

Declaration of Compliance - European Accessibility Act



25 June 2025
Version: 1.0

Declaration of Compliance

Foreword

At Schiphol, we believe it is important that every traveller has an inclusive and accessible travel experience at our airport. It is therefore in the DNA of Schiphol employees to ensure that the travel experience for all our travellers is optimal. The European Accessibility Act helps us to make even more targeted improvements in this area. And that is becoming increasingly important, as we are seeing an increase in the number of travellers with a disability. Furthermore, due to the ageing population, the group of travellers who have difficulty walking is also growing. We therefore take the European Accessibility Act very seriously. Behind the scenes, we are working hard to implement improvements that will make Schiphol more accessible in the coming years.

Pieter van Oord

President & CEO Royal Schiphol Group

Introduction

This document explains how Royal Schiphol Group, hereinafter Schiphol, complies with the European Accessibility Act (EAA) and what measures we take to guarantee accessibility for every traveller. As this is continuously being improved, we regularly evaluate and update this document.

The European Accessibility Act

The European Accessibility Act, which will enter into force on 28 June 2025, sets requirements for the accessibility of certain products and services in Europe. Under this directive, it is our duty as an airport to ensure that the products and services we offer to travellers comply with accessibility requirements. In this way, we ensure that our products and services are accessible to people with disabilities. These include self-service terminals, websites, apps, ATMs and interactive information boards. The digital and physical aspects are sometimes integrated with each other (machines) and sometimes separate from each other (website). In addition, we must ensure sufficient information about the digital accessibility of the airport and the possibility to request assistance.

Accessibility measures

Website and app

Our website, the Schiphol app and other digital services will comply with the WCAG 2.2 guidelines in the future. This means that they must be visible, operable, understandable and robust for all travellers.

In 2024, the Accessibility Foundation (Stichting Accessibility) carried out an inspection of our website. This showed that we comply on many points, but that there are also a number of areas for improvement. We are currently working on these. A new inspection will be carried out in September 2025.

Special attention is also paid to our digital maps and the so-called digital wayfinding, the navigation in the terminal. We will further improve these this summer.

Self-service terminals

Schiphol has an overview of all self-service terminals, such as ticket machines, assistance reporting points, check-in machines and interactive information columns. Most of them do not meet the requirements of the EAA, which requires us to comply within five years or within the economic lifespan (with a maximum of 20 years). We have therefore drawn up a plan of action.

As an alternative, trained employees currently assist with a large number of contact moments (check-in, security, passport control and boarding). For example, if a traveller cannot scan a QR code independently, there is always an employee present on location to help.

Information screens

The information screens that only show flight data do not fall under the definition of interactive screens as intended in the accessibility guidelines. However, the information shown on these screens must be accessible via other channels. Current flight information (visual and auditory) can also be found on our website or in the Schiphol app.

Support services

Our helpdesk (the Customer Contact Centre) can be reached both by phone and email. By way of a special e-learning (on equality and awareness of people with disabilities), staff have been trained to help travellers with disabilities in the best possible way. In addition, they can tell you more about the accessibility of the airport.

Physical accessibility

If lifts and other facilities fail, we will provide an accessible alternative. This may sometimes mean that you have to travel a longer distance. You can then ask a Schiphol employee on location for help or for a loan wheelchair.

In the coming months, we will improve this process by indicating more clearly (in multiple sensory ways) that a lift or moving walkway is out of order and by better communicating what the alternative is.

We offer this on location and are working on a way in which we can also show this directly (in real time) on our digital maps.

Special assistance

If the alternatives already offered are not sufficient, then there is the possibility to request assistance. All information about requesting assistance, the reporting points for assistance and traveling with assistance can be read here:

<https://www.schiphol.nl/en/assistance>

Implementation and monitoring

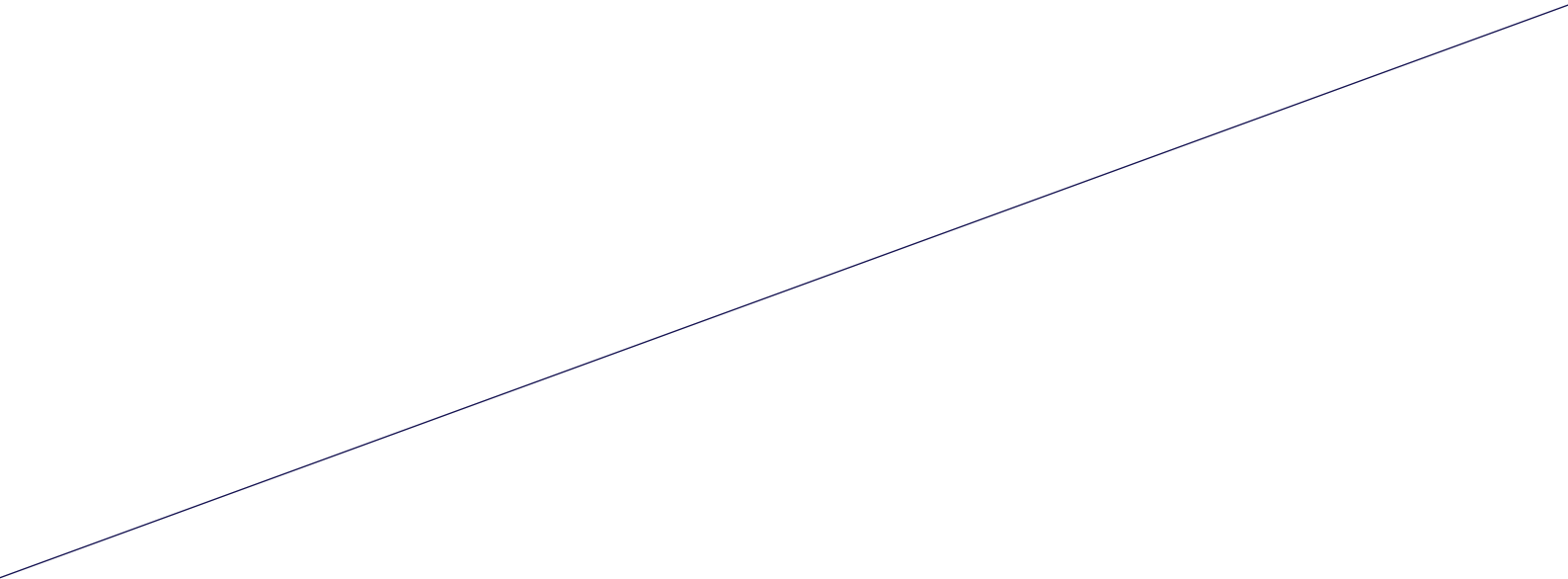
We have drawn up a detailed plan of approach to successfully implement the European Accessibility Act.

- Project organisation: a team of experts and representatives from various departments ensures compliance with the EAA.
- Inventory and monitoring: we regularly carry out checks and audits to ensure that all products and services comply with the guidelines.
- Cooperation with suppliers: suppliers must demonstrate that their products and services comply with the EAA.

We have requested support from the Accessibility Foundation (Bartiméus) and we are also involving other organisations in the Netherlands and airports abroad to exchange knowledge and experience.

To summarise

Schiphol strives for an inclusive and accessible travel experience for everyone. By complying with the European Accessibility Act and continuously working on improvements in the field of digital accessibility, we ensure that all travellers, regardless of their disability, can travel hassle-free and comfortably. Would you like to know more or make a report? Please contact our customer service.



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