



Who does what at Schiphol

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Welcome to Amsterdam Airport

Who does what at Schiphol

Airlines, governmental organisations, handling companies, shops and banks, catering businesses, transport companies, fuel suppliers and air traffic controllers: Amsterdam Airport Schiphol is home to approximately 500 companies that together employ around 65,000 people. All these companies play a part in making the airport safe and efficient. Together, they uphold the good reputation the airport has enjoyed for years. But just who does what at Amsterdam Airport Schiphol?

Schiphol



Schiphol is a Mainport, a hub of rail, air and road connections with the feel of an international metropolis. Developing and effectively running an airport means assuming some very special responsibilities and striking a careful balance between people, planet and profit.

Amsterdam Airport Schiphol welcomed 68.5 million passengers in 2017 earning it a third place on the list of passenger airports in Europe. With 1.75 million tonnes of cargo passing through, Schiphol also ranks third on the list of cargo airports. In 2017, Schiphol served 326 scheduled flight destinations in almost hundred countries.

Royal Schiphol Group

Royal Schiphol Group is an airport operator. Our leading airport is Amsterdam Airport Schiphol. Other airports of the group are Rotterdam The Hague Airport (100%), Eindhoven Airport (51%) and Lelystad Airport (100%), which is developed into a leisure airport. Schiphol Group also has activities abroad at J.F. Kennedy Airport in New York and Brisbane Airport. Since 2008 Schiphol has a collaboration and a strategic 8% stake in Groupe ADP, the operator of the Parisian airports.

Amsterdam Airport Schiphol

Schiphol develops, operates and administers the almost 2,800 hectares of land belonging to the airport. The company is responsible for all the physical infrastructure the airport needs, such as the terminal, the runways and the road network. Schiphol is also responsible for ensuring

AirportCity

Amsterdam Airport Schiphol exudes the atmosphere of a true world metropolis and is a prime example of an AirportCity that provides its visitors and the businesses established there the services they require, 24 hours a day, 7 days a week.

Royal Schiphol Group is an airport business with Amsterdam Airport Schiphol as its main airport. We aim to create sustainable value for our stakeholders, with due regard for their various interests. It is Schiphol Group's ambition to develop Schiphol into Europe's Preferred airport. Royal Schiphol Group's mission is Connecting the Netherlands: facilitating optimal links with the rest of the world in order to contribute to prosperity and well-being in this country and elsewhere; connecting to compete and to complete.

compliance with all regulations on the use of the airport grounds. For example, the airport and airlines must comply with statutory regulations on noise levels and the environment. Safe, efficient, reliable and sustainable airport operations are central to Amsterdam Airport Schiphol. This is why it has a large crisis management organisation with its own airport fire brigade.

Amsterdam Airport Schiphol is also responsible for all the various facilities that guarantee the fast and smooth movement of goods and passengers and their baggage and is building the required infrastructure. This entails the drop-off roads and the terminal with its check-in desks and baggage systems, as well as the piers and their layout, the aircraft stands and the runways and aprons. Schiphol also grants the concessions to shops and catering outlets in the terminal. Since 1 April 2003, the government has tasked Amsterdam Airport Schiphol with carrying out the security checks on passengers and baggage in the terminal. Final responsibility for these security checks lies with the Minister of Justice and Safety and the Royal Netherlands Marechaussee (Koninklijke Marechaussee).

Government

Ministry of Infrastructure and Water Management

The Aviation Act places responsibility for civil aviation in the Netherlands and for air safety in general with the Ministry of Infrastructure and Water Management. The Ministry assigns landing rights to airlines based on agreements between the Netherlands and other countries. This means that the Ministry is co-responsible for determining which airlines have access to Schiphol. However, it is becoming standard practice for agreements on landing rights to be set at EU level. The Aviation Department of the Ministry focuses on infrastructure, legislation and the supervision of these aspects.

The department is in charge of developing and implementing policy on airports, aviation safety, the organisation and use of airspace, and air traffic control services. The Department oversees airline permits and accreditations, issues those permits and monitors them. The Human Environment and Transportation Inspectorate monitors compliance with safety and environmental legislation and regulations for the aviation sector.

Slot Coordinator

A 'slot' is permission granted to an airline to take off and land either in the day or at night. Each year, Amsterdam Airport Schiphol determines how many slots can be issued while remaining within the legal limits. Effectively distributing the available arrival and departure times among the airlines, particularly during rush and night-time hours, is the responsibility of a slot coordinator, who is appointed by the Minister of Infrastructure and the Water Management. The slot coordination system is a neutral, transparent and non-discriminatory system. The system is based on EU legislation and principles observed by the IATA international civil aviation organisation. Airlines are awarded slots twice a year – for the summer and winter seasons.

Air Traffic Control the Netherlands

Air Traffic Control the Netherlands (Luchtverkeersleiding Nederland, LVNL) is responsible for the correct use of the approach paths to and from Schiphol and the Netherlands' regional airports, and for the safety of aircraft taxiing at Schiphol itself. The LVNL's task is to ensure the safe, orderly and speedy passage of civil aviation in the skies above the Netherlands and air traffic to and from neighbouring countries. The LVNL guides an aircraft from the moment its engines are powered up and it is towed away from the aircraft stand to the time that it is back and again parked at the airport. LVNL has three important departments, each of which manages its own specific 'air area'. Air traffic control in the tower at Schiphol (Tower or TWR) regulates aircraft taking off, landing and taxiing on the apron. Traffic to and from Runway 18R-36L is regulated in the daytime from a second (satellite) tower. Approach and departure control regulates traffic in the area around Schiphol from just after take-off to just before landing. Once an aircraft is airborne, control is handed over to area control. The Area Control Centre (ACC) regulates civil aviation in the 'general traffic area' up to an altitude of 24,500 feet (around 7.3 kilometres). Above 24,500 feet, Eurocontrol, the European air-traffic control organisation, handles air traffic. Each day, Amsterdam Airport Schiphol determines which runways are to be used for air traffic. LVNL then decides which





routes and which runways are to be used for take-offs and landings and bases this decision-making on the principle that the runways posing the least amount of disturbance to the local community will be used first.

Brigade Royal Netherlands Marechaussee

The Royal Netherlands Marechaussee Schiphol brigade is responsible for passport control and guarding the border (border control). The Marechaussee is also responsible for providing armed security for civilian aviation to protect against hijacking and terrorist attacks. Schiphol is responsible for the security checks of passengers and their hold baggage and hand baggage in the terminal and of personnel and their vehicles wishing to enter the secure area. Schiphol contracts various security firms to carry out this work. The Ministry of Security and Justice has ultimate responsibility for security matters and lays down the implementing regulations, while

the Royal Netherlands Marechaussee supervises the implementation of the security controls. The Royal Netherlands Marechaussee Schiphol also performs all policing duties at the airport, such as preventing and investigating offences and maintaining public order. Furthermore, they are responsible for maintaining order on public roads on the airport grounds.

The Aliens Department at Schiphol

The Aliens Department is in charge of the movement of non-Dutch nationals within the country. This agency also checks the residency status of employees at companies operating at the airport and provides these companies with information on this status.

Aviation Police

The Aviation Police, part of the National Police, is in charge of policing aircraft in flight and focuses on safety, the environment and crime, using helicopters and aircraft with video and infrared cameras for these purposes. The National Police additionally has employees who work to ensure safety on the railways.





Dutch Customs

Dutch Customs inspects imported, exported and transhipped goods. In addition to this inspection task, Customs is responsible for levying and collecting taxes and duties on the import of certain goods. Customs inspections are conducted not only in the Arrivals Hall where passenger baggage is checked but also in the cargo buildings at Schiphol.

Emergency Response

In the event of a crisis, Amsterdam Airport Schiphol's responsible for directing its own services and for steering the primary process at the airport. It is also required to maintain order and safety around aprons, roads, open spaces and buildings as a form of crisis prevention. The Security Regions Act (Wet rampen en zware ongevallen) assigns final responsibility at crises in and around Schiphol to the mayor of the municipality of Haarlemmermeer. In the event of a crisis, Amsterdam Airport Schiphol will work closely with government emergency and the Kennemerland Safety Region. There are specific procedures for amongst others fires, disorder, infectious diseases, emergency service provision, incidents in tunnels, and aircraft accidents, actual and potential.

Fire Service

Schiphol maintains its own firefighting corps: the Schiphol Fire Brigade. The Schiphol Fire Brigade is tasked with:

- Aircraft firefighting: responding to aircraft-related incidents;
- Basic fire services: fighting building fires and providing emergency response to the terminal, the drop-off roads and other structures within the Schiphol Crisis Management Plan catchment area;
- Company fire service duties: on behalf of partners on the airport grounds, such as KLM and Aircraft Fuel Supply.

Schiphol has three fire stations in the runway area, each of which has an aircraft firefighting group (three crash tenders). As a result, the Schiphol Fire Brigade is able – in accordance with legislation – to be on-site at any of the runways in under three minutes should an incident occur. Two of the fire stations are equipped with a tanker sprayer for use in providing basic fire services. At least some 30 operational firefighters are on duty each day, divided among the three stations.

In order to maintain a practised state of readiness, the Schiphol Fire Brigade has its own fire training centre complete with a training aircraft: the FireFly. Using the FireFly, the firefighters are able to practise all possible kinds of aircraft fire. Training also takes place at the fire stations, in buildings and on the airfield; computer simulation programs are used to provide custom training of tactics and roles.

Flight Handling

More than one hundred scheduled airlines fly in and out of Schiphol. In addition to these carriers, also charter companies, such as for holiday flights, can be found at the airport year round. Schiphol allocates the check-in desks, aircraft stands and baggage carrousel and belts where arriving passengers collect their luggage. The facilities and equipment, such as the desks, passenger bridges (jetways) and the baggage handling system, are the property of Amsterdam Airport Schiphol. The airlines themselves are responsible for all flight-handling activities, from refuelling to cleaning the aircraft and from catering to maintenance. The airlines can engage handling companies operating at Amsterdam Airport Schiphol to perform these tasks for them.

The individual airlines are of course also responsible for their crews and procedures, the technical condition of the aircraft and equipment on board, and for their passengers and cargo in their airport.

Handling Agents

Ground handling companies are engaged by the airlines to carry out various activities required for arriving and departing aircraft, passengers and cargo. They take care of activities like the check-in, loading of baggage and cargo, cleaning and catering. Aircraft are refuelled by Combined Refuelling Service, the KLM Refuelling Service and The Combined Schiphol Refuelling Services. Management of the fuel infrastructure – pipelines, storage tanks, hydrants – is in the hands of Aircraft Fuel Supply. Airlines have several catering options at their disposal, such as KLM Cateringservices. Finally, Schiphol hosts dozens of air cargo handlers, brokers and transshipment companies which together handle the supply and removal of air cargo and all the related administrative work.

Baggage Handling

Schiphol is responsible for the development, control, management and maintenance of all baggage systems, including the computers and software that control these systems, while the handling companies ensure that all baggage is loaded onto the right aircraft and the right baggage belt in the baggage reclaim area. Handling companies carry out the physical handling of baggage.

Local Community Contact Centre Schiphol(BAS)

The Local Community Contact Centre Schiphol (BAS) is the information and complaints centre to which local residents can address their questions and complaints concerning air traffic at Schiphol. Bas is a joint initiative of Air Traffic Control The Netherlands (LVNL) and Amsterdam Airport Schiphol. BAS can be contacted via their website: www.bezoekbas.nl or by telephone: +31(0)20-601 5555.

Important website addresses:

www.schiphol.nl

www.annualreportschiphol.com

www.youtube.com/schiphol

www.bezoekbas.nl

www.klm.com

www.lvnl.nl

www.ilent.nl

www.kmar.nl

www.douane.nl

Key figures for 2017

68.5

million passengers (incl. transito)

1.752.498

tonnes of cargo

496.748

air transport movements, of which

17.796

cargo flights with full-freighters (3.7%)

326

scheduled flight destinations, of which

21

destinations with only full-freighters, in

98

countries, with

104

airlines. Approximately

500

companies within the airport grounds, with

65.000

employees

1st in Europe in terms of total air transport movements

3rd in Europe in terms of passenger volumes

3rd in Europe in terms of cargo volumes