

FINAL

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Compliance

# Schiphol Regulations

**Is there a life threatening situation in which every second counts?**

**Then immediately call the Schiphol Emergency Centre on  
+31 (0)20 601 2222**

*This text is a translation of the original Dutch document. In the event of a difference of understanding, the Dutch text will prevail.*

Welcome to Amsterdam Airport

**Schiphol**

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# 1 Document details

## 0.1 Introduction

Amsterdam Airport Schiphol (A.A.S.) is a dynamic environment where thousands of people travel, work and stay each day. To manage this process, Royal Schiphol Group N.V. (the Airport Operator) is committed to maintaining order, safety, security and environmental protection in the Airport Area. Its focus is on maintaining a safe and healthy working environment and preventing loss, accidents, incidents, unsafe situations and damage. To prevent adverse events from occurring in this dynamic environment, special general regulations apply at Schiphol, the so-called Schiphol Regulations.

As Airport Operator of Schiphol Airport, Royal Schiphol Group N.V. is obliged to provide the facilities necessary for the proper handling of air traffic and the associated passenger and freight transport at the airport. In that capacity, it establishes the Schiphol Regulations.

The Schiphol Regulations also describe how the airport, the available infrastructure and facilities must be used, as well as how everyone who works or visits the airport must behave. In addition to the Schiphol Regulations, there are national and international laws and regulations that everyone at the airport must comply with.

On behalf of the Airport Operator, the Authority Officers and Security Officers monitor compliance with the Schiphol Regulations. In case of violation the Airport Operator can impose a sanction.

Sometimes it may be necessary to allow an exception to the Regulations. An exemption or waiver can be granted under strict conditions. A motivated request for the exemption or waiver can be sent to the e-mail address: [schipholregels@schiphol.nl](mailto:schipholregels@schiphol.nl). After receipt of a motivated request, an assessment and decision will be made by the Review Committee (Toetsingscommissie Schipholregels). The exemption or waiver is published on Schiphol's website and has a validity period.

## 0.2 Document structure

This reading guide provides an explanation of the presentation of amendments to the Schiphol Regulations compared to the previous version.

### Presentation of adjustments and changes:

- New (partially) added and/or revised text is **marked grey**;
- A general overview of the (content-related) changes is provided in Chapter 5.

In Chapter 1 document details are presented and in Chapter 2 articles relating to applicability (scope), requirements, sanctions and legal liability are discussed. Chapter 3 includes articles relating to general rules of conduct and Chapter 4 clarifies the precise requirements with regard to the Airside area. Chapter 5 contains the version history of the Schiphol Regulations, including appendices.

Finally there are (five) appendices, being:

- 1) List of Terms
- 2) Sanctioning
- 3) Explanatory notes Airside
- 4) HVC
- 5) Criteria for the renting lounges.

Last, there is a service page with an overview of important links.

## 0.3 Management

The Schiphol Regulations are managed by the department HSE Risk & Compliance of the Airport Operator.

## 0.4 Contact details

Questions, comments and suggestions concerning this document may be emailed to [schipholregels@schiphol.nl](mailto:schipholregels@schiphol.nl).

## 0.5 Current version of the Schiphol Regulations

The current version of the Schiphol Regulations may be consulted online at <https://www.schiphol.nl/en/schiphol-regulations/>

## 0.6 Filing of the Schiphol Regulations

The Schiphol Regulations have been filed with the Chamber of Commerce under number 34029174.

## 2 Applicability, Airport Area Access, Liability and Sanctions for Violations of the Schiphol Regulations

### Paragraph 1: Applicability

#### Article 1 – Definitions

Appendix 1 contains all relevant definitions for these Schiphol Regulations.

#### Article 2 – Schiphol Regulations and Appendices

These Schiphol Regulations have been drawn up to ensure public order and safety and to safeguard the interests of A.A.S. the Schiphol Regulations include:

- The regulations, as set out below;
- The Appendices to the Schiphol Regulations;
- Further policy for the implementation of the Schiphol Regulations. This can be found in separate company documents. Here, the Airport Operator can specify in more detail how the airport infrastructure and facilities made available should be used in accordance with the Schiphol Regulations. In the event of any contradictions in the wording, the Schiphol Regulations will prevail.

References and links to the various documents can be found on the service page (*page 44*).

#### Article 3 – Applicability of the Regulations

These Schiphol Regulations apply throughout the entire airport area and govern the private-law relationship between the Airport Operator and all individuals and legal entities present within that area.

#### Article 4 – Applicable Legislation

Everyone is obliged to observe all laws and regulations applicable in the Airport Area, including but not limited to:

- The Aviation Act/Law;
- The Occupational Health and Safety Legislation;
- European Regulations (EU) No. 2015/1998 and (EU) No. 2014/139;
- The Aerodrome Certificate of 11 December 2014 and related documents;
- The Haarlemmermeer General Local Regulation (APV);
- The Carriage of Dangerous Goods Act;
- The Environmental Management Act as well as those permits referred to in other (environmental) legislation;
- The General Data Protection Regulation (GDPR).

And the Schiphol Regulations set by the Airport Operator, as well as:

- The Charges and Conditions;
- Access Policy and Implementing Conditions;
- Aerodrome Manual;
- Manuals and Operating Instructions managed by A.A.S.;
- The Aeronautical Information Publication (AIP).

## Article 4a – Applicable law and dispute resolution

1. All rights, obligations and disputes arising from the 'Schiphol Regulations' are exclusively subject to Dutch law, to the exclusion of the laws of other jurisdictions.
2. Within the statutory time limit, users or representative organisations can submit a request to the 'Authority for Consumers and Markets' (ACM) to determine whether any provisions of the 'Schiphol Regulations' are in conflict with rules laid down by or pursuant to the Aviation Act.
3. Other disputes will be submitted to the judgement of the competent judge of the district court in Amsterdam.

## Article 5 – Requirements of the Airport Operator

1. Employees and/or employees of contractors from users of the Airport Area, suppliers, organisations carrying out work in the Airport Area on behalf of the Airport Operator and organisations independently performing ground handling services in the Airport Area are obliged to meet the requirements set by the Airport Operator with respect to order and safety, and the safe and environmentally friendly use of the Airport Area.
2. Employees and/or employees of contractors from users of the Airport Area, organisations carrying out work in the Airport Area on behalf of the Airport Operator and organisations independently performing ground handling services in the Airport Area are obliged to cooperate with the programme promoting order and safety and the safe and environmentally friendly use of the Airport Area. In that context, the use of central facilities or the shared use of equipment intended for the provision of ground handling services can be made compulsory.
3. Paragraphs 1 and 2 of this article also apply to employees of users and/or other persons deployed by users to perform work in the Airport Area.

## Article 6 – Following the Instructions of the Airport Operator

Every person within the Airport Area must:

- Act in accordance with the provisions of the Schiphol Regulations, and in accordance with the content of further policy documents;
- Act in accordance with the instructions of the Airport Operator as displayed in any form of communication, including signs, flyers, displays, etc.;
- Follow instructions given by or on behalf of the Airport Operator by means of words, gestures or symbols;
- Provide information as requested by or on behalf of the Airport Operator.

In the event of non-compliance with instructions given by the Airport Operator, the Airport Operator is entitled to impose sanctions in accordance with articles 13 up to and including 15, and Appendix 2 of the Schiphol Regulations.

## Article 6a – Duty to Cooperate with Requests for Information from the Airport Operator

Users of the Airport Area, including suppliers, customers, tenants, as well as other organizations that perform work or services within the Airport Area, are obliged, at the first request of the Operator, to provide all cooperation that, in the sole opinion of the Operator, is necessary to comply with applicable laws and regulations (including the obligations arising from the Schiphol Regulations or from permits or exemptions) or which the Operator deems necessary for making an assessment of whether a user complies with them. This obligation to cooperate may, for example, relate to providing information and/or documentation, or having documents drawn up, such as a *Corrective Action Plan*.

## Article 7 – Deviations from the Schiphol Regulations

1. The Airport Operator may temporarily deviate from these regulations in the interests of order and safety, or following a determination by the competent authority.



2. At the request of anyone, the Airport Operator may grant an exemption or waiver from one or more provisions of the Schiphol Regulations.
3. The Airport Operator may attach conditions to an exemption or waiver.
4. The Airport Operator is entitled to revoke an exemption or waiver if:
  - a. The associated conditions are not complied with;
  - b. It is no longer consistent with applicable laws and regulations;
  - c. It is contrary to the interests of order and safety.

## Article 8 – Deviation by Authority Officers in the Performance of Their Duties

While performing their duties, Authority Officers have an exemption from articles in the Schiphol Regulations that are relevant to a particular duty, provided that:

- The safety of others and their own safety is not jeopardised;
- The exemption is used only insofar as is necessary for the performance of their duties;
- The exemption is applied in the most limited way possible.

## Article 9 – Amendments

The Airport Operator is entitled to amend these Regulations at any time. Such amendments will not come into effect prior to the specified date.

## Paragraph 2: Access to the Airport Area

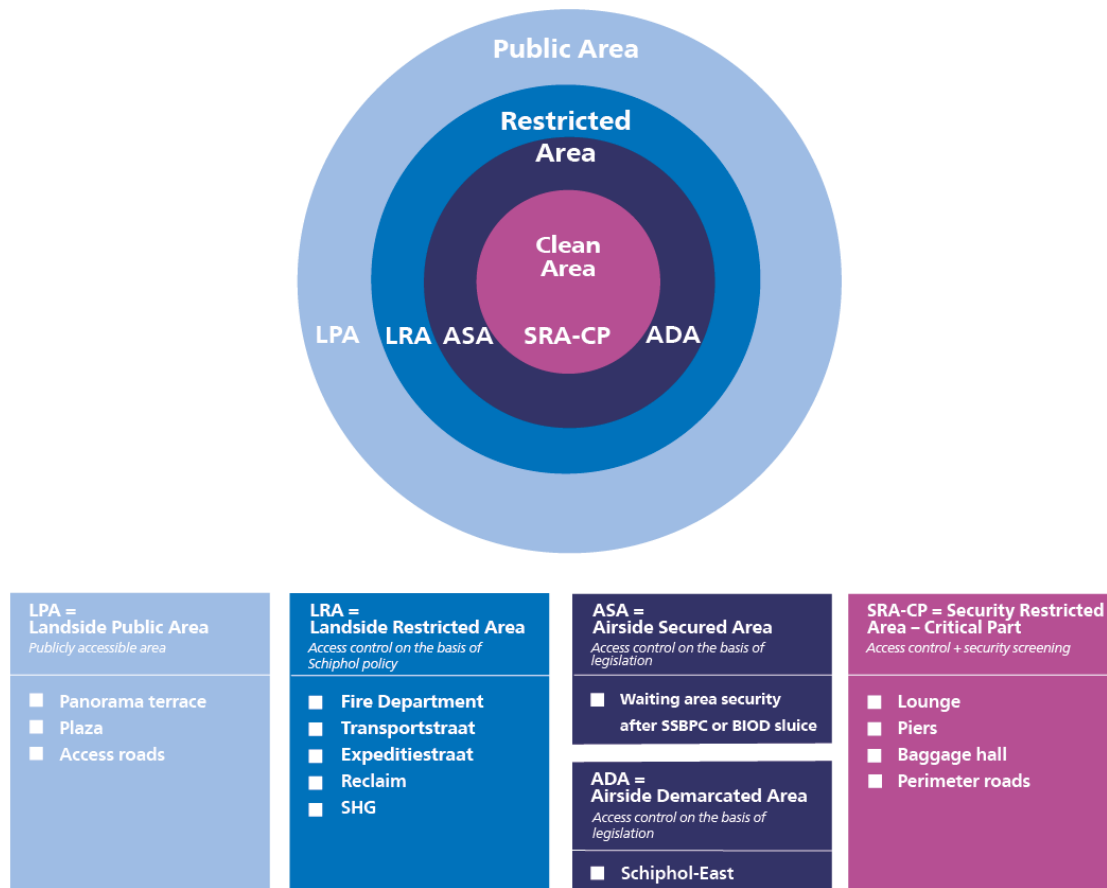
## Article 10 – Access to restricted access and clean areas for authorised persons and passengers

1. Access to restricted access and clean areas is only possible via the entryways designated by the Airport Operator, is only permitted for:
  - a. authorised persons and vehicles having a valid access pass<sup>1</sup> and having a functional need for access to this area;
  - b. passengers who hold a valid access pass<sup>1</sup> and have a legitimate reason - solely based on having and pursuing and actual travel purpose - for accessing this area.
2. Before access to the clean areas is granted, access control and, where applicable, a security screening will be carried out on all persons, objects carried by persons, airport supplies and vehicles. The access control does not affect the provision that access is only permitted in the cases referred to in the first paragraph.
3. When accessing, being in and leaving the publicly accessible, restricted access and clean areas, everyone must cooperate with any access and/or security control of persons, goods and vehicles by or on behalf of the Airport Operator.
4. It is not permitted to enter the restricted access and clean area in violation of this article, or any other Schiphol Regulation, or to attempt to do so.

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<sup>1</sup> For example a boarding card, ticket, airport identification card (Schiphol Pass) or vehicle pass.





*Security areas*

### Paragraph 3: Liability and Sanctions

#### Article 11 – Enter at Your Own Risk

All persons enter the Airport Area at their own risk.

#### Article 12 – Liability

1. The Airport Operator is not liable for damage and/or personal injury sustained while a person is present in the Airport Area or as a result of that presence. The previous sentence does not apply to damage and/or injury sustained as a result of a demonstrably intentional act and/or gross negligence on the part of the Airport Operator.
2. The Airport Operator is entitled to make changes at any time to the layout and/or facilities within the Restricted and Clean Area, including but not limited to changes to the infrastructure, buildings, runways and other facilities. The Airport Operator will provide, in a timely manner, as much information as possible about any changes or intended changes, and, if justified by the nature of the changes, will consult with the users of the relevant areas. The Airport Operator may never be held liable for damages in connection with such changes, except where harm results from an intentional act or gross negligence.
3. Parties whose acts or omissions cause direct or indirect harm to the Airport Operator will be held fully liable. Indirect harm includes but is not limited to lost profits, losses due to delays, and costs associated with administrative or criminal law fines or sanctions.

## **Article 13 – Violation of Schiphol Regulations (general)**

A breach of the Schiphol Regulations is regarded as an unlawful act towards the Airport Operator. The same applies to a violation of any government regulations that affect the Airport Operator. Depending on the nature and extent of the violation, the Airport Operator will hold the offender liable under civil law, and recoup from them all costs associated with the violation.

## **Article 14 – Sanctions (general)**

*Moved to Appendix 2, inserted as Article 3.*

## **Article 15 – Sanctions and Measures Relating to holders of Schiphol Passes**

1. Holders of a Schiphol Pass may be subject to a measure based on Appendix 2 of the Schiphol Regulations, in connection with violations of the Schiphol Regulations, the Schiphol Admission Regulations, the Conditions for the Schiphol Pass for Persons and/or the Conditions for the Schiphol Pass for Vehicles.
2. If a Schiphol Pass Holder is suspected of a criminal offense, which in any case includes undermining crime, and which, in the opinion of the Airport Operator, could reasonably endanger Safety and/or Security at Schiphol, the Airport Operator is authorized to temporarily block the Schiphol Pass pending the outcome of a criminal process.

## 3 GENERAL RULES OF CONDUCT

### Article 16 – Reporting Emergency, Incidents and Unsafe Situations

1. Everyone is obliged to report the following to the Airport Operator immediately:
  - a. Incidents affecting safety or the environment and/or involving hazardous substances;
  - b. Any discovery of leaks from aircraft, vehicles, equipment, systems and/or stored materials;
  - c. Unsafe situations;
  - d. Damage to the surface of the airfield or to the systems or facilities located on the airfield.
2. Nobody who is involved in a traffic or other accident is permitted to leave the scene of the accident before the Airport Operator or government authority has established the identity of the persons involved and the details of the vehicle(s) involved.  
Link to website: [Reporting Emergency, incidents and unsafe situations](#)
3. Everyone is obliged to report possible criminal activities and/or suspicious situations to:
  - a. Operations Centre OPSCENT of the Royal Netherlands Marechaussee at 088-958 0444; or
  - b. Anonymously at 0800-7000 (Anonymous crime reporting hotline).

### Article 17 – General Rules on Public Order Within the Airport Area

1. It is generally not permitted within the Airport Area to do or omit to do anything that disrupts the order or security within the Airport Area, or that could cause physical injury to persons or damage to matters within the Airport Area, or to cause nuisance.
2. The following are not permitted within the Airport Area:
  - a. Proceeding with others towards a gathering or other event causing a crowd of people;
  - b. Having in one's possession a substance or object of which it may be assumed, based on the circumstances, that it was brought or is present to disturb the peace or to cause damage to objects or injury to persons;
  - c. Carrying or having a bag and/or coat in the vicinity of shops that is obviously designed to facilitate shoplifting;
  - d. Removing items that have been placed in the waste stream
3. The following are not permitted within the Airport Area without the prior written permission of the Airport Operator:
  - a. Giving public speeches or engaging in any other kind of activity of a propagandist nature;
  - b. Holding a public collection of any kind whatsoever;
  - c. To hold, organise or participate in events, entertainment, meetings and demonstrations in public areas.
4. The following are not permitted within the Airport Area:
  - a. Consuming alcoholic beverages in the public area or limited public area, outside of the areas designated as food and beverage outlets;
  - b. Being obviously inebriated or under the influence of any type of drug;
  - c. Being in possession of a substance, the use of which, either alone or in combination with another substance, the pass holder knows (or can reasonably be expected to know) may impair his/her ability to perform work in the Airport Area, meaning that he/she can no longer be deemed capable of properly performing the work;
  - d. To hold, organise or participate in demonstrations in the restricted access and protected area, or to carry materials apparently intended for that purpose.
5. The following are not permitted within the Airport Area:
  - a. Being outside the normal roads or paths without good reason;
  - b. Placing or moving barriers or cordons;
  - c. Entering an area that has been cordoned off by fences and/or other markings;
  - d. Proceeding to or being in parts of the Airport Area that have been cordoned off by the Airport Operator in the interests of maintaining order and safety or to prevent disorder;

- e. Roller skating, skating, skateboarding, riding a scooter or driving an electric vehicle, moped or bicycle in the Terminal complex without the prior written permission of the Airport Operator;
  - f. Wheelchairs and other devices necessary for persons with reduced mobility may be used only for the intended purpose of the specific equipment;
  - g. Holding or participating in a race involving vehicles.
6. It is prohibited to have or to keep animals within the Airport Area other than for the purpose of transporting them.
7. Animals are to be kept on a leash or in a cage at all times, with the exception of dogs used by the Airport Operator or the government to carry out particular duties. Animal faeces must be cleaned up immediately by the owner or supervisor.
8. Feeding birds within the Airport Area is not permitted.
9. At Schiphol it is not permitted to make photo, video and/or film recordings of Security personnel, Authority Officers and personnel of government investigative services, including, but not limited to, the Royal Netherlands Marechaussee, Police and Customs, while performing their work.
10. Prior written consent is required via [press@schiphol.nl](mailto:press@schiphol.nl) for making, publishing and sharing photo, video and/or film recordings for a wider audience within the Airport Area. The Airport Operator may attach conditions to its written approval.
11. Prior written consent is required via [cameradiensten@schiphol.nl](mailto:cameradiensten@schiphol.nl) for making, publicly showing or sharing photo, video and/or film recordings for other purposes – such as camera surveillance by private organisations within publicly accessible areas - within the Airport Area, unless:
- a. It is done for non-commercial, personal use, and, in the sole opinion of the Airport Operator, the relevant material will not damage the reputation of any people and/or companies;
  - b. The material in question is created to serve as factual evidence in an incident investigation, provided that it is used solely for that purpose;
  - c. The foregoing does not apply if the photo, video and/or film recordings are made or requisitioned by the competent authorities, including but not limited to the Royal Netherlands Marechaussee and the Dutch Safety Board.
- Written approval can be requested from [press@schiphol.nl](mailto:press@schiphol.nl). The Airport Operator may attach conditions to its written approval.

## Article 18 – General Rules For Fire Safety Within the Airport Area

The following are not permitted within the Airport Area:

- a. Blocking or otherwise rendering unusable escape routes or other facilities designed to enable or facilitate escape in case of emergency;
- b. Lighting or maintaining an open fire and/or setting off fireworks;
- c. Using festive or decorative elements that are not sufficiently fire resistant (sufficient fire resistance must be demonstrated with an appropriate label and/or certificate);
- d. Storing hazardous substances, other than in the locations designated and approved by the Airport Operator;
- e. Smoking is not permitted on Airside, in the Terminal complex and around its entrances, and in construction areas. Excepted from this are the areas approved and designated for this purpose by the Airport Operator. This also applies to the use of smoking substitutes, such as electronic cigarettes and similar products containing nicotine or any other substance.

## Article 19 – General Rules for the Performance of Work Within the Airport Area

- 1. It is not permitted to perform work within the Airport Area without prior written permission from the Airport Operator.
- 2. It is not permitted to perform work within the Airport Area without possessing the necessary and demonstrable professional competence for this purpose.
- 3. The Airport Operator may attach conditions to its written permission, which must be applied and/or complied with in full.
- 4. Anyone who performs construction work within the Airport Area must comply with HSE standards and the associated Golden Rules of Safety. The Golden Rules of Safety can be found at: [Golden Rules of Safety](#)

## Article 20 – General Rules For the Use of Operating Equipment, Machinery and Charging Facilities Within the Airport Area

1. The following are not permitted:
  - a. Using operating equipment belonging to the Airport Operator in a way or for a purpose other than as prescribed by the Airport Operator;
  - b. Operating, reducing the effectiveness of or impeding access to fire detection, protection or extinguishing equipment without good reason;
  - c. Operating or possessing equipment that could disrupt radio communications at or in the vicinity of the Airport Area;
  - d. Operating or causing to be operated any aircraft or vehicle equipment, device or engine without authorisation;
  - e. Installing and/or using fixed and/or mobile equipment with an antenna without prior written permission from the Airport Operator;
  - f. Using a generator, including a mobile generator, without the written permission of the Airport Operator;
  - g. To use fossil fuel powered assets (including diesel and HVO100) on the Aircraft Stand if a zero emission alternative is operationally available.
2. Permission is required from the Airport Operator to pump drinking water through fire hydrants.
3. The Airport Operator may attach additional conditions to the use of operating equipment and machinery, which must be applied and/or complied with in full.
4. The following rules apply to charging facilities:
  - a. Charging facilities must meet the requirements set by the Airport Operator;
  - b. It is not permitted to install charging facilities without the permission of the Airport Operator; and
  - c. It is only permitted to use the charging facilities installed by the Airport operator or those for which the operator has granted permission.

## Article 21 – Further Rules For Safe Working

1. Anyone present on Airside and in the Baggage areas must visibly wear High Visibility Clothing (HVC) of at least class 2, in accordance with EN ISO 20471:2013 and/or ANSI 107-2015 and Appendix 4 of these Schiphol Regulations, visible and closed. Exceptions to this are:
  - a. Employees in control rooms or closed areas;
  - b. Passengers and crewmembers being transported/ escorted to and from an aircraft. For crewmembers, the handler remains responsible at all times.
2. Anyone present in the Baggage areas or at the Aircraft Stand must wear appropriate safety shoes. Exceptions are:
  - a. Passengers;
  - b. Crewmembers, provided they are not involved in ground handling activities; and
  - c. Persons crossing the Baggage areas to go to and from their workplace, changing room or operator room.
3. Pedestrians in the Baggage area must use the designated walkways marked by yellow dots, if present. Pedestrians do not have right of way.
4. Anyone working on Airside and in the Baggage areas must wear appropriate work clothing, suitable for their tasks.

## Article 22 – General Rules on Pollution, Waste & Leaks Within the Airport Area

1. All substances, materials and products must be handled, stored, packaged and transported in such a way as to ensure that they do not spread beyond designated storage locations, packaging and means of transport.
2. Waste:
  - a. Must be cleared away immediately by whoever caused it;
  - b. Must be properly sorted for disposal;

- c. From businesses must be removed in sealed waste disposal bags bearing the logo of the company concerned.
3. The following are not permitted:
  - a. Using plastic or foil packaging on Airside, except for sealed material that is sealed and covered with a palletnet in such a manner that the plastic or foil cannot become detached and is taken on board the aircraft unopened;
  - b. Leaving plastic or foil packaging on Airside. In order to prevent Foreign Object Debris (FOD);
  - c. Depositing or leaving rubbish, waste, hazardous substances or other substances in locations other than those designated for this purpose by the Airport Operator;
  - d. Discharging substances into sewage systems or into surface water present within the Airport Area, without the permission of the Airport Operator.
4. Any leaks from aircraft, vehicles, equipment, systems and/or stored material that are the result of damage must be limited as much as possible, taking account of personal safety.
5. If a fuel leak is detected in the vicinity of or from an aircraft, the engines may be started or restarted only following consultation with the Airport Operator.
6. Expenses incurred by the Airport Operator as a result of waste, pollution and/or leaks that have not or not properly been cleared up can be recovered from the causative party.

## Article 23 – General Rules for Parking, Storing or Stopping Vehicles, Aircraft and Equipment in the Airport Area

1. Parking, loading, unloading and stopping without good reason are permitted only in the designated areas.
2. The Airport Operator is allowed to order parked or stationary aircraft, vehicles or equipment to be moved if it deems it necessary for the maintenance of order and safety.
3. Parking is permitted only in the designated parking spaces, unless written permission has been given by the Airport Operator for parking in other locations.
4. Only the immediate loading and unloading of goods is permitted in designated loading and unloading areas. Vehicles may be parked only if the Airport Operator has given written permission.
5. It is not permitted to store, park, clean or repair vehicles, equipment or goods in locations other than those designated for that purpose by the Airport Operator.
6. It is not permitted to park or store a vehicle or equipment for more than seven consecutive days in the designated spaces or similar parking or storage location without the permission of the Airport Operator.
7. It is not permitted to park or store vehicles or equipment within a distance of three metres on either side of the perimeter fence.
8. The distance between parked aircraft and the boundary of the publicly accessible part of the grounds must be at least 7 metres.
9. At all times, aircraft, vehicles and equipment must be parked or stored in such a way as to prevent the risk of them rolling or being blown away.
10. Stopping, parking and repairing aircraft are permitted only after obtaining authorisation from the Airport Operator, and only in the locations designated or intended for this purpose.
11. Parking spaces for specific types of vehicles and/or equipment may only be used by the relevant type of handling vehicles and/or equipment.
12. Storage of ULD equipment must take place at designated storage locations (racking).
13. Electric vehicles and machines must be parked in the prescribed manner in parking spaces designated for charging vehicles and/or at charging stations.
14. It is not permitted to park an electric vehicle or machine at the Terminal for more than 20 minutes, other than in the parking spaces designated for charging vehicles and/or at charging stations.

## Article 24 – General Rules for Safe Traffic Within the Airport Area

1. People involved in a traffic accident may not leave the scene of the accident until the Airport Operator or government authority has established the identities of the people involved and the details of the vehicle(s) involved. (*See also article 16 – Reporting Emergency, Incidents and Unsafe Situations*).

2. Road users within the Airport Area must act in such a way that they do not create a hazard on the road, aprons or in the Terminal, and do not obstruct or risk obstructing other traffic.
3. Road users driving in parts of the Airport Area that are not open to the public must act in accordance with the rules set out in the Road Traffic and Traffic Signals Regulations 1990.<sup>2</sup>
4. Drivers of motor vehicles must at least have a valid driving license B and in addition:
  - a. For motor vehicles registered with the National Road Traffic Agency (RDW), a valid driving license as referred to in Articles 15 to 25 of the Driving License Regulations as part of the Road Traffic Act; Or proof that the driver has followed adequate, specific training for this vehicle.
  - b. For motor vehicles not registered or suspended with the RDW, proof that the driver has followed adequate, specific training for this vehicle.
  - c. The 'authorization vehicle driver' license, if the driver is driving a vehicle on the apron.
  - d. A *Field certificate*, if the driver is driving a vehicle in the maneuvering area.
5. Those who drive a vehicle within the Airport Area are prohibited from holding a mobile electronic device that can be used for communication or information processing while driving. A mobile electronic device is in any case understood to be a mobile telephone, a tablet computer or a media player.
6. Drivers of a (motorized) vehicle and their passengers must use an available seat belt and must keep the doors of the vehicle (if equipped) closed. With the exception of drivers and co-drivers of the baggage tractors, conveyor belt loaders and ULD transporters during the handling of an aircraft, where they remain in one Aircraft Stand and there is the need to enter and exit the vehicle frequently.
7. The drivers excepted under the sixth category should not drive faster than walking speed on the Aircraft Stand.
8. Motor vehicle headlights must be dipped at all times.
9. Ready to use vehicles must not be left unattended and/or with their engines running.
10. Vehicles must be equipped with a suitable parking brake, which must be engaged whenever the vehicle Airport Operator is not on board the vehicle.
11. Pedestrians must use the pedestrian paths and sidewalks. Pedestrians on Airside never have the right of way and must use the yellow dots to cross, if present. Never cross the road diagonally.
12. Vehicle drivers must conform to the following speed limits:
  - a. In the Terminal, a speed limit of 8 km/h applies to electric vehicles;
  - b. In Baggage areas, a speed limit of 10 km/h applies;
  - c. In Baggage areas, including the complete associated entrances and exits, the speed limiter must at be visibly activated on the (motor) vehicles (by means of the green lamp) at all times at the permitted maximum speed;
  - d. Driving on aprons must be at walking speed, with a speed limit of 10 km/h;
  - e. On aprons, if present in or on a vehicle, the speed limiter must be visibly activated on the (motor) vehicles (by means of the green lamp) at all times, at the permitted maximum speed.
  - f. It is not permitted to drive vehicles towing baggage trolleys, pallet trucks or dollies at speeds exceeding 15 km/h down the following inclines:
    - The exits of the viaducts of the RH road across the A4 motorway;
    - The access ramp to the 'Kaagbaantunnel';
    - The access ramp to the tunnel near the Romeo apron.
  - g. A speed limit of 30 km/h applies on perimeter roads;
  - h. A speed limit of 60 km/h applies on taxiways and service roads.

## Article 25 – Further Rules for Safe Traffic and Transport

1. Driving a vehicle that has not undergone roadworthiness testing, on roads that are not accessible to the public, is not permitted. Drivers must be able to submit proof of maintenance status to the Airport Operator on request.
2. No vehicle may be driven in the Airport Area if it is:
  - a. Of unsound design or construction or in an inadequate state of repair; and/or
  - b. Does not comply with the requirements set out in 'Part 1.1.2 – Airside Vehicle Requirements' of '1.1 Handling Manual Airside (general)'.

<sup>2</sup> <https://wetten.overheid.nl/BWBR0004825/2019-07-01>  
Classification: Public



3. Vehicle drivers are not allowed to use visual and/or audible signals, unless they are driving:
  - Vehicles owned by the Airport Operator;
  - Emergency service vehicles;
  - Vehicles in the airfield;
  - Towing or push-back vehicles, while executing towing or push-back movements.
4. Towing a combination of baggage trolleys, pallet trucks and container dollies is not permitted, unless:
  - a. The maximum train length, including the tractor, does not exceed 30 metres;
  - b. In Baggage areas the maximum train length including the tractor is 27.5 metres;
  - c. The train does not contain more than six baggage trolleys or container dollies;
  - d. The train does not contain more than five pallet trucks;
  - e. When a combination is used, the trolleys, trucks and dollies in the train are in order from large to small.
5. Using baggage trolleys without cover is not permitted.
6. The use of electric vehicles and machines in the Terminal is permitted only on the following conditions:
  - a. Prior written permission has been obtained from the Airport Operator;
  - b. The 'Rules and Regulations for the Use of Electric Vehicles and Machines in and Around the Terminal' are complied with;
  - c. Pedestrians are always given right of way;
  - d. No audible signals are used;
  - e. The number of people transported is not greater than the number of seats in the electric vehicle or machine concerned.
7. Using electric vehicles or machines in the limited public area between 6 am and 10 am, 12.30 pm and 2 pm or 6 pm and 7.30 pm (peak hours) is not permitted, except for a primary function. 'Primary function' means:
  - The transport of disabled persons;
  - Ambulance transport;
  - The transport of unaccompanied children;
  - The transport of baggage trolleys; and
  - Exercising legal supervision.
8. Maximum permitted vehicle lengths apply in the supply areas at Landside. It is not allowed to enter the supply areas, unless:
  - a. the vehicle length in the Loading Unloading Quay is no longer than 9 metres;
  - b. in the Expeditiestraat the vehicle length is no longer than 12 metres; and
  - c. in the Transportstraat the vehicle length is no longer than 9 metres.

### **General Rules for Commercial Activities Within the Airport Area**

## **Article 26 – Prohibition on Commercial Activities**

1. Without the prior written permission of the Airport Operator, within the Airport Area it is not permitted to put up or cause advertising signs, posters and similar to be put up, or to distribute or cause pamphlets, printed material, circulars or images to be distributed, or to engage in advertising in any other manner.
2. Without the prior written permission of the Airport Operator, within the Airport Area it is not permitted to carry on or cause any commercial activities to be carried on, including but not limited to:
  - a. Offering taxi services by any means other than by the presence of the taxi on the road, in accordance with the provisions of or pursuant to the Road Traffic Act 1994 and other regulations applicable in the Airport Area, and with a licence within the meaning of the Passenger Transport Act 2000;
  - b. Offering cars or other vehicles for rental;
  - c. Offering parking services;
  - d. Hawking or peddling;
  - e. Selling food, beverages or stimulants.

## Article 27 – Lost Property

1. With regard to lost property, the Airport Operator is designated as the municipality within the meaning of Article 12 of Book 5 of the Civil Code. Pursuant to Title 2 of the Civil Code, the Airport Operator and the finder have the following rights and obligations:
  - a. Anyone who finds an object must make a report at the Airport Operator's Lost & Found office with all convenient speed, but within no more than 24 hours;
  - b. The finder must hand over the object to the Airport Operator for safekeeping, unless the Airport Operator requests otherwise;
  - c. The finder must report the object and hand it over, in accordance with (a) and (b) above, in the condition in which it was found, without separating any parts of the object or changing it in any other way;
  - d. The owner will be given back the found object if it is claimed in accordance with the terms specified below. A fee for safekeeping may be charged to the person who claims the object;
  - e. The Airport Operator is entitled to sell found objects, other than valuable items, that are not claimed within three months and that have come into its safekeeping other than by its own request, and to enjoy the proceeds of such sale. The Airport Operator is also entitled to transfer such objects to third parties free of charge or to destroy them;
  - f. The Airport Operator will retain valuable items in its safekeeping for a period of 12 months. If such items are not claimed within this period, the finder is entitled to claim them within a period of one month following expiry of the 12-month period;
  - g. If the finder does not claim the item, after 13 months the Airport Operator is entitled to sell the item and enjoy the proceeds of such sale.
  - h. Anyone who finds luggage or freight on the roadway must, if possible, place it safely next to the roadway and immediately inform Airside Operations.

## 4 Additional Airside Regulations

### Article 28 – Extreme Weather Conditions

1. After the Airport Operator has issued a ground handling ban for all or parts of the Airport Area, performing ground handling activities in an unprotected area is not permitted, with the exception of ground handling activities performed in an aircraft connected to a passenger boarding bridge.
2. Persons who are in an aircraft not connected to a passenger boarding bridge while a ground handling ban is in effect must remain in the aircraft until the ban has been lifted.
3. In the event of extreme weather, or if such weather is forecast, the Airport Operator may give instructions or take measures to prevent aircraft, vehicles and equipment from rolling or being blown away. In the event of negligence in this respect, the Airport Operator will carry out the necessary measures, or arrange to have them carried out, at the cost of the negligent party.
4. Section 3 also applies to Schiphol-East. If no ground handler or owner is present outside office hours, the Airport Operator will take appropriate measures or arrange for them to be taken.

### Article 29 – Additional Airside Traffic Rules

1. The following are not permitted:
  - a. Crossing when the red light indicating low visibility conditions (BZO) is displayed, without competent supervision;
  - b. Entering aircraft taxiways, unless the designated crossings are used;
  - c. Entering the route leading to the 'Kaagbaantunnel' when the traffic light is red and/or the barrier is lowered;
  - d. To pass in front of and behind an aircraft when the anti-collision lights are on, with the exception of vehicles involved in de-icing activities;
  - e. Crossing the 60 cm wide red clearance line without proper authorisation and permission from the Airport Operator.
2. Traffic on the roads around the piers has right of way in relation to traffic coming from the aprons, and traffic on an aircraft taxiway has right of way in relation to traffic at a crossing.
3. In the airfield and on the apron, the categories of users listed below have right of way in the following order:
  - a. Aircraft departing or landing;
  - b. Motor vehicles used by the police or fire brigade, ambulances, and other emergency service vehicles with flashing lights and sirens on;
  - c. Taxiing aircraft, hovering helicopters and motor vehicles escorting them;
  - d. Passengers being escorted to and from aircraft on foot;
  - e. Towed aircraft;
  - f. Other vehicles.
4. The maximum clearance on perimeter and service roads, including the 'Kaagbaantunnel', is 3.80 metres. Drivers of vehicles over 3.80 metres in height must report to Airside Operations on arrival for escort to/from the working position.
5. The maximum permissible vehicle width in the 'Kaagbaantunnel', including load, is 3.80 metres. Drivers of vehicles over 3.80 metres in width must report to Airside Operations prior to arrival awaiting escort. A waiver applies to traffic coming from Schiphol-Centre via 'Lampenistenstraat' to the Romeo apron and vice versa.
6. Due to the tunnel safety system, it is not allowed to stop or park in the 'Kaagbaantunnel'. In the event of lost cargo, force majeure or other necessity, the tunnel Airport Operator must be notified immediately by phone via number 020-6012333.

## Article 30 – Rules Concerning Fuel, Hazardous Substances and Explosives

1. The following are not permitted:
  - a. Storing (aircraft)fuel within the Airport Area, other than in locations designated by the Airport Operator as fuel storage sites;
  - b. Storing or transporting (aircraft)fuel or other hazardous and/or environmentally harmful substances without prior permission from the Airport Operator, taking into account the applicable statutory provisions;
  - c. Transporting (aircraft)fuel using vehicles not carrying a suitable and approved fire extinguisher.
2. Hazardous substances that are packaged as air cargo must not be:
  - a. Left on the apron for more than five hours;
  - b. Left on the apron unattended and unsupervised;
  - c. Placed on the apron for the purpose of packing, siphoning or filling.
3. The transport of hazardous substances on Airside is permitted only if:
  - a. During transport, hazardous substances are kept separate in accordance with European regulations;<sup>3</sup>
  - b. The transport unit is equipped with a means of keeping the load dry;
  - c. Dangerous Good-tags (DG-tags) are attached to at least one side of the transport unit;
  - d. The transport unit carries a suitable and approved fire extinguisher.
4. Aircraft carrying explosives on board must be parked in the places designated by the Airport Operator for this purpose.

## Article 31 – Rules Concerning the Performance of Refuelling Activities

1. The following are not permitted during aircraft refuelling:
  - a. Starting an air start unit or Ground Power Unit (GPU);
  - b. Connecting or disconnecting an air start unit or GPU;
  - c. Allowing people, ground handling equipment or vehicles to be within the refuelling zone if they are not directly involved in the refuelling procedure;
  - d. Flashing lights or electronic flash units within refuelling or ground handling zones.
2. The following are not permitted:
  - a. Refuelling an aircraft with passengers on board, if the requirements set out in 'Aerodrome Manual Chapter 15.2 Enforcement of safety measures during refuelling – Refuelling with passengers on board' are not met.
  - b. Refuelling a helicopter with:
    - Passengers on board;
    - Rotating rotor(s); and/or
    - Running engine(s), without permission from the Airport Operator.
  - c. Carrying out refuelling activities on an aircraft while its engine(s) are running.
  - d. Fuelling trucks, with the exception of dispensers, must be positioned near an aircraft in such a way that it cannot drive unobstructed to a safe zone under all circumstances.
  - e. Placing handling equipment or vehicles in front of a fuelling truck, with the exception of dispensers, so that a clear exit route is obstructed.
  - f. Blocking access to any emergency stop buttons of refuelling or hydrant systems. An emergency stop button must remain accessible at all times to be able to activate the pushbutton in an emergency situation. Therefore, a free space of at least 1 meter must be maintained.
  - g. Refuelling without taking measures to prevent environmental pollution.
  - h. Refuelling in hangars:
    - Without supervision from the fire brigade;
    - Without notifying the Schiphol Control Centre 60 minutes in advance.
  - i. Refuelling in the event of unfavourable weather above or in the immediate vicinity of the Airport Area.

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<sup>3</sup> Regulation on the carriage of dangerous substances by land, DIRECTIVE 2008/68/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 24 September 2008 on the inland transport of dangerous goods and ICAO Annex 18.

## Article 32 – Rules Concerning the Apron

Within the Airport Area, the following types of locations are distinguished at Schiphol where aircraft arrive, line up and/or depart for the purpose of boarding or disembarking passengers, loading or unloading mail or cargo, taking in fuel, parking or to perform maintenance work. For further information concerning the locations, refer to appendix 3b.

On the apron, the following rules must be adhered to.

### **Rules concerning safety**

1. Prior to the arrival of an aircraft and before the engines of an aircraft are started prior to its departure, any substances and/or ground handling equipment that could cause a hazard or damage must be cleared away or removed from the immediate vicinity of the aircraft.
2. It is not permitted to obstruct the view between the aircraft and the Marshaller or the person operating the Visual Docking Guidance System.
3. People, cargo, vehicles and ground handling equipment cannot be located within the red line around the Equipment Restraint Area (ERA) when an aircraft is entering or exiting the ERA, with the exception of:
  - a. Equipment within the designated and marked area;
  - b. People and vehicles performing activities connected with the aircraft parking procedure.
4. People are not permitted under the aircraft wing, with the exception of persons involved in flight operations, ground handling or inspections of the aircraft in question.
5. Persons, vehicles and handling equipment are not permitted to be around the aircraft on the ERA when the anti-collision lights are on and/or the engines are running. Persons assisting with the parking procedure of the aircraft are exempt from this.
6. Once the aircraft is parked, only people, handling equipment and vehicles involved in the ground handling of that aircraft or the flight operation may be present on the ERA.
7. An appropriate and approved fire extinguisher must always be present at an Aircraft Stand when the Stand is in use, in the designated location.
8. After use, fire extinguishers must be returned to their designated locations and the Schiphol Fire Brigade must immediately be notified via Airside Operations that a fire extinguisher was used.
9. It is not permitted to:
  - a. Place handling equipment higher than 2,25 meters on (parts of) the areas:
    - C04, C06, C08, C10, C13;
    - between C07 and C09;
    - between C09 and C11;
    - between C12 and C14;
    - between E02, E03, E04, E06; and
    - between the parking areas on the odd side of the B-pier.
  - b. To place handling equipment between the Aircraft Stands on the odd side of Pier B that is not intended for the next handling.
  - c. To place handling equipment higher than 3.50 meters adjacent to the parking places on Pier E, Pier F, Pier G, Apron R and Apron S.
10. Stopping and/or parking in red hatched areas is not permitted.
  - a. This does not apply to catering, service or water tank trucks that must be connected to an aircraft on the passenger boarding bridge side for ground handling purposes.
  - b. The red-hatched movement area of the passenger boarding bridge may be used by these vehicles only if:
    - The flashing light and audible signal for the passenger boarding bridge are switched off;
    - There is enough space.

### **Rules concerning passengers**

11. Those in charge of passenger handling shall ensure that:
  - a. Only authorized persons enter Airside. If they observe that an unauthorized person is entering Airside through the Lounge or the waiting area at the gate, they must immediately inform the Security Control Center.
  - b. The passengers cross an Aircraft Stand only in groups, under the escort of at least one airline, using the shortest and safest possible route.
12. Unaccompanied persons are not permitted to board or disembark an aircraft while its engine(s) are running.
13. The previous section does not apply to multi-engine aircraft, provided the engine(s) are located on the other side of the aircraft to the one on which such persons are boarding or disembarking and they do not have to pass these engine(s) when leaving or approaching the aircraft.
14. The escorting employee of the relevant ground handler or airline must be aged 18 or over.
15. It is not allowed for passengers to cross on foot to an adjacent Aircraft Stand. An exception applies to passengers who are accompanied by the handling agent during a aircraft change on the B-apron. Permission must be given in advance by the Airport Operator.

### **Rules concerning safe ground handling**

16. No one is permitted to cross an Aircraft Stand, with the exception of:
  - a. People, vehicles and ground handling equipment, for the purpose of carrying out work at the adjacent Aircraft Stand.
  - b. Fuel trucks at Pier C, which are permitted to cross multiple Aircraft Stands by driving past the rear of the aircraft, subject to the following conditions:
    - The driver must ensure that there is enough space to cross the Aircraft Stands by driving past the rear of the aircraft;
    - The driver must drive past the rear of the aircraft as close to the wide red clearance line as possible.
  - c. Fuel trucks are not permitted to drive past the rear of any aircraft in low visibility conditions of Phase C (or worse).
17. Drivers of vehicles and ground handling equipment must use the marked entry and exit points for entering and exiting an Aircraft Stand, with the exception of:
  - The driver of a push-back truck;
  - The Marshaller;
  - The driver of the passenger bus.

These people may enter and leave the Aircraft Stand in front of the aircraft's nose.

18. The use of wingwalkers is not permitted, except with the permission of the Airport Operator after a written request to that effect from a ground handler or an airline company.
19. Use of the ESA is permitted only if the prior handling is fully completed.
20. Vehicles and/or equipment cannot be positioned in an ESA more than 30 minutes prior to arrival (EIBT), unless the Airport Operator sets a different time for certain ESAs.
21. As soon as all ground handling activities have been performed, the ESA must be vacated immediately.
22. It is not permitted to place cargo and/or ground handling equipment on an Aircraft Stand outside of the designated ESA. An exception is to wait with your vehicle and handling equipment at the entrance and exit of the Aircraft Stand where you will be handling the next incoming flight.

## **Article 33 – Rules Relating to Apron K**

1. The following are not permitted:
  - a. Taxiing aircraft in low visibility conditions classified as Phase C (RVR < 350m) or Phase D (RVR < 200m). In exceptional situations, the FMA can permit taxiing aircraft escorted by an Aircraft Operations vehicle onto Apron K;
  - b. Being on the apron taxiway of Apron K, with the exception of personnel directly involved in ground handling of an aircraft on the apron taxiway;
  - c. Crossing the apron taxiways in a vehicle other than at the marked crossing points;

- d. Ground handler staff giving instructions to pilots about the location of the designated Aircraft Stands and stopping points without authorisation from the Airport Operator;
- e. Pilots departing without up-to-date taxi information on Apron K from the ground handler. Before giving the taxi information, the ground handler must establish that the proposed departure will not conflict with other movements.
2. The Airport Operator can declare that members of the ground handler's staff are authorised to give instructions to pilots on Apron K if they have successfully completed training approved by the Airport Operator.
3. Turning of aircraft on the Aircraft Stands on Apron K must always be performed by means of towing and push-back movements, and never by using the aircraft's own power. By way of exception, C130 Hercules aircraft are permitted to turn on K35 with engine power using K36 and escorted by a member of the ground handler's staff authorised by the Airport Operator as a Marshaller for this purpose (*see section 2 of this article*).
4. Towing movements with aircraft on Apron K between different Aircraft Stands and between hangars and Aircraft Stands must be coordinated with Apron Control.
5. Vehicles involved in accompanying, marshalling or towing aircraft must be fitted with an amber-coloured flashing light.
6. Ground handlers must issue instructions to the aircraft handled by them for the correct use of GA Terminal Stands.
7. If several ground handlers are active on Apron K, the Airport Operator will nominate one handler to perform the following activities on behalf of all handlers:
  - Coordinating an Aircraft Stand schedule in consultation with the Airport Operator;
  - Maintaining contact with arriving and departing flights as regards the allocation of Aircraft Stands and movements on the apron, for which purpose the Airport Operator will make a communication channel available;
  - Maintaining contact with the Airport Operator as regards towing movements for arriving and departing aircraft;
  - Maintaining contact with ground handling staff insofar as this is in the interests of their safety in relation to arriving and departing flights.

## Article 34 – Rules Relating to Aircraft

1. Aircraft:
  - a. Land on or take off from the runway designated for this purpose by the Airport Operator;
  - b. Taxi on the runways or parts of the airfield designated for this purpose, as published in the relevant Aeronautical Information Publications (AIPs);
  - c. Are moved and parked in accordance with the instructions of the Airport Operator or Air Traffic Control.
2. Towing or push-back movements may not be performed without towing or push-back authorisation from the Airport Operator.
3. Towing or push-back movements must be performed in accordance with the rules and procedures set out in 'Part 1.2.4 – Performing towing movements' and 'Part 1.2.5 – Performing push-back movements' of '1.2 Airfield Manual'.
4. De- and anti-icing activities must be carried out according to the rules and procedures of 'Part 1.5.2 Winter operation: Water quality & De-icing' of '1.5 Snow, ice and de-icing handbook'.
5. Engine testing, warm-up and cool-down must be performed in accordance with the rules and procedures set out in 'Part 1.2.12 – Engine testing, warm-up and cool-down' of '1.2 Airfield Manual'.
6. The following are not permitted:
  - a. Performing a compass swing anywhere other than on a compass rose;
  - b. Performing a powerback.
7. Without permission from the Airport Operator, the following are not permitted:
  - a. Performing an engine test;
  - b. Performing a compass swing;
  - c. Nose-out parking.



8. Warming up and cooling down aircraft engines at Aircraft Stands is permitted only:
  - a. With the permission of the Airport Operator;
  - b. Up to ground idle;
  - c. For a maximum of two engines;
  - d. For no more than ten minutes.
9. Ground handlers must have towbars at their disposal that are suitable for the types of aircraft being handled.

## Article 35 – Rules for the Prevention of Noise Disturbance From Aircraft (specifically Chapter 2 and Chapter 3 Aircraft)

1. Take-offs and landings of Chapter 2 aircraft are not permitted.
2. New flights with marginally compliant Chapter 3 aircraft are not permitted.
3. The above provisions do not apply in the following instances:
  - a. Aircraft being used for rescue operations or for the provision of emergency services that require immediate take-off or landing;
  - b. Military aircraft;
  - c. Government flights;
  - d. Aircraft in distress that need to land immediately.

## ~~Article 35a – The use of Chapter 4 aircraft (with noise limits of $\Delta$ EPNdB –12 (day)/ –13 (night))~~

~~Chapter 4 operations with noise limits of  $\Delta$ EPNdB values –12 (during the day) and  $\Delta$ EPNdB values –13 (during night hours) are not allowed at Schiphol Airport. This is applicable for aircraft types for which 100% of the IATA aircraft subtypes are noisier than  $\Delta$ EPNdB values –12 (during the day) and/or  $\Delta$ EPNdB values –13 (during night hours).~~

In line with the decision of the Netherlands Authority for Consumers and Markets (ACM) dated 27 May 2025 (reference: ACM/UIT/649810), article 35a has been removed.

## Article 36 – Rules Concerning the Provision of Data

Airlines must provide the Airport Operator in a timely manner with the data required for scheduling the deployment of operating equipment. The data must comply with the requirements set out in the '[Schiphol Charges and Conditions](#)' document.

## Article 37 – Rules Concerning Collaborative Decision Making

Anyone involved in Collaborative Decision Making (CDM) must work according to the agreements, rules and procedures. This information can be found on the [CDM](#) web page.

## Article 38 – Emergency Response Plans (ERPs)

Airlines and ground handlers that handle and/or transport passengers and/or cargo are required to have an Emergency Response Plan (ERP) or a Local ERP (LERP). The (L)ERP ensures consistency between the tasks, responsibilities and authorisations of the airlines/handlers and all parties involved in the various crisis situations, with the aim of achieving an improved mutual and coordinated approach. At a minimum, the (L)ERP must meet the recommendations listed in the National Crisis Plan for Civil Aviation Accidents (NCP-L).

The following sources may also be used:

- <https://www.schiphol.nl/nl/operations/pagina/verstoringen-en-calamiteiten/>
- <https://www.schiphol.nl/nl/operations/pagina/nationaal-crisisplan-luchtvaartongevallen-burgerluchtvaart/>

## 5 Adoption & version

### 5.0 Date of Adoption

Date of adoption: 31 October 2024  
Starting date: 15 October 2025

Adopted at Schiphol

The Management Board of Royal Schiphol Group N.V.

### 5.1 Version History

The overview below shows the changes compared to the previous version of the Schiphol Regulations.

**Presentation of adjustments and changes:**

New (partially) added and/or revised text is marked grey.

Article	Change/revision
3	Rule has been rewritten
10	Rules have been rewritten and/or added
14	<ul style="list-style-type: none"><li>Moved to Appendix 2; see Article 3 in Appendix 2</li><li>Rules have been rewritten and/or added</li></ul>
17	Rules have been added
Appendix 2	<ul style="list-style-type: none"><li>Article 14 has been inserted as Article 3 (<i>see above</i>); rules have been rewritten and/or added</li><li>Article 4, 5 and 6 have been renumbered to 5, 6 and 7; due to insertion Article 3</li><li>Article 7 up to and including 16 have been replaced by 8 up to and including 13; rules have been rewritten and/or added</li></ul>

# Appendix 1 – List of Terms

Term	Definition
Instruction(s)	Instructions, requirements and conditions as referred to in Section 37b of the Aviation Act and Article 16 of the Airport Grounds Ground Handling Regulations.
A.A.S.	Amsterdam Airport Schiphol
ACM	Authority for Consumers and Markets
Accident	An incident that has led to (serious) injury, death, damage or environmental pollution.
Engine warm-up and cool-down	The simultaneous operation of a maximum of two aircraft engines at the lowest level of thrust (ground idle), not intended for flight operations and for a maximum of 10 minutes. Engine warm-up and cool-down takes place at aircraft stands or on hangar forecourts.
Ground handling	The performance of ground handling services.
Ground handling equipment	Equipment necessary for the performance of ground handling services.
Ground handling zone	An area comprising the perimeter of the aircraft plus two metres.
Aircraft stand	Entire location set up for the ground handling of one aircraft.
Airside	The part of the Airport Area used for aircraft landings, take-offs, taxiing, towing, parking and handling, including perimeter and service roads and other related paved and unpaved areas, for which specific authorisation on the Schiphol Pass or a Crew ID card is required.
Airside Demarcated Areas (ADA)	Security restricted areas which have been designated as demarcated areas by the Airport Operator, which are not public and which are subject to full access control.
Airside Secured Area (ASA)	The area designated by the airport Airport Operator, pursuant to the airport Airport Operator's legal obligations to grant access only to those people in possession of a valid ticket, Crew-ID or airport identity card, and have a valid reason for accessing this area.
Anti-collision light	Flashing warning light(s) red or white, underneath and/or on top of the aircraft.
Apron	A part of an airport intended for the staging and handling of aircraft for the purpose of boarding or disembarking passengers, loading or unloading mail or freight, taking on fuel, parking or carrying out maintenance work.
Apron Control (Control Tower)	The Airport Operator's coordination centre in the air traffic control tower which is responsible for facilitating and controlling traffic on the aprons.
Authority Officer (AO)	The official responsible for monitoring and enforcing laws and regulations on behalf of the Airport Operator.
Authorisation	Authorisation assigned to the holder of the Schiphol Pass for persons/vehicles granting access to various parts of the Restricted and Clean Area.
APV	Algemeen Plaatselijke Verordening; The Haarlemmermeer General Local Regulation
Baggage Area	An area designated by the Airport Operator for baggage handling.

Company Security / Bedrijfsbeveiliging A/S/BB	Part of the Security department.
Escort authority (supervisory authority)	Authority of a holder of a Schiphol Pass for Persons to escort a person with a Schiphol Visitor Pass in the Restricted and Clean Area.
Low Visibility Conditions	Situation with low visibility, such as that caused by fog, classified in terms of Phases A to D.
Corrective Action Plan (CAP)	Improvement plan.
CDM	Collaborative Decision Making, the aim of which is to handle air traffic at Amsterdam Airport Schiphol as efficiently as possible in collaboration with all parties involved.
Third-party/parties	Persons not employed by the counterparty but who are engaged by the counterparty and require a Schiphol Pass for persons/vehicles to perform work on behalf of the counterparty.
DG tags	Identification tags/labels with Dangerous Goods symbols.
Service roads	Roads located Airside, in the manoeuvring area, intended for specific use by persons with airfield authorisation.
EASA	European Aviation Safety Agency
EIBT	Estimated In Blocks Time
Equipment Restraint Area (ERA)	Where an Aircraft Stand is demarcated with a red line 20 cm wide.
Equipment Staging Area (ESA)	An area marked off with a broken white line where vehicles and/or equipment can be positioned ('pre-positioning'), with the intention of handling the next aircraft.
Equipment Parking Area (EPA)	An area marked off with a solid white line where vehicles or equipment can be parked for handling purposes.
EVW	Electric vehicles and machines
Airport Operator	The public limited company Royal Schiphol Group N.V. and the legal entities/persons designated by the company.
Extreme weather conditions	Sleet, heavy snowfall, cloudbursts, persistent heavy rain, severe hail, severe thunderstorms, severe or violent storms or hurricanes, extreme wind gusts, heat, drought, etc.
FOD	Foreign Object Debris
FPU	Fixed Power Unit
GPU	Ground Power Unit
GPU area	An area where only a GPU can be placed. Indicated by a continuous white line containing the letters 'GPU'.
Enforcement	As Airport Operator, supervising, monitoring and imposing sanctions in order to ensure that persons in the Airport Area comply with the prevailing codes of conduct and regulations.
Ground handling service(s)	According to Regulation (EU) 2018/1139: Ground handling service means any service provided at aerodromes comprising safety-related activities in the areas of ground supervision, flight dispatch and load control, passenger handling, baggage handling, freight and mail handling, apron handling of aircraft, aircraft services, fuel and oil handling, and loading of catering; including the case where aircraft Airport Operators provide those ground handling services to themselves (self-handling);

Airside Operations	The business unit of the Airport Operator responsible for day-to-day supervision of order and safety in the Airport Area, installations and buildings, as well as authorisation and coordination in the airfield, aprons and perimeter roads.
Chapter 2 Aircraft	The type of aircraft described in ICAO Annex 16, Environmental protection, Volume 1 – Aircraft Noise, Chapter 2.
Chapter 3 Aircraft	The type of aircraft described in ICAO Annex 16, Environmental protection, Volume 1 – Aircraft Noise, Chapter 3.
HSE	Health Safety Environment
HVC	High Visibility Clothing
IATA	International Air Transport Association
ICAO	International Civil Aviation Organisation
Incident (near accident)	An unintended event that occurs under circumstances that would most likely have resulted in an accident.
Apron K	Area at Schiphol-East that includes the taxiways and Aircraft Stands with the entry point GL and the exit point GD.
Airfield	The part of an airport, excluding the aprons, intended to be used for the taking off, landing and taxiing of aircraft.
Landside Restricted Area (LRA)	Restricted access areas designated as such by the airport Airport Operator that are secured to ensure the continuity of SNBV operations as distinct from guaranteeing the safety of civil aviation.
(L)ERP	Local Emergency Response Plan
Airport	An area intended to be used, in part or in its entirety, for the taking off and landing of aircraft, including: <ul style="list-style-type: none"> <li>- The associated movements of aircraft on the ground;</li> <li>- The handling of the air traffic referred to in the preamble and under (1); and</li> <li>- The business activities associated with the handling of the air traffic referred to in the preamble and under (1).</li> </ul>
Airport Area	The area intended for use as an airport.
Air Traffic Control the Netherlands	Organisation charged with providing air traffic services at Amsterdam Airport Schiphol.
Marshaller	Official who gives instructions to an aircraft during parking.
Motor vehicles	All articulated and rigid vehicles, except for motorised vehicles for use by disabled persons, intended for movement other than along rails, wholly or partly with the aid of a mechanical device attached to the vehicle or integrated into it.
NCP-L	National Crisis Plan for Civil Aviation Accidents
Emergency	Situation that needs immediate (medical) attention.
NPA	Non-Parking Area
Exemption	An exemption from a regulation from the Schiphol Regulations is granted by Schiphol for a specific situation or circumstance and is made in the name of an (individual) legal person or a natural person. An exemption is granted for a definite or indefinite period of time. Where appropriate, every two years it is reassessed whether grounds for an exemption still exist.
Pass holder	A natural person to whom a Schiphol Pass Persons has been issued.
Perimeter fence	The fencing that marks the boundary between Landside and the Security Restricted Area – Critical Part.
Apron	A part of an airport intended for aircraft parking and handling for the purpose of the boarding and disembarkation of passengers, loading and unloading of mail and cargo, refuelling and performing maintenance work.

Apron taxiway	The part of Apron K designed as a taxiway but intended only to provide access to the Aircraft Stands.
Engine testing	The simultaneous operation of a maximum of two aircraft engines at the lowest level of thrust (ground idle) for a period longer than 10 minutes, or a thrust level higher than ground idle for a limited time, not intended for flight operations.
Occurrence	Event or deviation from laws and regulations, on or around the Schiphol business process or on the Schiphol location, with (chance of) injury to persons, animals and the environment.
Power-back	The operation of aircraft engines at a higher thrust level than ground idle, with a view to moving the aircraft in a backwards direction.
Public area	The parts of the Airport Area that are accessible to the public.
Perimeter roads	The roads alongside the aprons and Rinse Hofstraweg in its entirety.
Schiphol Admission Regulations (RTS)	Conditions for companies and organisations that wish to access the Restricted and Clean Area at Amsterdam Airport Schiphol.
Schiphol Control Centre	The business unit of the Airport Operator responsible for supervising processes in the Terminal complex, drop-off roads and car parks and alerting the fire and ambulance services should an incident or emergency situation occur within the Airport Area.
Taxiway	A sealed or unsealed part of the airfield intended for the movement of aircraft on the ground.
RVR	Runway Visual Range
RVV	Traffic Rules and Signs Regulations (Dutch law)
Schiphol Airport Authority (SAA)	Department that, on behalf of the Airport Operator, promotes compliance with applicable rules of conduct and regulations within the Airport area by persons or companies through supervision, monitoring and the application of sanctions.
Schiphol Pass for Persons	A pass issued by the airport Airport Operator that grants access to the Restricted and Clean Area. The term Schiphol Pass is also understood to mean a Schiphol Day Pass and Schiphol Visitor Pass issued by the Airport Operator.
Schiphol Pass for Vehicles	An access pass as referred to in European Implementing Regulation (EU) 2015/1998 OF THE COMMISSION of 5 November 2015.
Security	The Security department is responsible for the safety at the airport in the broadest sense of the word. The activities of Security all stem from a legal framework and are aimed at reducing risks in the area of safety.
Security Officer (SO)	Official responsible for monitoring and enforcing laws and regulations on behalf of the Airport Operator.
Security Restricted Area – Critical Parts	The critical parts of SRAs, namely: <ul style="list-style-type: none"> <li>- All parts of an airport to which departing passengers having undergone security screening have access; and</li> <li>- All parts of an airport where departing hold baggage is kept after security screening or through which it passes, unless the baggage is secured.</li> </ul>
Towing movement	The movement of a towing vehicle, whether towing an aircraft or not.
Parking	Placing/parking a vehicle and/or equipment in one position for more than 7 days.
Refuelling zone	An area with a radius of 1.5 metres, measured from the refuelling equipment in its entirety (tankers and dispensers), appendages (fuel hose, lanyard, grounding cable and/or fuel arm) and from the aircraft's fuel port and vent hole.
Charges and Conditions	Charges and conditions for the activities performed by the Airport Operator.

Technical area	An enclosed space intended to house equipment and/or systems.
Baggage technical area	An enclosed space containing rotating system parts related to the BASS. To be entered only with the correct authorisations and safety clothing.
Terminal complex	The Amsterdam Airport Schiphol Terminal building, comprising at a minimum the arrival and departure halls, departure lounges and piers, Schiphol Plaza, the WTC walkway, Expeditiestraat and Transportstraat, the baggage areas and the crew centre (see the general maps of the Terminal complex).
Toetsingscommissie Schipholregels (TC) / Review Committee Schiphol Regulations	The TC is responsible for assessing proposed changes and exemptions and/or waivers with respect to the Schiphol regulations. The TC ensures that decisions regarding the Schiphol regulations are taken in a uniform manner. The TC also ensures that the involvement of all stakeholders is guaranteed.
Visual Docking Guidance System (VDGS)	An aircraft parking system.
Aircraft Stand	Entire location equipped for handling 1 aircraft.
Vehicles	All articulated and rigid motorised and non-motorised vehicles, with the exception of those intended to run on rails, but including all drivable and towable wheeled equipment, whether motorised or not, that is used to assist in aircraft or passenger handling.
Schiphol Pass (persons) Conditions	The applicable conditions provided to the pass holder with which he/she is obliged to comply.
Schiphol Pass (vehicles) Conditions	The applicable conditions provided to the counterparty with which the counterparty is obliged to comply.
ULD	Unit Load Device
Waiver	An exemption from a regulation from the Schiphol Regulations is granted by Schiphol and applies to anyone who meets the conditions for that exemption. An exemption is granted for a definite or indefinite period of time. Where appropriate, an assessment will be made every two years to determine whether grounds for an exemption still exist.
Counterparty	A company or organisation whose Employees or Third Parties engaged by it are provided with Schiphol Passes for persons/vehicles by SNBV.
Roads	Paved or unpaved traffic lanes, including median strips, parking strips, parking bays and emergency lanes, as well as the bridges supporting the roads and the paths, verges and shoulders alongside the taxiways.
Employee(s)	Employee(s) in the employment of the counterparty.



# Appendix 2 – Sanctioning

## Paragraph 1: Rules regarding Enforcement and Sanctions

### Article 1 – Monitoring Compliance with the Regulations

The Airport Operator monitors compliance with these regulations. If there is reason to do so, the Airport Operator has the right at all times to report a suspected criminal offense in connection with a possible criminal prosecution. Furthermore, the Airport Operator expressly reserves the right to institute a separate action for damages.

### Article 2 – Enforcement of Schiphol Regulations

1. The Schiphol Airport Authority (SAA) and/or Company Security department of SNBV is tasked with enforcement of the Schiphol Regulations, as well as the conditions set out in the Schiphol Admission Regulations, the Conditions of the Schiphol Pass for Persons and/or the Conditions of the Schiphol Pass for Vehicles.
2. A violation may be dealt with administratively by the Airport Operator or in a meeting of the Schiphol Sanctions Committee established by the Airport Operator.

### Article 3 – General sanctions and/or measures for everyone

1. A violation of a provision of the Schiphol Regulations and/or related documents can be dealt with in writing or in consultation with or by means of a session of the Schiphol Sanctions Committee by the Airport Operator.
2. In the event of a violation of a provision of the Schiphol Regulations and/or accompanying documents, the Airport Operator is authorised to impose among other things, but not exclusively the following sanctions and/or measures on everyone:
  - a. Giving instructions;
  - b. To move, cause to be moved, remove or confiscate any vehicle or materials with which the offence is being or will be committed;
  - c. Causing the offender to be removed from the Airport Area;
  - d. Reporting certain (unsafe, disorderly or (environmentally) threatening) situations and/or violations to the competent authority;
  - e. Imposing a financial sanction;
  - f. Suspending or terminating an activity;
  - g. Halting operations (temporarily);
  - h. Holding the offender civilly liable and/or claiming damages;
  - i. Prohibiting the offender from (temporarily) entering (certain parts) of the Airport Area;
  - j. Filing a report with the authorities due to (suspected) criminal conduct.
3. The sanctions and/or measures referred to in the second paragraph may be imposed or taken simultaneously.
4. In the event of a violation of one or more provisions of the Schiphol Regulations, which, in the sole judgement of the Airport Operator, may damage or endanger the good order and/or safety of the airport, the Airport Operator may impose a fine of up to EUR 1.000 in addition to one or more of the sanctions referred to in the second paragraph.
5. In the case of acts by legal entities that, in the sole judgement of the Airport Operator, may seriously undermine or endanger the safety of civil aviation, the Airport Operator will be authorised to impose, in addition to the sanctions listed above, a fine of up to 500.000 euros per legal entity.
6. All parties that are involved in an investigation instituted by the Airport Operator into an act as referred to in aforementioned paragraphs must submit all information relevant to such investigation to the Airport Operator on first request.

7. Prior to imposing any sanction and/or measure, the Airport Operator may conduct a hearing with the offender.
8. Before any sanction and/or measure is imposed, the Airport Operator may consult the Sanctions Committee for advice.

## Article 4 – Sanctions for failure to comply with the stated requirements and procedures

1. In addition to the sanctions mentioned in Appendix 2, SNBV also has other authorities, including but not limited to issuing instructions, (temporarily) halting operations, reporting certain (unsafe, disorderly, or environmentally threatening) situations, and identifying and reporting violations to the competent authority. These powers are derived from the Aviation Act, the Civil Aviation Act, the Regulation on the Safe Use of Airports and Other Sites, and the Schiphol Regulations.
2. In addition to these powers and the specific sanctions described in Appendix 2, SNBV may also impose general sanctions:
  - The counterparty may be required to prepare and submit improvement measures and/or (periodic) reports in accordance with requirements determined by SNBV;
  - Placing the execution of the counterparty's activities under the supervision of a person or entity designated by SNBV;
  - Temporarily denying the counterparty access to (parts of) the restricted access and protected areas ("blocking authorisations and/or credentials");
  - Permanently denying the counterparty access to (parts of) the restricted and protected areas ("blocking of Schiphol Passes");
  - Not granting new authorisations and/or attributes to employees and/or third parties of the counterparty;
  - Not issuing new Schiphol Passes to employees and/or third parties associated with the counterparty;
  - Costs incurred by the Airport Operator to restore the situation may be charged to the responsible party.
3. SNBV may invoke all sanctions referred to in this article, as well as its right to demand performance and/or compensation for damages incurred, alongside any other applicable rights. SNBV is free to select the combination of sanctions it deems most appropriate under the circumstances.
4. The provisions of this article do not affect SNBV's authority to deny individual employees access to the premises in accordance with the conditions 'Schiphol Pass for Persons'.

## Paragraph 2: Rules regarding Sanction Measures

### Article 5 – Guide sanctioning of Schiphol Pass holders

The departments SAA and Company Security of SNBV, as well as the Schiphol Sanctioning Committee, use the sanctioning measures outlined below as a guiding framework. However, they are authorised to deviate from these measures under the following circumstances:

- Doing so is warranted by the seriousness of the violation in relation to the possible consequences of the actions;
- There are mitigating circumstances of an individual nature, including immediately reporting a violation independently and on one's own initiative, and willingness to cooperate in identifying any learning effect for processes and procedures.
- There are aggravating circumstances of an individual nature involved, including recidivism.

Sanctions following safety violations are done within the Just Culture framework. A Just Culture means that when imposing a sanction for a safety violation, the intention of the people involved is taken into account, as well as their conduct before, during and after the violation, and what may be expected of them based on their training, knowledge and experience.

When preparing the sanction decision, the necessary knowledge is always gathered regarding the relevant facts and the interests to be weighed.

## Article 6 – List of Sanctions for Schiphol Pass holders, Companies and Organisations

The three lists below show the sanctions that can be imposed by SAA and Company Security of SNBV, or the Schiphol Sanctions Committee on Pass holders or on companies and organisations that violate the Schiphol Regulations and/or the Schiphol Admission Regulations.

No.	Possible sanctions for Company violations
1	Sending enforcement letters or an email (advice for action).
2	Compliance meeting between a representative of the back office of the SAA department and the organization concerned.
3	The Backoffice SAA states that the organization concerned must make a Corrective Action Plan. An improvement plan must be drawn up or previous improvement plans must have been adequately followed up by the organization concerned.
4	Sanction to be determined (e.g. financial sanctions).

No.	Possible sanctions for Personal Safety violations
1	Warning letter or email (sent to employer; advice for action).
2	Enforcement letter or email and re-taking one or more mandatory tests successfully, such as: S&S test, driving license, field license, etc.
3	Interview with offender, offender's manager and SAA back office representative (compulsory advice to take action).
4	Temporary or permanent pass blocking/intake.

Letter	Possible sanctions for Security violations
A	Sending an enforcement letter and taking an S&S test at the Badge Center.
B	Invitation for interview/enforcement meeting/additional investigation (compelling advice to take action) and/or temporary/permanent non-issuance of (new) Schiphol pass(es).
C	(temporarily) Blocking/taking current Schiphol pass(es).
D	Sanction to be determined by Sanctioning Committee.

The departments SAA and Company Security of SNBV reserve the right to proactively contact the Sanctions Committee for binding advice in the event of both personal and company violations.

## Article 7 – List of Types of Violations and Possible Sanctions for Schiphol Pass holders, Companies and Organisations

When imposing sanctions, SNBV makes a distinction between the type of violation: security violations and safety violations and the type of offender (worker or organisation).

The two overviews below show the most common types of violations of the Schiphol Regulations or the Schiphol Admission Regulations, and the possible sanction measures to be taken by SAA Company Security department of SNBV in the event of a first, second or third violation. The numbers or letters in the last three columns correspond to the numbers or letters in the first column of the three tables above (in Article 6) with possible sanctioning measures.

When an offender commits a second violation within 12 months, it does not matter whether the violation is related to Safety or Security. The total number of violations are counted in its entirety, meaning that both Safety and Security violations are counted together. This means that even if it is a first Security violation, it can be sanctioned as a second violation, if the offender has previously committed a Safety violation. This approach emphasizes that the sanctions apply not only to repetition of the same violation, but to repetition of any form of violation of the rules.

It is also possible that the Schiphol pass of a Schiphol pass holder is temporarily taken for investigation purposes. The actual sanction measure will be determined after completion of the investigation. At that time, it will be determined whether a person will get the Schiphol pass back immediately or can use it again, or whether the Schiphol pass will be kept for a longer period or permanently or another sanction will be applied.

Most common types of Personal Safety violations of Schiphol Regulation and/or Schiphol Admission Regulations	1st	2nd	3rd
Incorrect/unauthorized use of company assets or airport facilities	1	2	3/4
Violation of regulations regarding the performance of work	1	2	3/4
Violation of regulations regarding apron(s)	1	2	3/4
Violating regulations regarding aircraft	1/2	3/4	3/4
Violation of regulations regarding aircraft stands	1	2	3/4
Violate regulations regarding fire safety	1/2	3/4	3/4
Violating the smoking ban	1/2/3/4	2/3/4	3/4
Violation of regulations regarding parking	1	2	3/4
Violation of traffic regulations	1	2	3/4
Violation of environmental regulations	1	2	3/4
Violation of airport area rules of conduct	1/2/3/4	2/3/4	3/4

*The seriousness of the violation(s) and any associated risk always determine the severity of the sanction. In addition, Schiphol reserves the right to deviate from the above table, taking into account the guideline as described in article 5 of appendix 2.*

*The use of possible sanction measures for company violations as described in Article 6 of Appendix 2 of these Schiphol Regulations is entirely at the discretion of Schiphol Airport Authority.*

Most common types of Security violations of Schiphol Regulations and/or Schiphol Admission Regulations	1st	2nd	3rd
Incorrect provision of information about current company data	A	B	C/D
Not returning Schiphol passes on time	A	B	C/D
Employee not officially employed by employer	C	D	
Causing damage or destruction to property within the Airport area	B	C	D
Not (correctly) using Schiphol Passes	A	B	D
Incorrect use/disposal of Schiphol Pass vehicles	A	B	D
Failure to follow instructions by or on behalf of the Airport Operator	B	C	D
Violation of airport area rules of conduct	A/B	B/C	C/D
Violation of rules regarding good order and safety	A/B	C	D
Violation of general rules of conduct(*)	A/B	B/C	C/D
Abuse of Schiphol Pass	A/B	C	D
Not cooperating with (access) control	C	D	
Suspected of a criminal offence that could endanger Safety and/or Security at Schiphol.	C	D	

*(\*) In case of serious violations of the general rules of conduct, the offense will be escalated to the type of violation 'causing an unsafe situation (high)'.*

*The seriousness of the violation(s) and any associated risk always determine the severity of the sanction. In addition, Schiphol reserves the right to deviate from the above table, taking into account the guideline as described in article 5 of appendix 2.*

## MEASURES FOR UNRETURNED EXPIRED SCHIPHOL PASSES

The Company Security Department is responsible for recovering unreturned Schiphol Passes.

### Article 8 – Guideline sanctioning natural persons (non-Schiphol Pass holders)

Subject to the Airport Operator's rights under Article 3 and 4 of this Appendix to impose other sanctions, report to the Royal Netherlands Marechaussee, or recover damages, the Airport Operator may prohibit a natural person – who is not a Schiphol Pass holder but is present in the airport area in a professional capacity and violates Schiphol Regulations or engages misconduct - from entering (parts of) the airport area or impose a monetary fine. The duration of the access ban and/or the amount of the fine depends on the specific circumstances of the case, including - but not limited to - the potential risk of disruption to public order and/or safety within the airport area. The table below provides indicative sanction guidelines for selected types of misconduct. The Airport Operator reserves the right to deviate from these guidelines.

The Airport Operator and the Schiphol Sanctioning Committee use the sanction overview below as a guideline for individuals without a Schiphol Pass, but reserve the right to deviate from these guidelines under specific circumstances, including:

- a. The severity of the violation, in relation to its potential consequences, warrants such deviation;
- b. Mitigating individual circumstances are present, including but not limited to the voluntary and immediate self-reporting of a violation;
- c. Aggravating individual circumstances are present, including recidivism and repeated involvement in violations.

When preparing a sanction measure, the necessary knowledge regarding the relevant facts and the interests to be taken into consideration is always gathered.

Schiphol Regulation	Conduct	Sanction(s)
Article 4	The intimidation, threatening and/or insulting of staff.	An access ban ranging from 1 up to and including 36 months
Article 4	The use of violence or threats of violence against staff.	An access ban ranging from 6 up to and including 120 months
Article 4	Theft, destruction and/or damage to property owned by the Airport Operator.	A fine of up to 1.000 euro or an access ban ranging from 1 up to and including 60 months
Article 6	Failure to comply with an order or instruction given by individuals responsible for maintaining order and safety, including Schiphol Airport Authority, Security personnel, and the Royal Netherlands Marechaussee.	A fine of up to 1.000 euro or an access ban ranging from 1 up to and including 36 months
Article 10	The unauthorised entry or attempted entry into the restricted access and clean area (within the Terminal complex).	An access ban ranging from 6 up to and including 60 months
Article 10	The unauthorised entry or attempted entry onto aprons, taxiways, runways, or other parts of the Airside area (outside the Terminal complex).	An access ban ranging from 12 up to and including 120 months
Article 17	Bringing prohibited substances or items.	An access ban ranging from 1 up to and including 240 months
Article 17	Holding, organising or participating in a demonstration in a restricted or protected area or carrying materials apparently intended for that purpose.	An access ban ranging from 6 up to and including 60 months

Schiphol Regulation	Conduct	Sanction(s)
Article 17	Taking photo, video and/or film recordings of staff.	A fine of up to 1.000 euro or an access ban ranging from 1 up to and including 6 months
Article 18	Obstructing or disabling escape routes or other facilities.	A fine of up to 1.000 euro or an access ban ranging from 1 up to and including 6 months
Article 18	Smoking in the publicly accessible and restricted access areas of the Terminal, or in the clean area both inside and outside the Terminal complex.	A fine of up to 1.000 euro or an access ban ranging from 1 up to and including 3 months

## Article 9 – Complaints handling procedure

1. The Airport Operator may determine a violation and/or impose a sanctioning measure, even if the (alleged) offender does not (fully) agree. If the (alleged) offender disagrees with a sanction, they may file a complaint with the department that imposed the sanctioning measure.
2. The deadline for submitting a complaint is two weeks from the date of dispatch of the sanctioning measure and must be submitted to the department that imposed the sanction.
  - a. For safety violations this can be done via the following email address: [saa.handhaving@schiphol.nl](mailto:saa.handhaving@schiphol.nl)
  - b. For security violations, please contact the following email address: [securityhandhaving@schiphol.nl](mailto:securityhandhaving@schiphol.nl)
 The complaint can be addressed to the sender of the message of the sanctioning measure.
3. Within two weeks of receipt of the complaint, the department concerned will respond.
4. Following the complaint, the Airport Operator can take the following decisions:
  - a. The complaint is declared inadmissible;
  - b. The complaint is declared unfounded and the recorded violation/sanction remains unchanged;
  - c. The complaint is found to be fully or partly founded, in which case the sanction may be modified in whole or in part, or may be cancelled;
  - d. The complaint is declared founded and the registration of the violation is cancelled.
5. Anyone who disagrees with the decision on the complaint may appeal the decision to the Schiphol Sanctions Committee and request a reconsideration, within six weeks of the decision being sent.
6. Lodging a complaint or lodging an appeal shall not have suspensive effect.

## Paragraph 3: Rules related to the Schiphol Sanctioning Committee

### Article 10 – Schiphol Sanctions Committee

1. The Schiphol Sanctions Committee consists of four members per session and is composed as follows:
  - a. an independent chair;
  - b. a Senior Manager of the Airport Operator;
  - c. a company lawyer of the Airport Operator; and
  - d. an independent member of an external organisation with knowledge of Schiphol and the applicable laws and regulations thereto.
2. The members of the Schiphol Sanctions Committee are appointed by the Executive Board of the Airport Operator.
3. The appointment is valid for a period of three years. Each member may be reappointed.
4. Membership in the Schiphol Sanctions Committee is unpaid.
5. Only the chairperson of the Schiphol Sanctions Committee receives compensation amounting to €250 for each session attended.
6. Membership of the Schiphol Sanctions Committee ends if:
  - a. a member ceases to work for Schiphol or the external organisation referred to in the first paragraph, sub d, or fulfils another position that is incompatible with the membership;
  - b. a member resigns acting of their own accord;

- c. a member is relieved of his duties on the proposal of a majority of the Schiphol Sanctions Committee.
7. The Schiphol Sanctions Committee is authorised to render a decision on the request for reconsideration of the decision on a complaint.

## **Article 11 – Procedure of the Sanctions Committee**

1. The Schiphol Sanctions Committee sets an annual session schedule, in which a session is scheduled every month. If the nature or seriousness of a violation gives reason to do so, the Schiphol Sanctions Committee can decide to convene an interim session.
2. At the hearing of the Schiphol Sanctions Committee, the violation and the sanction shall first be explained by a representative of the Airport Operator, after which the pass holder or a representative of the offender shall be given the opportunity to respond, in accordance with the principle of hearing both sides. Any available images in relation to the violation will only be shown during the session to the offender (and their representative(s)). The offender (and their representative(s)) is expressly not given access to the images, either before or after the session. The technical expert remains present during the entire session so that they can provide relevant information as required.
3. The Schiphol Sanctions Committee is authorised to give any advice or take any decision that fits within the framework of the Schiphol Regulations, including the Schiphol Admission Regulations (NL: RTS). That decision will be laid down in a written substantiated ruling within a reasonable term following the session.
4. The Schiphol Sanctions Committee may call in experts if, in its opinion, this is necessary for the performance of its duties.
5. If the Sanctions Committee has issued a recommendation to the Schiphol Airport Authority and/or Company Security department regarding the imposition of a sanction and/or measure following a violation, it shall decide on any request for reconsideration of the decision on a complaint related to the same violation in a revised composition.

## **Article 12 – Decision-making by the Sanctions Committee**

1. Decisions are taken unanimously.
2. If unanimity cannot be reached, a decision shall be taken by a simple majority of votes at a meeting in which all the members involved either participate or are represented.
3. Outside meetings, decisions can only be taken in writing (or by email), provided that each member involved in the hearing can cast their vote.
4. The ruling of the Schiphol Sanctions Committee is binding and not open to appeal.

## **Article 13 – Meetings**

The Schiphol Sanctions Committee will discuss the internal functioning of the Schiphol Sanctions Committee at least once each year. The first evaluation will commence within six months or after ten sessions after the current regulations were taken into effect.



## Appendix 3 – Explanation of Airside areas

This appendix provides an overview of the various locations and areas that have been appointed on Airside (a), their primary function and specific applicable details. This is an additional explanation to chapter 4 in the Schiphol Regulations.

**The explanatory notes applies for each area in normal operations. The Airport Operator can deviate from this situation, as circumstances require.**

Thereafter a diagram with the layout of an Aircraft Stand is provided (b). This relates to **article 32** of the Schiphol Regulations. The diagram does not mean that every Aircraft Stand is laid out in precisely this manner. Given the unusual shape of Amsterdam Airport Schiphol and the limited space available, there are Aircraft Stands where this layout is incomplete: for example no Equipment Staging Areas (ESA) or fewer Equipment Parking Areas (EPA). Therefore, certain agreements apply for parking on the Aircraft Stand (c).

### a. Areas

From an operational perspective Airside consists of the following areas:

Airside			
Movement Area		Other Operational Areas	Non-operational Areas
1. Manoeuvring Area	2. Aprons		
<i>Area for flight handling:</i> <ul style="list-style-type: none"> <li>Take-off and landing runways</li> <li>Taxiways</li> <li>Remote holding positions</li> <li>Service roads for flight handling</li> <li>Test run location</li> <li>Other parts without function</li> </ul>	<i>Area for ground handling:</i> <ul style="list-style-type: none"> <li>Aircraft Stands</li> <li>Service roads (for flight handling: these cross a taxiway or a lead-in line)</li> <li>Other parts without function</li> </ul>	<i>Area for supporting activities:</i> <ul style="list-style-type: none"> <li>Perimeter roads</li> <li>Parking for vehicles or GSE equipment</li> <li>Storage areas</li> <li>Aircraft Operations/ Fire Brigade/ VTC terrain</li> </ul>	<i>Other parts without function</i>

Areas Airside

### Movement area

The movement area relates to flight processes for an aircraft (taxiing, preparing for departure, take-off and landing) and ground processes surrounding an aircraft (ground handling).

#### 1. Manoeuvring area

Runways for take-off and landing operations and taxiways for taxiing and towed aircraft.

- Take-off landing runway** – use: aircraft take-off and landing.
- Taxiway** – use: independent taxiing and towed aircraft.
- Remote holding** – is a location where an aircraft can wait temporarily on the airfield, for example because an Aircraft Stand is occupied. Locations: P1, P2, P3 (P holding), P4, P5 (near top 36C), P6, P7 (parallel to taxiway V), P20, P21, P22, P23 (R apron). See basic map.
- Service road** – use: for vehicles that must move around the movement area.

- **Engine testing area** – use: on this special apron, for technical reasons, aircraft can test one or more of their engines over a given time. Location: Engine testing area near top 27

## 2. Aprons

Aircraft ground handling takes place on aprons and at those aprons on specific Aircraft Stands. The types of aircraft ground handling are distinguished as follows:

- **Passenger handling** – this is the complete ground handling process for a passenger flight and everything on board (including cargo). An Aircraft Stand that allows passenger handling, supports all aspects of a turnaround. If an Aircraft Stand supports passenger handling, cargo handling, buffering and parking are also possible.
- **Cargo handling** – this is the complete ground handling of a cargo flight. The loading and unloading of passengers and baggage is not supported at these Aircraft Stands, and is not automatically permitted. If an Aircraft Stand supports cargo handling, buffering and parking are also possible.
- **Buffering** – this is the process where an aircraft waits for departure (connected departure flight). In the event of buffering, the embarkation and disembarkation of passengers, and (un)loading of baggage and cargo from the aircraft are not automatically permitted. A number of other aircraft ground handling processes are permitted. On certain aprons there are restrictions for refuelling and/or the use of liquids. If an Aircraft Stand supports buffering, parking is also possible.
- **Parking** – this is not a ground handling process, but means stopping all ground handling processes. This is the process where an aircraft is waiting for its next flight. Other than in the case of buffering, the aircraft often remains on the ground for a longer period of time. Activities permitted on aprons that facilitate buffering are minimal, and are normally restricted to work inside the aircraft and/or technical inspection.

The overview below lists the various aprons at Amsterdam Airport Schiphol. For the most recent use, refer to the following websites. On these websites, for each apron, all Aircraft Stands are shown together with the locations of the various aprons.

- [Aircraft Stand Table \(0.3 MB .pdf\)](#)
- [Zoning structure \(0.4 MB .pdf\)](#)

**A Apron** – use: passenger handling, non-connected. Detail: self-docking.

**Apron around B Pier (B pier)** – use: passenger handling, connected. Detail: B-pier southern side = passenger handling semi-connected and self-docking.

**Apron around C Pier (C pier)** – use: passenger handling, connected. Detail: use of ground handling C04 no hydrants, refuelling by tanker.

**Apron around D Pier (D pier)** – use: passenger handling, connected.

**D apron** – use: passenger handling, non-connected. Detail: accessible via service road from RH-road. Only local traffic. No airfield authorisation required for crossing (to D/E apron).

**Apron around E Pier (E pier)** – primary use: passenger handling, connected.

**E apron** – use: passenger handling, non-connected. Detail: accessible via service road from RH-road. Only local traffic. No airfield authorisation required for crossing (to D/E apron).

**Apron around F Pier (F pier)** – use: passenger handling, connected

**Apron around G Pier (G pier)** – use: passenger handling, connected.

**G apron** – use: passenger handling, non-connected. Detail: on Aircraft Stand G71 a so-called ‘push and hold’ area is located.

**Apron around H/M Pier (H/M pier)** – use: passenger handling, semi-connected.

**J apron** – use: passenger handling, non-connected.

**P apron** – use: Central De-icing Facility (CDF) in winter, otherwise buffering.

**Y apron** – use: passenger handling, non-connected.

**R apron** – use: cargo handling and partly passenger handling, non-connected.

**S apron** – use: cargo handling.

**U apron** – use: buffering and parking of aircraft. Accessible via service road from RH-road. Under supervision if no airfield authorisation.

**K apron** – use: passenger handling, General Aviation (GA).

**M apron** – use: buffering and parking.

## Other Operational Areas

The term Other Operation Areas refers to the part of Airside that is used operationally, mainly by vehicles, but which neither qualifies as a manoeuvring area nor as an apron, and therefore by definition not as a movement area either.

Perimeter roads: The roads located along the aprons and the Rinse Hofstraweg road as a whole.

**Rinse Hofstraweg road** – use: main traffic route Schiphol Airside, for traffic handling of all motorised traffic.

**Roads around the piers** – use: local traffic and road access to Aircraft Stands, offices.

**Kaagbaan Tunnel** – use: link between Schiphol centre and S-apron.

Parking spaces for vehicles or GSE – use: all designated parking spaces for vehicles and equipment used for aircraft handling.

Storage areas - use: areas where equipment for aircraft handling may be stored, specifically:

- areas where fuel or other flammable materials are stored;
- areas for the temporary storage of broken equipment. Special: A.A.S. has this emptied at set times.

Aircraft Operations / Fire Brigade / VTC terrain - use: in use by A.A.S.. Special feature: closed site.

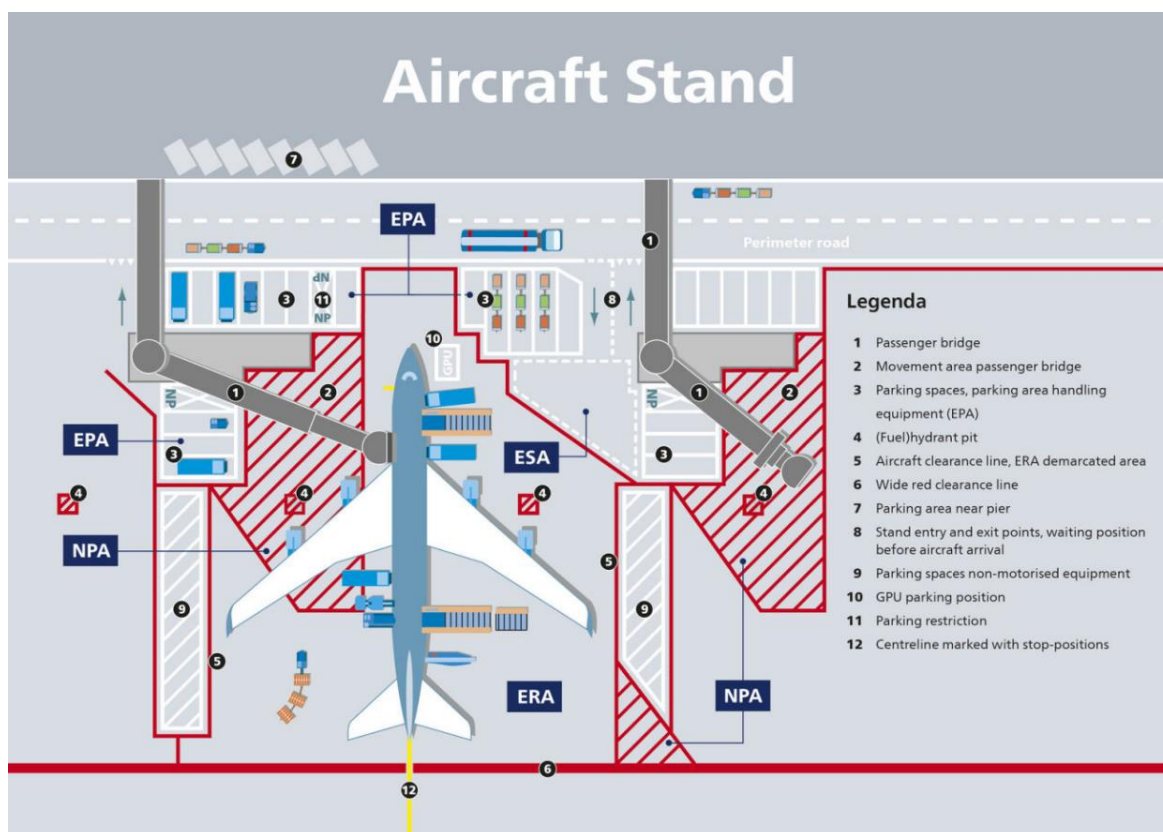
## Non-Operational Areas

The term Non-Operational Areas refers to the part of Airside that is part of Airside, but does not classify as a manoeuvring area, apron (platform) or as Other Operational Area. This therefore concerns the other areas without a function.

## b. Aircraft Stand layout

Within the Airport Area, different types of locations are distinguished at Schiphol where aircraft arrive, line up and/or depart for the purpose of boarding or disembarking passengers, loading or unloading mail or cargo, taking in fuel, parking or to perform maintenance work:

- **Apron/Platform:** Area with multiple locations in which ground handling of aircraft can take place.
  - **Aircraft Stand:** Entire location set up for the ground handling of one aircraft. The Aircraft Stand consists of the following 'areas'. The Airport Operator may impose additional rules for each area.
    - **Equipment Restraint Area (ERA):** Where an Aircraft Stand is demarcated with a red line 20 cm wide.
    - **Equipment Parking Area (EPA):** An area demarcated with a continuous white line where vehicles or equipment can be parked for aircraft handling. The Airport Operator is allowed to set additional rules for each equipment parking area (ref. app. 3c).
    - **Equipment Staging Area (ESA):** An area demarcated with a dashed white line where vehicles and/or equipment can be set up ('pre-positioned') for the purpose of handling the next aircraft.
    - **Parking area between ERAs:** Intended for parking non-motorized equipment. These are marked by slanting white stripes.
    - **GPU area:** An area where only a GPU can be placed. Indicated by a continuous white line containing the letters 'GPU'.
    - **Non Parking Area (NPA):** No parking. Indicated by red diagonal stripes, or white cross or signs. Attention! The NPA can be applied to several locations on the Aircraft Stand.



*Aircraft Stand*

## c. Parking on the Aircraft Stand

The Aircraft Stand is designed for the safe handling of Aircraft. Parking is not permitted within the EPA. Exceptions are handling equipment and vehicles required for handling the current or next flight.

## Appendix 4 – HVC

The rule is that 50% must be fluorescent yellow, orange or orange-red and have wide reflective strips.

Method of wearing:

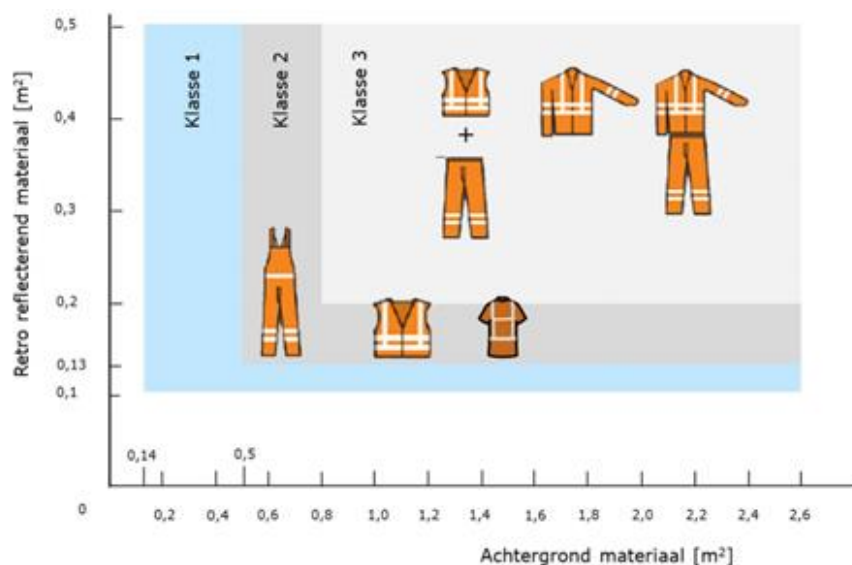
The purpose of wearing HVC is to be clearly visible as a person to other traffic, and particularly to ensure that motorised vehicles see you sooner. For that reason, you should not cover your HVC with bags/backpacks and/or other clothing.

Set out below are the HVC conditions from the ISO standard that are of most relevance at Schiphol. Wearing HVC vests and jackets according to ANSI 107-2015 is also permitted.

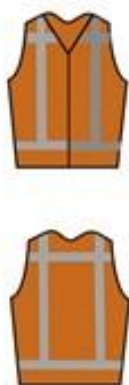
### 1. Colours of fluorescent material

- Yellow
- Orange-red
- Orange

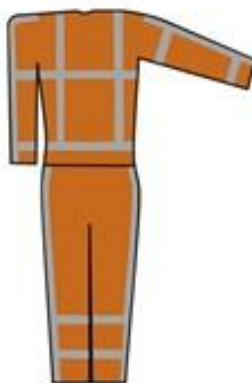
### 2. Types of clothing



Figuur 1: indeling van voorbeelden van veiligheidskleding in klassen



Figuur 2  
Figuratie voor veiligheidsvesten,  
voor- en achterzijde



Figuur 3  
figuratie voor pakken, jassen en  
broeken

### 3. Surface area of clothing

The minimum surface area (m<sup>2</sup>) of visible material (background material and retroreflective strips) is shown in the following table.

	Class 2 clothing	Class 3 clothing
Fluorescent material Yellow, Orange, Orange-red	≥ 0.5 m <sup>2</sup>	≥ 0.8 m <sup>2</sup>
Retroreflective material	≥ 0.13 m <sup>2</sup>	≥ 0.2 m <sup>2</sup>

## **Appendix 5 – Criteria for Renting Lounges**

Royal Schiphol Group (“RSG”) will consider requests to rent a lounge by users of Amsterdam Airport Schiphol according to the criteria for “tailored services” (diensten op maat) as referred to in article 8.25ea of the Dutch Aviation Act. In that context, RSG has set the following relevant, objective, transparent and non-discriminatory criteria as a basis to evaluate requests for a lounge.

RSG holds an open dialogue with (potential) parties and investigates their commercial needs.

A request for a new lounge at airside can be made by the following users of AAS: airlines, companies providing ground handling services for passengers and alliances of airlines. RSG will rent lounges to these users of AAS if there is space available and under market conditions. These criteria will not prevent negotiations about the further design of the lounge.

In accordance with article 8.25ea, sub 3, of the Dutch Aviation Act RSG may apply additional criteria if the content of the request makes this necessary.

Requests to rent a lounge at landside may be a commercial consideration.

# Service page

This section provides a list of links relevant to the Schiphol Regulations.

**Main website:** [Schiphol | Airport Operations](#)

**Safety:** [Schiphol | Safe working conditions at Schiphol](#)

**Reporting safety incidents:** [Schiphol | Reporting accidents and incidents](#)

## ➤ Schiphol maps / floor plans:

Basic Schiphol map, Towing overview, Pushback map, remote Aircraft Stands, gates, bus gates & runway system: Schiphol-East & Markings and Lines on the Apron: <https://www.schiphol.nl/en/operations/page/maps/>

## ➤ Manuals and regulations

Via website link: <https://www.schiphol.nl/en/operations/page/manuals-and-regulations/> the following documents can be viewed:

- Schiphol Regulations
- Schiphol Admission Regulations (Appendix 1 to the Access Policy)
- Aerodrome Manual
- Aviation Business Area Handbooks
- Permission Airport Operations (Dutch only)
- Logistics Terminal Policy (Dutch only)
- Requirements for service providers cleaning up spills at Amsterdam Airport Schiphol

## ➤ Schiphol Pass conditions and sanctions:

Conditions that apply to holders of a Schiphol Pass for Persons ("Schiphol Pass"). The current version of the 'Conditions of the Schiphol Pass for Persons' is on the Internet at: <https://www.schiphol.nl/en/work-at-schiphol/conditions-and-sanctions/>

The rules regarding a person's presence on the Schiphol airport grounds are based on the applicable Dutch and European aviation legislation.

## ➤ How to act in a crisis – Disruptions and disasters

Contains the following documents and links:

- Alert service Airport Community App
- Company Instruction Manual
- Flight reduction procedure
- National Crisis Plan for Aviation Accidents Civil Aviation

These documents can be found on the website at: <https://www.schiphol.nl/en/operations/page/disruptions-and-crises/>

## ➤ Gas, electricity, drinking and fire extinguishing water supplies, wastewater disposal, managing and maintaining our extensive network of cables, pipes and systems

Website of Airport Utilities, Schiphol network Airport Operator. Enables rapid reporting in the event of network failure and provides advice on connection requests, cancellations and changes. It can be accessed via this link: <https://www.schiphol.nl/en/airport-utilities/>

## ➤ Laws and regulations:

European regulations laying down requirements and administrative procedures relating to aerodromes  
[EU Commission Regulation \(EU\) No. 139/2014](#)  
[EASA Easy Access Rules for Aerodromes \(Regulation \(EU\) No. 139/2014\)](#)  
[Aviation Act](#)



[List of EU regulations for ATM/ANS & Airports](#)

➤ **Privacy statement for natural persons (non-Schiphol pass holders)**

[Schiphol | Access to Schiphol \(for travellers\)](#)

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Welcome to Amsterdam Airport

**Schiphol**