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RASAS
Regulation Aircraft Stand Allocation Schiphol

Welcome to Amsterdam Airport

Schiphol

Contents

Summary

Chapter 1 contains an introduction and describes the purpose of this document. RASAS is the **policy document** of Royal Schiphol Group N.V. (Schiphol) as the operator of Amsterdam Airport Schiphol (AAS) that sets out the **frameworks, principles and conditions** for the **process and method of allocating** aircraft stands and gates, as well as the rights and obligations of stakeholders (particularly airlines and its ground handlers).

Chapter 2 contains the **obligations** for airlines and its ground handlers and the rights of the airport operator:
- Arrive and depart on time, or update arrival and departure times 24/7, or adjust the flight schedule accordingly;
- Be able to perform towing 24/7, in accordance with established standards;
- Deliver flight information to the operator daily by no later than D-1 12:00 a.m. and in preparation for operations at other points in time as well.
- In case of non-compliance with these obligations, the operator may decide to allocate with a lower priority;
- (Long) Parking can only be done upon request and with the express approval of the operator.
- The operator has the right to deviate from RASAS if circumstances so require in the opinion of Schiphol.

Chapter 3 describes the **airport's zoning layout** relevant to flight allocation:
- Passenger; central transfer zone and common use zone
- General Aviation
- Cargo

Chapter 4 describes the **method of allocation**, with 2 **principles**:
- Zone allocation.
- Best fit (aircraft on smallest possible suitable stand)

In doing so, a number of constraints apply as the basis for planning:
- Physical constraints
- Border control
- Security status
- Customs
- Works

In doing so, the operator pursues the following **optimizations**:
- Clustering: due to efficiency, ground handlers are clustered as much as possible;
- Separation: due to deviations, a separation time of 20 minutes is applied between flights (with the exception of H/M-pier);
- Planning adjoining aircraft stands: in order to avoid infrastructural conflicts during pushback, flights are planned in stages wherever possible.
- Overnight stops: whenever possible, arrival and departure gates are kept the same.

A **request** can also be made for a particular stand. AAS determines whether or not this can be granted based on a number of criteria. No rights can be derived from requests.

If **demand exceeds available capacity**, there are three options:
- Remote allocation
- Remote outbound holding (for departing flight)
- Remote inbound holding (for arriving flight)

Chapter 5 describes the publication of the planning on D-1 between 17:00-18:00 and changes after publication. These changes (e.g. as a result of modified flight information) should be immediately and up to date in the CISS 24/7 by the airline and/or its ground handler so that the planning can be adjusted accordingly. As a basic principle, changes should be limited as much as possible and the overall operation should be disrupted as little as possible.

Finally, communication details and attachments are included.

1   Introduction

RASAS (Regulation Aircraft Stand Allocation Schiphol) is the policy document of Royal Schiphol Group N.V. (Schiphol) as the operator of Amsterdam Airport Schiphol (AAS) in which it has laid down the frameworks, principles and conditions for the process and method of allocation of aircraft stand locations and gates.

Schiphol is responsible for the allocation of stands and gates to aircraft. This means that it directs the allocation and has (final) decision-making authority. With this document, Schiphol makes the process and method of allocation transparent for airlines.

In preparation for the operation, a planning or demand and capacity analysis is made at various points in time on the basis of the flight schedules as they are known at that time. On this basis, Schiphol determines whether these flight schedules fit within the available capacity and/or whether control measures need to be implemented. Specific attention is paid to the busiest weeks of the season and other exceptional weeks, such as vacations or planned work.

2   Rights and obligations

For an optimal stand and gate planning, it is necessary to define conditions that establish a number of rights and obligations for airlines. These are described in this chapter.

Although many of the activities described below are in practice outsourced by airlines to ground handlers, meeting the conditions of RASAS remains the responsibility of the airlines as users of the airport. If an airline has a particular activity performed by a ground handler and it is not performed in accordance with the terms of RASAS, the potential consequences are for the airline. For this reason, airlines should include the contents of RASAS in the contractual arrangements they make with ground handlers.

2.1   Arrival and departure

The basic principle is that each flight arrives and departs at its scheduled arrival and departure time.
- If a flight is not operated according to the flight schedule, the airline must report the new arrival and departure time to the airport immediately via CISS, in accordance with the mandatory CDM procedure, throughout the 24-hour period.
- If a flight that is not operated according to flight schedule for an extended period of time, the flight schedule shall be adjusted accordingly.
- If a flight schedule is not adjusted to actual flight operations, Schiphol has the right to schedule the flight in accordance with estimated arrival and departure times based on historical data.

A deviation in arrival or departure time of more than 15 minutes from the flight schedule communicated to Schiphol is defined as "off-schedule."

Schiphol has the right to allocate flights that structurally deviate and/or are most disruptive to the operations of others with a lower priority.

2.2   Towing

To create connected gate capacity, aircraft with long ground time will temporarily be towed to a remote position, wait there and be towed back to a connected position before departure. The following schema applies for this purpose:

Towing norms

CONDITIONS	RULES			
Aircraft category	Cat. >=5	Cat. >=5	Cat. <=4	Cat. <=4
Turnaround time	<210 minutes	>=210 minutes	<170 minutes	>=170 minutes
OUTCOMES				
Tow aircraft to a remote stand	-	Yes	-	yes
Maximum aircraft stand occupation time for inbound flight (except for 100% customs)	-	75 min.	-	55 min.
Target aircraft stand occupation time for outbound flight	-	85 min.	-	65 min.

The target time for a towing procedure is 10 minutes; the time an aircraft spends at a parking stand should be at least 30 minutes. An aircraft to be towed may have a different arrival and departure stand.

The above schedule is also applicable in case of technical maintenance.

If an aircraft must be moved according to the ground tow standard, then the airline must move the aircraft (or have it moved) within the applicable standard, regardless of whether other earlier or later flights are scheduled for the same gate, the reason for the tow or the time at which it must be done (including during the night).

If an aircraft has to be towed, this is made visible in the planning in the Gate Management System, in CISS and in Wilbur. The airline must ensure that its ground handler obtains this information in a timely manner (on the day prior to the operation and the day of operation), that these activities are carried out on time, and that (timely) contact is made with AAS gate planning to discuss any details.

A deviation in the performance of towing of more than 15 minutes compared to the towing standard is defined as off-schedule.
Schiphol has the right to remotely allocate flights that structurally deviate from the tow standard and/or are most disruptive to the operations of others for the entire turnaround (including arrivals and departures).

2.3   Provision of flight data

Schiphol's schedules are based on the flight data in the Central Information System (CISS). This data must be provided by the airline and/or its ground handler for each flight in accordance with the current terms of the document "Schiphol Charges and Conditions." In addition, additional information is required for each flight.

The combined data must include the following accurate and current information:
- Arrival time and departure time
- Flight date
- Aircraft type (IATA aircraft type)
- Registration and flight linking (if the flight link is not indicated in time, Schiphol can link the flight based on the registration belonging to the arriving and departing flight)
- Route (origin and destination, essential to determine S/NS/NS uncontrolled status)
- Total number of arriving and departing passengers
- Total number of transfer passengers
- Ground handler
- Flight type: passenger flight (PL/PC) or cargo flight (FL/FC)
- If applicable, aircraft registrations for long parking, maintenance or reserve
- MTT (Minimum Turnaround Time)

The above information must be fully and correctly entered into CISS no later than 12:00 p.m. local time on the day prior to the day on which the flight will take place.

Any changes must be updated in CISS immediately after publication of the schedule by the airline and/or its ground handler so that the information required for gate planning is always current and the schedule can be adjusted accordingly if necessary. The CDM procedure must also be followed for this purpose.

In addition, all parties involved will proactively communicate in case of (foreseen) bottlenecks so that these can be anticipated in a timely manner.

Airlines must also provide an up-to-date, correct and complete flight schedule in preparation for the operation at various times prior to the day of operation.

Airlines are also asked to connect flights in such a way (shortest possible ground time and corresponding border status of departure and arrival) that as few towing movements as possible are necessary.

Flights for which data are missing, incomplete or incorrect will be given lower priority for allocation.

Flights from an airline that operates a stable flight schedule throughout the season (fixed days and times) and provides flight data in accordance with the above obligations will be given priority over ad hoc flights (such as ad hoc charters or special operations flights). Preference may be given for ad hoc flights, based on section 4.4 and based on availability.

2.4   Parking

Schiphol offers airlines the opportunity to park aircraft for shorter or longer periods on dedicated platforms. A distinction is made between:
- Short parking (< 18 hours per aircraft)
- Long-term parking (> 18 hours per aircraft)

For short parking, the premise is that remote platforms are used at Centre, for long parking, remote platforms are used outside Centre. See the zoning layout.

The number of spaces on these aprons is limited. Except for special situations and circumstances, Schiphol makes the parking apron spaces available only to airlines that maintain a schedule to or from Schiphol and only to aircraft used for that purpose of use. Schiphol's basic principle is that all non-operational aircraft must be parked elsewhere (e.g. regional airports in the Netherlands or abroad). Schiphol may refuse a parking request for long-term parking in case of lack of capacity and/or if, in Schiphol's opinion, an airline should use its own facilities. Airlines may be asked to provide insight into the availability of alternative parking options for each aircraft category. On the basis of this information, Schiphol will decide whether an airline request will be processed.

In addition, the following conditions apply to the assignment of stands for long term parking:
- A parking request (aircraft type/registration and duration) must be submitted two weeks in advance to the Customer Support Manager at customersupport@schiphol.nl. Schiphol will send a response within one week whether the request is/is not approved.
- Requests in which the need for parking at AAS related to operational flight operations from AAS is clearly demonstrated (e.g. standard parking, maintenance, service, logistics) will be given priority over requests without further or with insufficient explanation.
- In other cases, the priority of other airlines' requests is determined based on the number of flights to and from AAS and the degree of continuity in flight and therefore parking schedules at AAS.
- Airlines can express their preferences regarding location and other aspects. This is subject to the preference principle of (see section 4.4).
- Parking stands are allocated on the basis of the 'Best fit' principle: an aircraft is allocated the smallest available stand that is suitable.
- In case no aircraft stand is available at AAS and an aircraft type/registration lands without permission, the airline concerned will be summoned to depart immediately.

2.5   Deviation from RASAS

Schiphol has the right to deviate from RASAS if, in its judgment, this is necessary and justified in light of the circumstances. If an airline and/or its ground handler believes there are reasons to deviate from RASAS, the airline should submit a reasoned request to the Customer Support Manager.

3 Zoning layout

All stands where passenger and/or cargo handling is permitted are divided into zones:
- Passenger; central transfer zone and common use zone
- General Aviation
- Cargo

This zoning and functionalities can be found in the zoning layout. The area classification is fairly constant, but can be modified.

3.1 Passengers: central transfer zone and common use zone

Schiphol's policy is to facilitate its legal and statutory function as a hub airport ("high quality air traffic hub"). The central transfer zone provides this by allocating flights with the most transfer passengers as close as possible to each other, with the aim of achieving the shortest possible transfer times. Airlines carrying fewer, few or no transfer passengers are allocated to the common use zone. To this end, Schiphol offers in basic connected handling, where stand and gate are linked by a bridge. In addition, Schiphol offers semi-connected handling and handling on the Regional Platform.

3.1.1 Semi-connected Quick Turnaround Concept (QTC) on the H/M-pier
The following criteria are used to determine an airline's eligibility to use the H/M Pier:

QTC on H/M-pier is:
1. Available only to airlines operating point-to-point flights to and from AAS.
2. Available only for flights on which passengers are not offered transfer options at AAS.
3. Available only to flights departing from a country whose security status complies with EU directives (screened).

When the demand for gates at H/M-Pier exceeds the available capacity, the following criteria (in order of priority and interdependence) are applied:
1. Airline flights with the shortest scheduled and actual turnaround time.
2. Best fit (see section 4.1.2).
3. Flights of the airline that operates the largest number of flights in the season in question and maintains a stable flight schedule throughout the season (fixed days and times).

3.1.2 Regional Platform
Whether or not an airline qualifies for the Regional platform is determined based on the criteria below.

The Regional platform consists of:
1. Semi-connected and remote stands with bus transportation to and from the terminal.
2. Departing passengers are handled through semi-connected gates or bus gates.
3. Arriving passengers are handled via bus injection point or semi-connected gate.
4. Available only to airlines that offer their passengers transfer options to AAS.

When demand for the Regional platform exceeds capacity, the following criteria (in order of priority and interrelationship) are applied:
1. Airline flights with the shortest scheduled and actual turnaround time.

2. Best fit (see section 4.1.2).
3. Flights of the airline that operates the largest number of flights in the season in question and maintains a stable flight schedule throughout the season (fixed days and times).

3.2 General Aviation Schiphol-East

Flights from the General Aviation section at Schiphol-East are subject to special allocation criteria and requirements for security checks due to the special security status of apron K (non-SRA-CP).

Qualification	Seats	Permission	# per year
Business Aviation	all	Always allowed	Not restricted
Passenger flight	<20	Always allowed	Not restricted
	20-50	Permission required by AAS	Max. 50 flights per year
	>= 50	Not allowed	

Business flights from platform K are always allowed regardless of the number of seats. Passenger flights with less than 20 seats are also allowed from platform K. Passenger flights with 20 to 50 passengers can be assigned to platform K after permission. A maximum of 50 flights per year with 20 or more passengers. This number is calculated based on the order of application.

Passenger flights with 50 or more passengers from platform K are not permitted. Only in exceptional cases may Schiphol allow such a flight. To qualify for this exception, an application with sufficient justification must be submitted to Schiphol no later than 96 hours prior to the flight via specialops@schiphol.nl.

The allocation and direction of these flights is outsourced to a contracting party.

3.3 Cargo

The following principles apply to cargo handling:
- Full freighters are assigned to cargo ramps.
- Clustering if possible (capacity permitting) to or near the preferred cargo hangar.
- Passenger flights with cargo in the belly must be coded as a passenger flight and assigned as such.
- Small cargo aircraft may occasionally be assigned to other platforms.

When demand for cargo flight stands exceeds capacity, the following criteria (in order of priority and interrelatedness) are applied:
1. Airline flights with the shortest planned and actual turnaround time.
2. Best fit (see 4.1.2).
3. Flights of the airline that operates the largest number of flights in the season in question and maintains a stable flight schedule throughout the season (fixed days and times).

4 Allocation of aircraft to stands and gates

This chapter describes the systematic approach to stand and gate planning and provides a hierarchy of principles and conditions.

4.1 Principles

The principles below are the basis for gate planning and always apply as long as no restrictions are in place.

4.1.1 Assigning flights to the right zone

The airport is divided into different zones as described in chapter 3.
Schiphol assigns all flights to the respective zones. If this is not possible, Schiphol will assign the flight to another zone before proceeding to assign it to a remote stand. Flights belonging to one zone have priority over flights belonging to another zone.

4.1.2 Best fit

Flights are scheduled according to the 'Best fit' system. This means that aircraft are assigned the smallest possible suitable aircraft stand. This enables Schiphol to use scarce space and capacity as efficiently as possible.

4.2 Restrictions

There are some restrictions in the use of infrastructure that should always be taken into account.

4.2.1 Physical restrictions

AAS has aircraft stands of various sizes, divided into categories 1 to 9. This categorization specifies each aircraft stand and aircraft type separately, including any restrictions that may apply. This overview is shown in the Aircraft Stand Table.

4.2.2 Border control & security

The terminal is divided into border zones. These zones distinguish between passengers from Schengen countries (exempt from border control when traveling between Schengen countries) and passengers from non-Schengen countries. Moreover, within the non-Schengen area, a distinction is made between passengers coming from screened and non-screened airports/countries.

There are three different statuses for arriving flights: Schengen (S), Non-Schengen (NS) and Non-Schengen unscreened (NS unscreened). All departing flights are Schengen (S) or Non-Schengen (NS) and screened. This allows for six different combinations of arrivals and departures, four of which have dual status. Flights with dual status are preferably assigned to alternate gates. If no gate for dual status is available, the flight is assigned according to the departure status. In this case, to match the status of the arriving flight with the infrastructure with the appropriate status, the passengers of the arriving flight are brought to the terminal by bus (bus@gate).

AAS does not have gates for NS unscreened/S. If the ground time of these flights allows, these flights are interrupted and the aircraft are towed from an unscreened NS gate to an S gate.

Dual status combination	Preferred assignment	Second choice
S/NS	S/NS Dual status gate	NS gate
NS/S	S/NS Dual status gate	S gate
NS unscreened/NS	NS unscreened/NS dual status gate	NS gate
NS unscreened/S	Interruption/towing	S gate

If no suitable gate at a pier is available for a flight with dual status, the flight must be handled from a remote stand.

4.2.3 **Customs**
Dutch Customs performs different types of checks at AAS upon arrival at a gate. The control method used depends on the origin of a flight and/or instructions from the government. Flights that require a 100% check can only arrive at appropriate gates. Other types of checks should preferably also be handled at these gates, but this is not necessary. Remote handling of these flights is not allowed.

4.2.4 **Works**
Due to projects, maintenance and (technical) breakdowns, stands may be unusable, leading to reduced capacity. This may also result in the need to deviate from allocation rules.

4.3 Optimizations

In order to provide the most optimal and stable planning, the following criteria are applied as much as possible.

4.3.1 **Clustering**
Clustering aims to bundle flights handled by the same ground handler to support more efficient execution of processes and optimal staff scheduling.

4.3.2 **Separation**
When two aircraft are scheduled consecutively for the same stand, a separation time is maintained so that the planning allows for minor deviations.

The target separation time is 20 minutes (10 minutes before and after a flight), based on scheduled arrival and departure times. If circumstances require, a different separation time may be used.

For the H/M-pier, the separation time is 10 minutes.

4.3.3 **Planning adjacent stands**
To avoid infrastructure conflicts during pushback, flights with the same scheduled departure time are not assigned to stands adjacent to each other whenever possible and are planned tiered whenever possible.

4.3.4 **Overnight stopovers**
Whenever possible, passenger flights with an overnight stopover at AAS will be scheduled to depart from the same stand. If that is not possible, orders will be given to tow the aircraft to a remote stand in the interim.

4.4 Preferred stands

For the purpose of each flight, Schiphol will assign a gate and aircraft stand based on RASAS. In addition, airlines, its ground handlers and/or other stakeholders may have preferences for a particular aircraft stand.

Schiphol will determine to the best of its ability whether such preferences can be taken into account, but cannot offer any guarantees.

It is not possible to assign a specific or excluded gate to certain airlines or flights. AAS will agree to preferences if they meet the requirements below. Preference:
- Complies with RASAS.
- Does not adversely affect the flight operations of other airlines.
- Does not negatively impact overall airport capacity. This includes impact on any aspect of airport throughput (e.g. gate capacity, security, customs, etc.).

If for any reason an airline does not accept a particular stand or gate assigned to it, the flight will be allocated a lower priority. Waiting in the field is not allowed.

A preference can be requested through the AAS Customer Support Manager. The request will be evaluated against the above requirements.

Operational (ad hoc) preferences or restrictions may be submitted to AAS gate planning by the airline and/or its ground handler by 12:00 noon (local time) on the day prior to the flight.

4.5   If demand exceeds capacity

Schiphol aims to assign as many flights as possible to a gate for (semi-)connected handling. However, sometimes this is not possible when demand exceeds available capacity. Schiphol uses four methods to solve this:
- Towing aircraft with long ground times (see 2.2)
- Handling flights remotely
- Waiting position departing
- Waiting position arriving

4.5.1   **Handling flights remotely**
If it is not possible to offer a connected stand, then Schiphol will assign the flight to a remote stand and will have buses take passengers to and from the terminal.

Flights without passengers are automatically assigned to remote stands unless the flight is paired with a passenger flight and there is sufficient capacity to assign a gate to the departing flight.

For other flights, the following criteria apply:
- Separate arriving flight with the lowest number of (transfer) passengers.
- Separate departing flight with the lowest number of (transfer) passengers.
- Turnarounds for flights with the lowest number of (transfer) passengers.

The above rules are intended to allow a trade-off between the number of transfer passengers and the total number of passengers. In this way, AAS can better fulfil its function as a hub.

Bus transportation to and from aircraft at remote stands is provided by Schiphol. In doing so, planning assumes the passenger number listed in the flight record to determine how many buses are needed. If the airline and/or its ground handler do not specify a passenger number, one bus will be assigned. This may result in serious delays and inconvenience to passengers.

It is important that ground handling processes are aligned with infrastructure and standard bus schedules to ensure that flights can depart on time.
References to bus transportation information is described in section 5.3.

4.5.2 **Waiting position departing**

When an outbound flight is ready for departure (handling completed and pushback truck present) and the inbound flight is approaching the appropriate gate, the departing aircraft may be towed to a remote stand awaiting TSAT (Target Start-up Approval Time). For this, only if possible and as described in the AIP.

4.5.3 **Waiting position arriving**

When all (semi-)connected and remote stands are occupied, ATC (Air Traffic Control) will direct the aircraft to a holding position for arriving flights.

5   Communication

5.1   Publishing and changing the planning

Airlines and/or its ground handler must provide or arrange for the provision of all necessary flight information in accordance with paragraph 2.3 on D-1 (day before operation). On this basis, between 12:00-17:00, the planning is prepared. Between 17:00-18:00, the D-1 planning becomes operational and is published via CISS.

Changes after publication through CISS cannot be ruled out to facilitate flight supply. Reasons for this include changed flight data, optimization of airport capacity and other unforeseen circumstances. The starting point is to limit changes and to disrupt the overall operation as little as possible.

Any changes to the items listed in paragraph 2.3 must be updated in CISS by the airline and/or its ground handler immediately after publication of the schedule so that the information required for gate planning is always current.

It should be noted that such changes may result in a gate change. If a gate change causes problems for another airline, AAS gate planning may also choose to assign the flight causing the disruption to a remote gate.
In case of a last-minute change (less than 120 minutes before departure/arrival), AAS Gate planning will contact the ground handler of the respective airline and/or other internal or external stakeholder.

When the scheduled stand for a flight is occupied and a gate change is not possible, AAS gate planning will attempt to free up the stand. This can be done in the following ways (if possible):
- Expedited towing; after passengers have disembarked and baggage has been unloaded (40 minutes after arrival), the aircraft will be towed to a remote stand.
- Assign and have a departing flight towed to a remote stand to await departure.
- Tow a departing flight without passengers to a remote stand and assign a bus gate.

5.2   Contact information

For questions about RASAS and other (operational) gate planning related questions, please contact us using the following details.

For operational questions on the day prior to operation and the day of operation itself:
AAS Gate Planning (available 24/7)
APC_Gateplanning@schiphol.nl
020 - 601 2118/ 020 - 601 4149

Through a Single Point of Contact (SPoC) per airline and/or its ground handler or other stakeholder

For all other inquiries:
Customer Support Manager
Relevant Customer Support Manager or customersupport@schiphol.nl

5.3   Relevant sources

The relevant documents below can be found at: Schiphol | Aircraft process
- RASAS

- Aircraft Stand Table
- Overview Aircraft Types
- Zoning layout
- Bus gate overview
- Standard table for operating airside busses

The Schiphol Charges and Conditions, in particular the section "Provision of Flight Data", also apply. The current version of this document can be consulted at [Schiphol | AMS airport charges, levies, slots and conditions](#).

RASAS is evaluated once a year. In addition, its implementation is continuously monitored.

The Dutch language version is the authentic and current version of RASAS. For service purposes only, Schiphol also makes RASAS available in an English version. No rights can be derived from this.

Welkom op Amsterdam Airport

Schiphol