date on developments. All measures clearly displayed in the workspaces.

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SCHIPHOL IN A TIME OF CORONAVIRUS

SCALING UP ACTIVITY AT AND AROUND SCHIPHOL – MEASURES AT SCHIPHOL PLAZA



Hygiene and health:

Extra hygiene points

Extra locations will be provided at Plaza for travellers to wash their hands and/or use disinfectant gel.



Social distancing and protection:

Expansion of Plaza floor markings

Red pedestrian markings will be added on the floor of Schiphol Plaza leading to various destinations (Terminal 1, 2 and 3/4). The lines form a kind of highway connecting the most important areas at Plaza.

Seats and benches

Sections of seating removed to maintain the recommended 1.5-metre distance.

Markings around doors, entries and exits

Circular zones will be marked out at revolving doors, stairways, the walkway and shop entrances. These circles will be 3-metres in diameter. Only 1 person may be inside the circle at any one time. Shops and hospitality venues will have an access lock (markings at a distance of six feet) and a separate accessway with stripes at 1.5-metre intervals, where people can wait until they are allowed into the venue.

Off-peak goods logistics

Whenever possible, together with business partners, Schiphol will make arrangements for Plaza to be re-stocked outside peak times. We will first approach the biggest partners, who create the most logistics movements at Plaza.

Hospitality, Retail and Services

The activities will be scaled up according to the current 1.5-metre rule and the protocol set out by *Koninklijke Horeca NL* and *RIVM*.

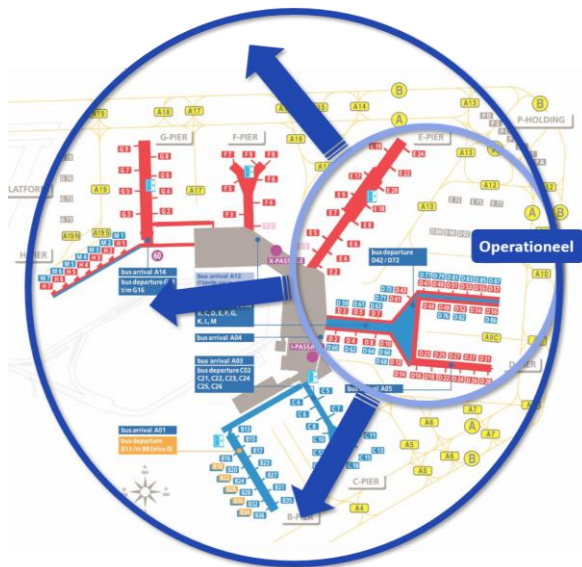
Handhaving & Toezicht

Extra surveillance en toezicht om 1,5 meter te handhaven.

SCHIPHOL GROUP IN THE TIME OF CORONA

Scaling up: Phase 1

The current measures in place for Core Schiphol are being expanded to cover all Schiphol infrastructure



The aviation sector needs to set out joint guidelines for the controlled scale-up of the number of flight services on a given day, taking the current corona virus measures into account:

- Timely announcement of both ad-hoc and scheduled flights (with at least 48 hours' notice).
- Effective and even distribution of travellers throughout the day and throughout the S/NS areas.
- Coordinated planning and preparation with airlines, stakeholders and contractors as regards the timing of scaling up and the necessary measures by the Airport Operations Centre (APOC).

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SCHIPHOL GROUP IN THE TIME OF CORONA

WHAT WE NEED FROM THE GOVERNMENT

Global (or at least European) coordination of guidelines

Aviation is an international sector by definition. We need to standardise the requirements for arriving and departing travellers (such as health checks) as much as possible. Royal Schiphol Group is coordinating with the Airports Council International on an international level; we ask the Dutch government to follow this example, at least with other European bodies such as EASA.

A joint strategy with the government and airlines to scale services up in a safe and responsible manner

We are keen to engage with the ministry to discuss safe, responsible and controlled ways to continue to scale-up services into the next phase, at which point air traffic to and from Schiphol will be possible, and to make air travel attractive to both passengers and airlines again.

APPENDIX

Royal Schiphol Group:

responsible travel, from departure to arrival – in pictures





  Gates **D 1-57**

 Transfer **T4-** 

  Airline lounges **40-41**

 Meditation centre

Please keep
your distance



Schiphol

Gates **BC | D 59-87**  

Transfer **T2-3** 



