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1 Introduction

The Regulation Aircraft Stand Allocation Schiphol [8] is intended to provide insight in the aircraft stand allocation policy at Schiphol as well as rights and obligations of stakeholders in this process. The target audience consists of airlines, handlers and Schiphol (internal use).

This first chapter introduces Schiphol (1.1), the allocation process (1.2), policy principles (1.3) and the document structure (1.4). References to different sources are marked in brackets [x] and can be found in chapter 8.3.

1.1 Amsterdam Airport Schiphol

Amsterdam Airport Schiphol (AAS, Schiphol) is a dynamic and efficient transport hub offering air, rail and road connections. It offers all passengers, visitors, employees and employers at Schiphol all the services and facilities they require. AAS aims to achieve this in a responsible manner: efficient, reliable, sustainable, and with inspiration and hospitality.

AAS also manages the aprons. This involves allocating aircraft stands, assigning passenger gates and directing the apron buses. The growth in air traffic volume, diversity of customer needs and the increasing number of criteria that planners and managers must deal with, make this a complex and challenging task. Schiphol is devoting a great deal of attention to two concrete priorities: overall punctuality and the reliability of transfer connections and makes every effort to improve both. Studies have shown that passengers and airlines alike attach great importance to these two aspects. The quality of service at Schiphol is a defining characteristic of the airport and is a shared interest of all stakeholders at Schiphol. These aspects form the foundation of RASAS.

1.2 The aircraft stand allocation process

1.1 Season plan (chapter 4)
For every summer and winter schedule, AAS draws up a season plan which serves as the basis for the daily operational aircraft stand allocation plan. These seasonal schedules are made following RASAS logic. The plan is also the basis for the division of “central transfer” and “common use” areas.

The one-day-ahead plan (i.e. plan for the following day) in the operational aircraft stand allocation plan is based on the season plan for allocating all stands at the airport.

1.2 One-day-ahead plan (chapter 5)
The daily one-day-ahead plan is drawn up by AAS. The one-day-ahead plan allocates an aircraft stand to each flight, as well as a pier or bus gate if it is a passenger flight. This plan serves as the basis for the allocation process throughout the operational day. The operational day plan is also used by the bus management (Dutch: busregie) to optimise the use of shuttle buses for transporting to and from aircraft passengers who cannot be processed via the pier gates.

1.3 On-day operation (chapter 6)
On the day of operations the plan is optimized continuously to deal with disruptions. An aircraft stand allocation may be changed due to a new aircraft registration for a flight, an updated departure- or arrival time, or a new allocation to the aircraft stand.
1.3 The aircraft stand allocation policy principles

RASAS consists of three kinds of decisions to allocate a flight to an aircraft stand:

1) Conditions based on physical restrictions and on regulations. These rules may not be violated. The conditions can be found in chapter 3.

2) Criteria to maximize efficiency and passengers’ perception of quality. These constraints may conflict and AAS will try to find the most beneficial result by minimizing the number of constraint violations. These criteria can be found in chapter 5.

3) Criteria to minimize the consequences of disruptions on the end-to-end process on the day of operation. These criteria should help the gate planner and the partners to find a measure that limits the change on further disruptions. These criteria can be found in chapter 6.

1.4 Deviation from RASAS principles

AAS reserves the right to deviate from any of the policy principles if circumstances so require. If an airline and/or handling agent wishes to deviate from the AAS Policy Principles and AAS reaches a non-discriminatory, transparent and objectively determined decision on the matter, a modified scheme may be agreed on.

1.5 Document structure

The structure of this document is as follows. Chapter 2 introduces the responsibilities of the airline and handlers in the allocation process. Chapter 3 describes the conditions the allocation is subject to. Chapter 4, 5 and 6 are respectively about the season plan, day-ahead plan and day-of-operations.

Chapter 7 describes processes that are directly influenced by the aircraft stand allocation. Chapter 8 describes the communication process between Schiphol airport and the stakeholders as well as references (indicated through the document between square brackets).

Terminology and acronyms are defined in the glossary (chapter 9).
2 Rights and obligations

Making a gate allocation plan, is something AAS cannot do without information of the flights that need to be planned. It is the airline’s responsibility to supply AAS on time, with accurate information, even if this process has been outsourced to a handler.

2.1 Provide flight data

AAS’ one-day-ahead planning and changes to the aircraft stand allocation plan on the day of operations are based on the flight data in the Schiphol Central Information System (CISS). This data shall be supplied by the airline and/or handling agents compliant with Schiphol Charges & Conditions [1], for each flight. In addition, AAS requires additional information for each flight.

Combined, this leads to the following information requirement:

- Arrival and departure times
- Date of the flight
- Type of aircraft
- Registration and/or flight links
- Route (essential for determining S/NS/NS Unscreened status)
- Flight status (passenger flight, freight flight, etc.)
- Number of inbound and outbound passengers
- Handling agent

All this information must be entered correctly in CISS by 17:00 on the day before the day of the flight. Schiphol is a certified Collaborative Decision Making (CDM) Airport and requires all partners to follow the CDM procedures.

2.2 Non compliance

Flight for which data is missing or not provided will receive low priority in allocation of aircraft stands and gates. Any previous agreement on stand allocation for these flights will be rescinded. Failure to provide number of passengers on board will default to 1 (one) passenger, resulting in allocation at low-throughput gates and/or allocation of only one passenger transport bus where applicable.

2.3 Report (expected) disruptions immediately

All delays must be reported by the handling agent to AAS Gate Planning and published in CISS (Central Information System Schiphol). In consultation with the handling agent concerned, AAS Gate Planning will decide how the change affects the aircraft stand allocation plan. The earlier the expected disruption is reported, the more time AAS gate planning has to find an appropriate measure that minimizes the number of consequential changes and disruptions.

2.4 Express preferences to optimize the turnaround process

To minimise operational and/or commercial ambiguity, agreements can be concluded with airlines and/or handling agents on a seasonal basis, subject to capacity restrictions, about the preferred use of one or more specific pier gates, bus gates or aircraft stands for specific flights. As an indication, an airline qualifies for preferred use if it is able to accommodate at least eight turnaround flights at a single pier gate per 24 hours.
Handling agents may submit special requests for preferential flight planning in both zones to AAS Gate Planning prior to the one-day-ahead planning, as well as during the scheduling effort on the day of the flight, in order to optimise operational management. AAS will honour such requests, provided they are within the limits set by RASAS and consistent with the available aircraft stand, gate and bus capacity. This arrangement allows the handling agents a high degree of self-direction to optimise operational management. However, it also means that they will have to supervise their operational processes themselves. Disruptions must be reported to the AAS Gate Planning department, which will try to find a solution, possibly in consultation with the handling agent and the airline. For special requests, it will be important to take the interests of other handling agents and airline companies into consideration, especially within the ‘Common Use Zone’ where several different handling agents operate. In the case of requests or conflicts, AAS Gate Planning will mediate between the different parties in the two zones, with due observance of the principles of non-discrimination, transparency and objectivity.
3 Allocation restrictions

The allocation restrictions are formed by statutory provisions and regulations that are the result of the physical restrictions of the aircraft stands and the infrastructural facilities at pier gates and shuttle bus gates.

3.1 Security

This concerns the security requirements laid down by governmental bodies which directly influence the allocation of aircraft stands and pier and shuttle bus gates. Exceptions to such regulations are only permissible in consultation with the relevant governmental authorities. The associated consequences will be incorporated into the season plan.

3.2 Border status zones

In accordance with the agreements between the Dutch State and foreign governmental authorities concerning the free movement of goods and persons, the terminal of Amsterdam Airport Schiphol has been divided into zones. These zones distinguish between Schengen passengers (who are exempt from border control when travelling between Schengen countries) and non-Schengen passengers. In addition, within the non-Schengen area, there is a distinction between passengers from screened or unscreened airports/countries. Exceptions to these regulations are only permissible in consultation with the competent governmental bodies. The allocation and the associated consequences will be incorporated into the season plan.

The arrivals and departures hall are freely accessible. Access to lounges and piers is restricted to passengers with a boarding pass and based on their origin or destination. Table 1 indicates which piers and lounges are restricted to passengers based on their origin (for arriving passengers) and destination (for departing passengers).

<table>
<thead>
<tr>
<th>Border status</th>
<th>Pier</th>
<th>Lounge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schengen</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td>Non-Schengen - screened</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>Non-Schengen - unscreened</td>
<td>no</td>
<td>no</td>
</tr>
</tbody>
</table>

Table 1: Segments of the terminal

A pier that may provide access to more than one border status will be preferred for dual status flights. Not all gates in Pier D are dual status gates. For details, see the map of the border zone per gate, published by Schiphol [2]. Passengers can only depart from Schiphol with a Schengen or screened status. Note that in addition, Customs can make a distinction between non-Schengen arrivals for countries within and outside the EU.

3.3 Physical restrictions

AAS has aircraft stands of different dimensions, in categories from 1 to 10. This categorisation specifies each aircraft stand and aircraft separately. In addition to the physical restrictions, certain aircraft cannot be handled using aircraft stands for technical reasons, for example because the hydrant system cannot be connected or because of passenger bridge restrictions.

AAS draws up an aircraft stand table that indicates the highest possible category for each stand, and any exceptions applicable to certain stands [3].
4 Plan methodology for the season plan

The season plan is a week schedule for the busiest week of the season and other exceptional weeks (for example due to a holiday or planned work) based on the expected flight schedule provided by the airlines.

4.1 The season plan

Twice a year, a season plan is produced by AAS, approximately three months before the start of winter time and summer time. The plan contains a gate planning based on RASAS (chapter 3 and 5) and the flight schedules provided by airlines. The purpose of this planning is to determine the zoning structure (section 4.2), allocation to H/M pier (4.3) and is the basis for the one-day-ahead planning made by AAS gate planning during the specific season. In addition, the season plan will reveal capacity issues during the oncoming season and is the basis for seasonal agreements.

4.2 Determine the ‘Central Transfer’ and ‘Common Use’ zones.

AAS policy aims to consolidate and strengthen Schiphol’s Mainport function. In this connection, it is important to ensure that the hub carriers, that are the most important suppliers of transfer passengers to the airport, are given the opportunity to safeguard the reliability of the transfer connections. In order to do this, the airport’s terminal is divided in two zones, mainly based on geography. The zones are called ‘Central Transfer’ and ‘Common Use’ zones. AAS aims to allocate all traffic in the right zone. However, if required, flights will be allocated to different zones, following the logic set in RASAS.

4.2.1 ‘Central Transfer Zone’

The ‘Central Transfer Zone’ is positioned in such a way as to reduce walking distances for the greatest possible number of transfer passengers. In addition, thanks to the selection of gates and aircraft stands, the ‘Central Transfer Zone’ allows flights of different statuses and aircraft types to be scheduled close together, enabling the realisation of short transfer connections. The number of gates and aircraft stands in the ‘Central Transfer Zone’ is such that Dutch charter flights can be handled at the edge of this zone and during off-peak hours without disruption to the transfer product.

4.2.2 ‘Common Use Zone’

Airline companies that transport few transfer passengers or none at all are allocated to the ‘Common Use Zone’. The aim is to ensure reasonable walking distances for as many passengers as possible between the check-in and reclaim zone and the allocated aircraft stand.

4.2.3 Determining the size of the ‘Central Transfer’ and ‘Common Use’ zones

For every new schedule (summer and winter) a season plan will be drawn up based on the experiences gained with the current schedule, the available resources and the number of flights in the new schedule. The size of each zone is not fixed, but may be adjusted each season by AAS depending on changes to the restrictions, policy principles or flight data. Prior to the commencement of each new schedule, the zoning structure will be sent to all parties involved and published on the Schiphol website [5]. If changing circumstances call for adaptations before the end of a season, AAS will consult the parties involved first.
4.3 Allocation to H/M pier

Prior to each new season, AAS will ask the airlines that qualify (or wish to qualify) for allocation to Pier H/M to submit their proposed flight schedules to Schiphol for the relevant season. Based on this information, Schiphol will check the proposed flight schedules against the preconditions and criteria stated in section 5.2.

It will then become clear which flights qualify for allocation to Pier H/M in the relevant planning season. Based on this information, AAS will draw up a planning schedule for Pier H/M for the relevant season. To further optimise the use of Pier H/M during a certain season, if desired Schiphol may consult airlines on how to achieve the optimum allocation of flights to Pier H/M, as part of which Schiphol may invite the airlines to make minor voluntary changes to their schedules.

Frequent deviations by airlines from the published schedules, either as a result of scheduling changes or of regular delays compared to the scheduled times, will result in adjustments to the plan and/or a lower priority for allocation to Pier H/M.

Ad hoc (charter) flights, which are not announced to Schiphol at the moment the season plan for the season concerned is drawn up, may be eligible for allocation to Pier H/M, if there is capacity. Schiphol reserves the right to refuse the allocation of an ad hoc (charter) flight to Pier H/M if one of the following criteria apply:

1) the request for handling the ad hoc (charter) flight(s) is not announced to Schiphol on or before Wednesday in the week preceding the week in which the flight is to take place,
2) no other flights are being operated on Pier H/M at the moment the requested flight is to take place (for efficiency or cost considerations).
5 Allocations criteria for the day-ahead plan

Subject to the conditions outlined in chapter 3, AAS is constantly in search of the best possible product that enables it to offer high-quality services to passengers travelling from, to or via Schiphol. One important aspect in this regard is the passengers’ perception of quality. Punctuality and reliability of transfer connections top the list of passengers’ quality criteria.

AAS aims to plan its quality and cost control policy in such a way as to ensure maximum efficiency for the processes of all parties involved as well as guarantee security at all times. The concrete efforts to improve punctuality and offer reliable transfer connections are central features of AAS policy. In addition, AAS aims to promote the effective and efficient use of airport infrastructure and facilities.

Planning decision are mutually dependent and may affect each other’s quality. The principles below, stated as far as possible in order of importance, are used to guide the AAS planning decisions and find an optimal balance between conflicting objectives.

5.1 General

Valid for all platforms and piers except H/M-pier and General Aviation.

5.1.1 Central Transfer & Common use

The airport is divided into ‘central transfer’ and ‘common use’ zones in accordance with the process described in section 4.2.

AAS Gate Panning allocates all flights to the appropriate zones. If this is not possible, AAS will assign the flight to the other zone before allocating the flight to a remote aircraft stand. A flight that belongs to a certain zone receives priority over a flight from another zone.

Principle 1: The one-day-ahead plan should maximize the number of flights that are allocated to the zone of the season plan. Motivation: Increase the reliability of transfer connections, by minimizing overall walking distances between aircraft.

5.1.2 Allocation of passenger flights and empty flights

The handling of passenger flights at pier gates takes priority over remote handling that involves transporting passengers to and from the aircraft by bus. This ensures the best possible and most economical deployment of the resources available at the airport.

When demand for a specific kind of gate (based on flight category or border zone status) exceeds the capacity, the flight with the lowest number of (departing) passengers will be handled remote.

Flights without passengers are automatically assigned to remote stands, unless the flight is linked to another flight that does have passengers and there is sufficient capacity available to assign a pier gate to the turnaround flight. If, due to capacity shortages, passenger flights need to be handled at remote stands, the following ordered principles apply:

1) Separate incoming flights with the smallest passenger number.
2) Separate departing flight with the smallest passenger number.
3) Turnaround flights, with priority to flights with the smallest passenger number.
Principle 2: The aircraft stand allocation plan should maximize the number of passengers that arrive or depart at a pier gate. Motivation: Improve passenger experience, use infrastructure optimally.

In order to accommodate as many flights as possible on pier gates, flights with a ground time exceeding 210 minutes (cat. 5 or larger) or 170 minutes (cat. 4 or smaller) will be towed to a remote stand after arrival, if capacity requires. More about this in section 6.2 and 7.1.

5.1.3 **Best fit**
Flights are planned according to the ‘best-fit’ system. This means that aircraft will be allocated to the smallest possible stand available. Sometimes the waiting area in the terminal creates the bottleneck of the allocation.

Principle 3: The aircraft stand allocation plan should maximize the number of aircraft that are assigned to an aircraft stand of the same size.
Motivation: Most efficient use of the assets, being able to assign as many aircraft as possible to a pier gate.

Principle 4: The number of outbound passengers must not exceed the capacity of the pier gate waiting area.
Motivation: Comfort and safety for the waiting passengers.

5.1.4 **Clustering**
The aim is to cluster flights contracted with the same handling agent. In addition, flights operated by the same airline will be clustered where possible so as to streamline airline-related processes.

Principle 5: The aircraft stand allocation plan should maximize the number of aircraft stand allocations whose neighbour is the same airline or handled by the same handler.
Motivation: Encourage punctuality in handling operations and to enable the handling agents to plan the deployment of human and material resources as efficiently as possible.

5.1.5 **Robust planning**
When two aircraft are scheduled at the same aircraft stand, a separation time is maintained in order to make the planning robust for small deviations. The intended separation time is 20 minutes (10 minutes before and after a flight), based on the scheduled arrival and departure time. The separation time may be lower if the situation asks for it.

Principle 6: In the one-day-ahead plan, the separation between flights should be 20 minutes.
Motivation: Maximize the plan stability on the day of operations when live arrival and departing times become available.

Note: for H/M-pier, the separation is 10 minutes (see section 5.2.3).

5.1.6 **Dual status flights**
There are three different statuses for *arriving* flights: Schengen (S), Non-Schengen (NS) and Non-Schengen unscreened (NS unscreened). All *departing* flights are either Schengen (S) or Non-Schengen (NS). For this reason, six different arrival-departure combinations can be made, from which four are so-called dual status flights. Dual status flights are preferable assigned to dual status gates. If no dual status gate is available, the flight will be assigned according to its departing status. In order to match the arriving flight status with the right status of the infrastructure, passengers of the arriving flight will be transported to the terminal by bus (bus@gate) in this case. NS unscreened/S gates do not exist at AAS. If the ground time of these flights allows so, these flights will be interrupted and towed from a NS unscreened gate to an S gate.
Table 2: Dual status assignments

In section 3.2: Border status zones, the location of the different dual status infrastructure is explained.

If there is no suitable pier gate available for a dual status flight, the flight will be handled remote (third choice). When a choice has to be made between multiple dual status flights, a decision will be made based on the conditions in section 5.1.2.

<table>
<thead>
<tr>
<th>Dual status combination</th>
<th>Preferred assignment</th>
<th>Second choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>S/NS</td>
<td>S/NS Dual status gate</td>
<td>NS gate</td>
</tr>
<tr>
<td>NS/S</td>
<td>S/NS Dual status gate</td>
<td>S gate</td>
</tr>
<tr>
<td>NS unscreened/NS</td>
<td>NS unscreened/NS dual status gate</td>
<td>NS gate</td>
</tr>
<tr>
<td>NS unscreened/S</td>
<td>Interruption/towing</td>
<td>S gate</td>
</tr>
</tbody>
</table>

Principle 7: The one-day-ahead plan should maximize the number of dual status flights that are assigned to a dual status gate.
Motivation: The smallest number of passengers transported by bus and the smallest number of tows needed.

5.1.7 Planning adjacent aircraft stands

In order to avoid conflicts on the infrastructure during pushback of aircraft, flights with the same scheduled departure time will not be allocated on adjacent aircraft stand if possible. A comparable rule is set for flights within the north and south extensions of pier D.

Principle 8: Flights assigned to adjacent aircraft stands may not have an identical scheduled arrival / departure time.
Motivation: Avoid conflict at the taxi lane when departing.

5.1.8 Nightly stopovers

Passenger flights on a nightly stopover at Schiphol will be scheduled to depart from the same pier gate, if possible. If this is not possible, instructions will be issued to tow the aircraft to a remote aircraft stand in the interim.

Principle 9: The one-day-ahead plan should minimize the number of tows (of nightly stopovers).
Motivation: Minimize towing effort and use of critical infrastructure.

5.2 Pier H/M

Pier H/M is specifically designed for flights with a short turnaround time. Gate allocation and boarding procedures have been adjusted accordingly. Whether an airline qualifies for the H/M pier or not, is determined in the season plan (see section 4.3).

5.2.1 Allocation restrictions for Pier H/M

In addition to the general allocation restrictions (see section 5.1), the following restrictions apply to flights at Pier H/M:

1) Available exclusively for airlines that offer point-to-point connections to and from Schiphol.
2) Available exclusively for flights that do not offer their passengers any transfer possibilities (interlining, through check-in) at Schiphol.
3) Available exclusively for flights with an origin whose security status satisfies EU guidelines (NS Screened).

5.2.2 Exceeding capacity at Pier H/M

If demand for gates on Pier H/M exceeds capacity, priorities will be applied in order to allocate capacity to Pier H/M and draw up a schedule. Below is the list of the relevant allocation criteria, ordered by priority. The criteria will be applied in order of priority.

1) The scheduled turnaround time of the flight is equal to or less than 30 minutes.
If at least 95% of the flights have a scheduled turnaround of equal or less than 30 minutes then flights exceeding a turnaround time of 30 minutes will be granted the same priority if one of the following is true:

a. The scheduled turnaround time of the flight handled at H/M is equal to or less than 40 minutes.
b. The scheduled turnaround time of the flight handled at H/M is between 23:00 and 07:00.

7) The flight with the lowest turnaround time.

5.2.3 Minimum separation time
Contrary to principle 7 (see section 5.1.5: Robust planning) a separation time of 10 minutes applies to Pier H/M. The separation time is the time scheduled between 2 visits, measured from the scheduled departure time of the departing flight to the scheduled arrival time of the arriving flight.

5.3 General Aviation at Schiphol-East
Specific allocation criteria and specific security control requirements apply to flights from the General Aviation area at Schiphol-East due to the special security status of Apron K (non-SRA-CP).

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Seats</th>
<th>Permission</th>
<th># per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Aviation</td>
<td>all</td>
<td>Always allowed</td>
<td>Not restricted</td>
</tr>
<tr>
<td>Passenger flight</td>
<td>&lt;20</td>
<td>Always allowed</td>
<td>Not restricted</td>
</tr>
<tr>
<td></td>
<td>20-50</td>
<td>Permission required by AAS</td>
<td>Max. 50 flights per year</td>
</tr>
<tr>
<td></td>
<td>&gt;= 50</td>
<td>Not allowed</td>
<td></td>
</tr>
</tbody>
</table>

Table 3: allocation criteria apron K
Business Aviation flights are always allowed on K-apron, regardless the number of seats. Passenger flight with less than 20 passengers are also allowed at the K-apron. Passenger flights with 20 to 50 passengers can be allocated to the K-apron when permission is granted. A maximum of 50 flights per year with equal to or more than 20 passengers. This number is calculated on a first-come first-served basis.

Passenger flights with equal to or more than 50 passengers are not allowed at the K-apron. In exceptional cases, AAS can permit such a flight. In order to be eligible for this procedure, AAS must be contacted at least 96 hours prior to the flight including motivation. To receive permission for a flight requiring permission, contact AAS event manager Onclin_r@schiphol.nl.

All flights handled at Schiphol-East are subject to specific regulations concerning security checks:

1) If the MTOW of the aircraft is more than 45,5 tonnes, an SRA-CP security check is required.
2) If the MTOW of the aircraft is equal to or less than 45,5 tonnes, an SRA-CP security check is not required, but is possible on request.
3) Flights requiring a security check must be reported to DMS@schiphol.nl (tel. +31 (0)20 - 601 3000). An additional application must also be submitted for voluntary security checks, stating the MTOW, aircraft registration and the reason for the security check.
4) The ground handler of the flight must submit the security-check applications itself, and ensure that they are carried out. If in doubt, the ground handler must immediately contact ssm@schiphol.nl (tel. +31 (0)20 – 601 3000)
6 Changes on the day of operation

On the day of operation, Schiphol will anticipate on (expected) changes in the schedule and disruptions by changing the day ahead plan while minimizing the consequences for airlines and passengers. This chapter describes the criteria to make a change to the day ahead plan and the criteria to update the aircraft stand of a flight.

6.1 Decision to change the plan

AAS will find a new aircraft stand allocation for the flight if there are conflicts in the planning. This can occur in the following cases:

6.1.1 Changed flight data
Flights whose flight data have changed since closure of the one-day-ahead planning and which can no longer be allocated to the scheduled ramp based on the allocation conditions (see chapter 5) can not to claim the scheduled ramp. Typically these changes involve a change in the type of aircraft or border status zone of the flight.

6.1.2 Changed security conditions
Changes to the security regulations laid down by the Dutch government may require a change to the aircraft stand allocation plan. AAS aims to accommodate extra security checks by allocating an aircraft stand that meet the special security requirements by the governmental bodies.

6.1.3 Early arrival
The scheduled aircraft stand of a flight arriving before the scheduled arrival time may not (yet) be available. AAS will find an alternative to accommodate the early arrival that is the least disruptive for the gate planning. Depending on the type of aircraft, season and time of the day, a 5-minute early arrival may already be disruptive for the aircraft stand allocation plan.

6.1.4 Delayed arrival or departure
Delayed arrival or departure jeopardises the punctuality of both the airline companies and AAS. All parties in the process are expected to take measures to increase punctuality.

6.1.5 Capacity optimization
Schiphol’s capacity is fully used at some times of the day. As a consequence a required change to the aircraft stand allocation plan may result in multiple updates to other flights to accommodate the change.

6.2 Response to change

In the case of a required change to the aircraft stand allocation plan, as a result of one of the conditions described in section 6.1, AAS gate planning will choose the least disturbing measure to accommodate the change. The measures that can be chosen and their conditions, if any, are listed in this chapter in order of priority. The measure with the highest priority will be applied if appropriate. All criteria from chapter 3 and 5 also apply to the aircraft stand allocation plan on the day of operation.
On top of that the following principles are used:

**Principle 10:** The number of changes to flights that are on-time (should be minimized).
*Motivation:* The ‘polluter pays’ principle says that no other flights will be transferred to remote stands unnecessarily or removed from pier gates to give priority to flights that disrupt planned operations. AAS aims to minimise the disruption caused by delays and aims to ensure that punctually operating airlines are not penalised by delays outside their own sphere of influence.

**Principle 11:** The number pier changes should be minimized.
*Motivation:* Make sure handlers and passengers are on time without large travelling distances.

**Principle 12:** The number of last-minute gate changes should be minimized.
*Definition last minute pier change:* A gate change that has disturbing effect on the on-time-performance (this differs per situation).
*Motivation:* Make sure handlers and passengers are on time.

When the scheduled or required aircraft stand for a flight is occupied and a gate change is no option, AAS gate planning will try to make the aircraft stand available. This can be achieved by:
- Applying the pit stop procedure to the flight that occupies the aircraft stand. After passengers and baggage have been offloaded (40 minutes after arrival), the aircraft will be towed to a remote stand.
- Allocate a departing flight to a remote aircraft stand to wait for departure. This can either happen if a flight is delayed more than 20 minutes or if the flight is assigned an outbound holding.
- Tow a departing flight without boarded passengers to a remote aircraft stand and assign a bus gate.

**Principle 13:** A flight may be requested to perform a pit stop if:
- a remote aircraft stand is available
- airline agrees with the request
*Motivation:* Maximize the use of gates to handle passengers.

**Principle 14:** A departing flight with boarded passengers that is more than 20 minutes delayed beyond scheduled departure time may be ordered to wait for departure at a remote aircraft stand.
*Motivation:* Minimize effect of disruptions on punctually operating airlines.
*Note:* Additional fuel, ground handling equipment, personnel etc. may be required at the expense of the airline or handling agent.
*Violation action:* A report will be drawn up by AAS Planning for each flight that is found to exceed its scheduled departure time + 20 minutes without permission from AAS Gate Planning to occupy the pier gate for a longer period and results in operational disruption. Failure to clear a pier gate as required at the request of AAS may result in sanctions. In such cases, AAS Business Partner will always first consult with the parties concerned.

**Principle 15:** A delayed departing flight without boarded passengers may be towed to a remote stand and the gate will be changed to a bus gate, preferably in the same pier.
*Motivation:* Last minute pier changes are avoided because they increase the change on late or missing passengers resulting in even more delays.
7 Related processes

This chapter elaborates on the related processes, needed to get a feasible gate planning.

7.1 Towing

When capacity requires, instructions will be issued to the airline handler to tow the aircraft to a parking stand after the arriving flight is handled. This is time based (see table 4). For pit stops this is 40 minutes. The aircraft will be temporarily parked on a remote aircraft stand. When the departing aircraft stand is available, the aircraft will be towed to be on time for the departing procedure.

Table 4 shows the norms used for turnaround time and handling time in the decision to tow an aircraft to a remote stand. The norm for a towing procedure is 10 minutes, target minimum time at a remote stand is 30 minutes.

<table>
<thead>
<tr>
<th>CONDITIONS</th>
<th>RULES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aircraft category</td>
<td></td>
</tr>
<tr>
<td>Turnaround time</td>
<td></td>
</tr>
<tr>
<td>Cat. &gt;=5</td>
<td>Cat. &gt;=5</td>
</tr>
<tr>
<td>&lt;210 minutes</td>
<td>&gt;=210 minutes</td>
</tr>
<tr>
<td>Cat. &lt;=4</td>
<td>Cat. &lt;=4</td>
</tr>
<tr>
<td>&lt;=170 minutes</td>
<td>&gt;=170 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OUTCOMES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tow aircraft to a remote stand</td>
<td></td>
</tr>
<tr>
<td>Maximum aircraft stand occupation time for inbound flight</td>
<td>yes</td>
</tr>
<tr>
<td>Target aircraft stand occupation time for outbound flight</td>
<td>75 min.</td>
</tr>
</tbody>
</table>

Table 4: norm for reallocation (Dutch: afsleepnorm)

Principle 16: Flights with the longest turnaround times are the first to qualify for reallocation to a remote stand.
Motivation: This will have the biggest effect on the airport capacity and prevents short stays at remote platforms.

Principle 17: The aircraft stand allocation plan should minimize the number of tows and the driving time of tows based on distance from Schiphol Centre.
Motivation: Avoid long tow drive times and optimize the use of taxi lane capacity.

Note that a towed aircraft on a turnaround flight may be assigned to different outbound and inbound stands.

7.2 Bus handling

Passenger flights that cannot be parked at a pier gate are assigned a remote aircraft stand by AAS. Passengers will be transported to and from remote aircraft stands by bus.

The airport buses are specially designed for apron transportation and operate only at Amsterdam Airport Schiphol’s traffic apron. The airport bus can carry 55 passengers with hand luggage.

The figure given in the flight record will be used by AAS bus management to calculate the number of buses required. If neither the ground handler nor the airline registers any passenger numbers, a single bus will be allocated. This leads to serious handling delay and inconvenience for passengers.
7.2.1 **Allocation of shuttle bus gates**

If an aircraft has to be handled on a remote stand, a shuttle bus gate (for departing flights) or bus drop-off point (for arriving flights) will be allocated in the zone with the relevant border status [6], with due regard for the designated passenger check-in area and the allocation of the remote aircraft stand for the aircraft. Bus handling may also take place at pier gates if the border/security status of the flight requires so, or if passengers are not allowed to enter the pier.

7.2.2 **Arriving flights that require buses**

Buses will be ready before the aircraft is parked to prevent any delay for the passengers. Once the passengers have boarded, the buses drive to the bus drop-off point (the location depends on the origin of the passengers and their border/security status) where the passengers enter the Terminal.

The placement of the bus drop-off points allows transfer passengers quick access into the central area where the transfer desks are located. Passengers terminating at Amsterdam Airport Schiphol then have a short route through baggage reclaim and on to the exit.

7.2.3 **Departing flights that require buses**

Passengers departing from a bus gate are collected from the bus gate in time. Sufficient buses will be sent in accordance with passenger numbers to ensure that all passengers can board on time. Standard times are used for bus pick-up and drop-off at the aircraft. Additional arrangements can be made in consultation between the airline/ground handling company and the AAS Bus Control department. These standard times are available on request from the airport’s APC department, and are published on the website [7].

Depending on the applicable standard times, buses will leave for the aircraft around 6-10 minutes after the first passengers board the bus. A subsequent bus will transport any remaining passengers to the aircraft. Although a single bus can sometimes be enough to transport all passengers, a second bus is used to allow boarding to take place in orderly phases if capacity allows it. More buses will obviously be used where passenger numbers are greater.

7.2.4 **During bus operation**

Bus services are carried out daily between 06:00 and 23:59. Flights that would normally qualify for bus handling (i.e. flights that cannot be allocated to a pier gate or that must be handled remotely according to agreements) with an arrival time after 23:30 and an expected on-blocks time up until 23:59 are still eligible for handling by bus. After this time, such flights will be sent by AAS Gate Planning to a pier gate. Boarding and de-boarding are then facilitated using a fixed staircase next to the passenger bridge.

7.2.5 **Exceptions to the Bus Transport regulations**

If an airline and/or handling agent wishes to deviate from the 'Bus Transport' regulations and reach an agreement to that effect with AAS, there is a possibility to conclude special agreements per season, subject to the applicability described in section 2.4.
8 Communication

8.1 Operational communication

Between 17:00 and 18:00 hours on the day before the day of the flight, the one-day-ahead planning becomes operational and is published via CISS.

Any changes to the flight data (see section 2.1) after the planning schedule has been communicated through CISS may lead to adjustments to that schedule. To ensure the best possible coordination of the allocation process, it is important to ensure that AAS Gate Planning has access to the correct information in good time.

Communication with AAS Gate Planning is arranged through the handling agent, who acts as the representative of the airline. AAS Gate Planning is open 24 hours a day for information, queries and adjustments to aircraft stand and gate planning.

For questions and/or comments about RASAS, please contact the AAS contact person or your AAS business partner.

8.2 Evaluation and announcement of season plan

Several weeks before the start of each new summer or winter schedule, AAS will present the season plan. Prior to the presentation, the handling agents and/or airlines will be contacted to discuss any issues and agree on the season plan. Before the ratification of the season plan, the airlines and the handling agents themselves can submit requests for incorporation into the plan.

Structural changes or new circumstances may call for adjustments to the season agreements before the end of the summer or winter schedule. The parties directly involved in such interim changes will be consulted by the relevant AAS Business partners.

8.3 Contact information & Further reading

If you have any questions, the contact details for the RASAS are given below. Of course you may also always ask your business partner.

Service Owner Aircraft: Simon Prent          +31 (0)623131325          prent_s@schiphol.nl
A/OPS/PDC/AP

The document below can be found on: https://www.schiphol.nl/nl/route-development/pagina/ams-airport-charges-levies-slots-and-conditions/
[1] Schiphol Airport Charges and Conditions (Flight Information – Data specifications)

The documents below can be found on: https://www.schiphol.nl/en/operations
[2] Border zone
[3] Applicable stand table
[4] Aircraft Category Table
[5] Zoning structure
[6] Amsterdam Airport Schiphol Bus Station
[7] Standard bus handling times
[8] RASAS
## 9 Appendix: Glossary and acronyms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAS</td>
<td>Amsterdam Airport Schiphol / Schiphol</td>
</tr>
<tr>
<td>Aircraft stand</td>
<td>A location where passengers may board/disembark the aircraft</td>
</tr>
<tr>
<td>Allocation</td>
<td>Designation</td>
</tr>
<tr>
<td>Applicable</td>
<td>Currently in effect</td>
</tr>
<tr>
<td>Bus gate</td>
<td>Gate-side waiting area where passengers are picked up by bus and taken to the aircraft</td>
</tr>
<tr>
<td>Bus drop-off point</td>
<td>Entrance where passengers of inbound flights who are transported by bus enter the terminal</td>
</tr>
<tr>
<td>Business Aviation</td>
<td>Passenger flights for which no individual tickets are sold to passengers and whose purpose is to transport internal staff or passengers/goods in order to support business activities (i.e. ‘business aviation’)</td>
</tr>
<tr>
<td>CISS</td>
<td>Central Information System Schiphol</td>
</tr>
<tr>
<td>CDM</td>
<td>Collaborative Decision Making</td>
</tr>
<tr>
<td>Dual-status gate</td>
<td>A pier gate that allows Schengen and Non-Schengen (screened and/or unscreened) passengers to be separated through the configuration of doors</td>
</tr>
<tr>
<td>Dual status flight</td>
<td>A flight that has a different border zone status for the arriving and departing flight leg. For example: arriving from Schengen and departing to Non-Schengen or the other way around</td>
</tr>
<tr>
<td>EU</td>
<td>European Union</td>
</tr>
<tr>
<td>Gate-side waiting area</td>
<td>Area in the terminal or piers where passengers wait until they are allowed to board the plane</td>
</tr>
<tr>
<td>MTOW</td>
<td>Maximum take-off weight</td>
</tr>
<tr>
<td>Pier gate</td>
<td>Aircraft stand on a pier. The gate-side waiting area can be connected directly to the aircraft by means of a passenger bridge, or the passengers cover the short distance between the gate-side waiting area and the aircraft on foot</td>
</tr>
<tr>
<td>Screened/unscreened</td>
<td>A ‘screened’ flight is a flight from a destination with a security level equal to the level demanded by the EU. ‘Unscreened’ being the opposite</td>
</tr>
<tr>
<td>SRA-CP</td>
<td>Security Restricted Area – Critical Part</td>
</tr>
<tr>
<td>Summer</td>
<td>Last Sunday of March until last Sunday of October</td>
</tr>
<tr>
<td>RASAS</td>
<td>Regulation Aircraft Stand Allocation Schiphol (in Dutch: Regeling Vliegtuig Opstelplaatsen Toewijzing Schiphol)</td>
</tr>
<tr>
<td>Remote aircraft stand</td>
<td>Aircraft stand on a buffer site that passengers can only reach by bus</td>
</tr>
<tr>
<td>Turnaround</td>
<td>A flight that both arrives and departs from the same aircraft stand without being towed away in the interim</td>
</tr>
<tr>
<td>QTC</td>
<td>Quick Turnaround Carrier</td>
</tr>
<tr>
<td>Winter</td>
<td>Last Sunday of October until last Sunday of March</td>
</tr>
</tbody>
</table>
Welcome to Amsterdam Airport

Colofon

FINAL
April 1, 2019