Welcome to Schiphol Guide

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Version 2.0

Schiphol Group

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1 Welcome to Schiphol!

1.1 The Schiphol brand

You will soon be setting up operations at Schiphol, where some 500 businesses are already well established.
As any business that sets up operations at Schiphol will find, many matters are organised slightly differently than at other locations. A great deal of information can also be found on our website www.schiphol.nl.
This guide supplements the website and contains the most frequently asked questions.

At Schiphol we work together with partners, government organisations and other parties in a variety of networks.
Our business operations at Amsterdam Airport Schiphol depend not only on the airlines, but also on air traffic control, the slot coordinator, the national government, the provincial and local authorities, local residents, ground handlers, security companies, Dutch Customs and the Royal Netherlands Marechaussée.
While these parties have their own roles and responsibilities, our close and longstanding collaboration with them is the key to ensuring successful and sustainable airport operations.

There is so much to tell you about Schiphol. We will therefore regularly refer to various Schiphol websites, where you can find more detailed information.

If you would like to know more about our organisation, mission, structure and financial position,
please see our annual report.

We wish you every success with your activities at Schiphol.

1.2 Contact details

1.2.1 Postal address

Amsterdam Airport Schiphol
PO Box 7501
1118 ZG SCHIPHOL

1.2.2 Visiting address for offices

Schiphol Head Office building
Evert van de Beekstraat 202
1118 CP SCHIPHOL
+31 (0) 20 601 9111

1.2.3 Handy guide for practical matters
Please find below a brief explanation of a number of terms used in this guide relating to the relationship between lessees and the lessor, in other words, business partners and Amsterdam Airport Schiphol (hereinafter also referred to as 'Schiphol').

1.3 General

Definitions

1.3.1 Lessee
The organisation that has entered into a lease agreement with the building owner (the lessor), Schiphol Real Estate.

1.3.2 Lessor
Schiphol Real Estate is a wholly owned subsidiary of Royal Schiphol Group, which leases the terminal building to businesses.

1.3.3 Business manager
Your contact person at the Consumer Products and Services department at Schiphol.

1.3.4 Business partner
A business with which Amsterdam Airport Schiphol has entered into a business agreement, other than a lease agreement.

1.3.5 Airside
The areas that are only accessible to passengers departing or arriving by plane. These include the gates, the piers and the departure lounges.

1.3.6 Landside
The areas that are open to the public. These include the car parks and the areas where the check-in desks and public transport services are located.

1.3.7 The terminal
A shared building that accommodates multiple companies.
The terminal complex includes:

- Piers
  A large area of the airport directly connected with the terminal, which houses a large number of gates.

- Departure lounges
  The common area after Security Control where passengers wait until it is time to go to their flight departure gate. This area houses a wide range of retail, catering and other facilities to make passengers' stay as pleasant as possible.

- Departure halls
  The areas where passengers check in and drop off their baggage.

- Skyport building
  A number of companies are located in this building. It also houses the Crew Centre, where various airline crews collect their flight information and prepare for their flight.

- Schiphol Plaza
  The shopping centre before Passport Control, which provides access to all the arrival and departure halls. The Schiphol Airport train station is also located at Schiphol Plaza.

1.4 Advertising

Schiphol Media offers numerous advertising and promotional opportunities at Schiphol, ranging from illuminated signs and poster frames to special objects, dynamic displays, large banners, promotional campaigns and sponsorship.

Advertising on office buildings, retail outlets and desks is usually not permitted or must comply with specific rules. Please discuss the possibilities with your business manager.

For further information:

+31 (0) 20 601 2713

or email Advertising@schiphol.nl

or visit https://www.schiphol.nl/nl/adverteren/

1.5 Airport Medical Services

The core activities of the Airport Medical Services are:

- emergency first aid
- medical transport
- medical support for passengers
- consultancy services
- vaccinations and ambulance services.

These services are intended for passengers, crew members, employees, visitors and companies and their employees who work at the airport.

Airport Medical Services website:
https://www.schiphol.nl/nl/faciliteiten/medisch-centrum/

1.6 Bicycle parking facilities

Bicycle parking facilities are provided at various locations near the terminal. Bicycle lockers are also provided at some locations on the Schiphol grounds. Bicycle lockers should be locked with their own lock.

1.7 Burglary (claims and prevention)

As a lessee, you are required to take out your own contents insurance. In the event of a burglary, we request you to file a report with the Royal Netherlands Marechaussée.

1.8 Childcare facilities

See the Schiphol Company Guide https://www.schiphol.nl/nl/bedrijvengids/gezondheid-welzijn-en-sport/kinderopvang/

1.9 Cleaning

The owner (Terminal Real Estate) is responsible for cleaning the common areas in the terminal.
The lessee is responsible for keeping the leased spaces clean. Cleaning-related complaints and/or wishes can be reported to the Control Centre on +31 (0) 20 601 2555.

1.10 Company emergency response team (BHV)

Under the Dutch Working Conditions Act, all employers are obliged to arrange an emergency response team (BHV) in their own company. The number of company emergency response officers and the form of the emergency response organisation vary from company to company (Dutch Working Conditions Act: 'tailored approach').

Schiphol has a central company emergency response organisation in the terminal. The objective of Schiphol's emergency response organisation is to keep the terminal and all adjacent areas (including the car parks) as safe as possible for users (employees, passengers and other visitors) and to help them escape in the event of emergencies.
Schiphol's emergency response organisation can take action after receiving an emergency call on +31 (0)20 601 2222 (please note: use only in life-threatening situations).

The emergency response organisation operates as follows:
Seven Schiphol mobile emergency response teams are present in the terminal on a daily basis. They circulate throughout the entire terminal. They always arrive on the scene in response to an alert. In addition to the mobile teams, local company emergency response officers are also present in the terminal, i.e. staff members from various companies or lessees who have

completed an emergency response course (a health and safety requirement!). They perform their normal duties and also act as emergency response officers in the event of emergencies. When Schiphol's mobile emergency response teams and the emergency services arrive on the scene, they explain what they have done so far and offer support.

In the event of major incidents, Schiphol's emergency response organisation supervises all company emergency response officers in the terminal. Special unit leaders are deployed for this purpose. Schiphol organises around seven large-scale multidisciplinary emergency response exercises each year. During these exercises, all professional emergency services work together with Schiphol's emergency response organisation and any local company emergency response officers. Business partners remain responsible for the preparedness of their own emergency response officers. Employers at Schiphol with more than 50 employees are legally required to have company emergency response officers. We refer to them as local company emergency response officers because they operate in their own area.

For information about the emergency response plan for the terminal and for advice about setting up your own emergency response organisation and/or organising emergency response exercises, please send an email to Hoofd_BHV_Terminal@schiphol.nl or call +31 (0)20 601 4748 or +31 (0)20 601 4557.

Your employees can be trained at the Safety Training Centre (VTC) at the airport's Sloten fire station (Badhoevedorp). The VTC training course focuses specifically on the airport situation.
The telephone number of the training coordinator is +31 (0)20 601 2338.

1.11 Company restaurant

The terminal has a company restaurant called Centerpoint.
Route: go to check-in desk row 1-2 in Departure Hall 1 through the double doors using the black stairway to the third floor or past KLM World Square.
Opening hours: 7:00 to 21:00 (kitchen closes at 20:30).

1.12 (Airport) Control Centre

This is Schiphol's nerve centre, which is staffed 24/7. You can report any malfunctions and other matters of an operational and technical nature to the Control Centre by calling +31 (0)20 601 2555.

1.13 Copying services and printing

For copying and printing services, please contact the WTC Office.
It is located in the World Trade Center behind the E-tower (on the west side on the third floor, which runs under all towers).
The office can be reached by taking the escalator in the WTC to the floor where the central information desk is located. It is the second office on the right in the corridor behind the information desk, towards the restaurant.
Click here for the WTC Services Guide.
Small orders can be executed by the Service Centre Schiphol Plaza at Arrival 4.

1.14 Courier services

See the Schiphol Company Guide https://www.schiphol.nl/nl/bedrijvengids/vervoer-en-opslag/koeriersdiensten/

1.15 Crisis management

Schiphol has an Emergency Plan containing detailed plans and work instructions for managing crises at the airport. Schiphol updates the Emergency Plan on a regular basis and ensures that it is line with the Municipal Crisis Management Plan of the municipality of Haarlemmermeer.
You can find more information on: https://www.schiphol.nl/nl/operations/pagina/verstoringen-en-calamiteiten/

1.16 Damage

Any damage to the building or company property should be reported to the Control Centre on +31 (0)20 601 2555.

1.17 Displays outside retail outlets

Retailers are quickly inclined to tempt customers by displaying attractive offers outside their retail outlet as well. Schiphol's policy is that, before a display in the broadest sense can be installed, it must always be submitted to the relevant Schiphol business manager for approval.
The display policy is available from the responsible business manager, who can also explain whether displays are actually permitted in the particular area.

In most cases, retail and catering outlets make agreements on displays and pavement signs.

1.18 Drainage

As the lessor, Schiphol will arrange for:

- the repair of the siphon traps (u-bends) and drains for washbasins, showers and pantries in the common areas;
- the cleaning and unblocking of drains for washbasins, showers, toilets and pantries in the common areas;

As the lessee, you are responsible for:

- the repair of the siphon traps and drains for washbasins, showers, pantries and suchlike in the space you are leasing;
- the cleaning and unblocking of drains for washbasins, showers, toilets and pantries in the space you are leasing.

You should carry out these activities yourself or, alternatively, contact Schiphol Real Estate.

1.19 Emergencies

The most important information is described in the emergency booklet. It is updated annually.
See also under Emergency numbers.

1.20 Emergency exits

The emergency exits and escape routes are indicated by illuminated signs using pictograms.
The escape routes are also marked by emergency lighting. You will find maps showing the designated escape routes at various locations in the terminal. These escape routes may not be obstructed under any circumstances.

It is important to make employees aware of the escape routes. This should be a regular item on the agenda of your work briefings.

1.21 Emergency numbers

Schiphol emergency number (for all emergencies also those of life-threatening situations where medical assistance is needed)	+31 (0)20 601 2222
Fire service	+31 (0)20 601 2222
Royal Netherlands Marechaussée Control Room (also for police matters, violent incidents and burglaries)	+31 (0)20 603 3333
Environmental emergencies	+31 (0)20 601 2422

See also Crisis management.

1.22 Environmental permit

Under the Environmental Management Act, a permit is required to carry out activities in the airport area.
The environmental permit has been issued by the Province of North Holland to Schiphol Nederland B.V, which is directly responsible for complying with the conditions and requirements specified in the permit.

All lessees and business partners are also required to comply with these rules. Upon entering into a lease agreement, lessees in the terminal sign an environmental checklist. As a result of signing the checklist,
they fall under the scope of the Schiphol Nederland B.V. permit. They therefore also declare that they agree to the contents of the permit and accept that the penalties imposed on Schiphol Nederland B.V. for violations committed by lessees will be passed on to them. It is not possible for lessees in the terminal to apply for their own separate permit under the Environmental Management Act. For more information, please contact your account manager.

1.23 Evacuation

Under municipal regulations, every company is required to conduct an annual evacuation drill.. Rehearsals of the emergency evacuation plan that is available at your location will give you certainty that everyone who has a task to perform during an evacuation will perform it properly.

An emergency evacuation plan should be tested regularly for workability, feasibility and effectiveness to reduce the risk of victims and unnecessary further damage occurring during an emergency.

Schiphol has a co-ordinating and supporting role in the terminal. First and foremost, Schiphol is required to ensure that the emergency lighting and the evacuation system work properly.

Schiphol is also responsible for the emergency evacuation plan, the escape plans and for scheduling and coordinating the evacuation exercise. Business partners are responsible for the deployment of their own company emergency response officers.

1.24 Facilities Services

For information about the facilities services offered by the various companies at Schiphol, please see the Schiphol Company Guide: https://www.schiphol.nl/nl/bedrijvengids/facilitaire-dienstverlening/schoonmaakbedrijven/

1.25 Fire safety

Fire safety is a top priority at Schiphol. The terminal is equipped with a fire alarm and an evacuation system that also alerts the Amsterdam Airport Schiphol Fire Service. The building is also equipped with fire-hose reels and a sprinkler system.

1.26 Fire-hose reels

The fire-hose reels in the terminal are sealed for various reasons, including the prevention of legionella bacteria contamination, so the use of the fire-hose reels for anything other than fighting a fire is not permitted.
If you break the seal, the costs will be charged to the business partner at the location housing the fire-hose reel.

1.27 Gift vouchers

Both Schiphol Plaza and the Shopping Centre in the departure lounges issue gift vouchers worth €5, €10 and €20. These are valid indefinitely and are accepted by all retail outlets, including your new branch.

The Consumer Products & Services department issues these vouchers.
Gift vouchers redeemed by business partners can be sent, together with an invoice (with 0% VAT), to:

Amsterdam Airport Schiphol

Attn. Accounting House
Location code 99-99
PO Box 7501
1118 ZG SCHIPHOL
NB: the invoice will not be paid without the voucher(s).

1.28 Hotels

For an overview of hotels at and around Schiphol, please see the overview in the Schiphol Company Guide:
https://www.schiphol.nl/nl/bedrijvengids/hotels-restaurants-en-catering/hotels/

1.29 Inventory

Depending on business operations, companies are required to carry out an inventory at least once a year.
This should be conducted after closing time and not during regular business hours.
You should discuss any deviations with your business manager.

1.30 Leaks

The lessor will repair roof leaks and piping in the leased space. The lessee will repair any self-installed piping and consequential damage arising from leaks in the leased space.

1.31 Letter box

No mail is delivered to the retail, catering and service outlets in the terminal. We would advise our business partners to rent a letter box.
Letterboxes can be found at the following three locations:

1. Skyport ground floor
2. Kelderplein
3. Transportstraat (only accessible to holders of a Schiphol Pass with the correct authorisation)

The letter boxes have a post box number recognised by TNT Post. They are only intended for lessees in the terminal. To request a free letter box, please contact GSA Facilities and Logistics on +31 (0)20 657 2859.

1.32 Logistics

There are three logistics areas under and next to the Terminal:

1. Expeditiestraat below Terminal 1
2. Transportstraat below Terminal 3
3. Koeriersplein adjacent Terminal 3

All areas are accessible 24/7.

You can gain access to Expeditiestraat and Transportstraat using your Schiphol pass, by registering via the intercom. NB: the maximum vehicle height in Expeditiestraat is only 3.50 metres and 4.0 metres in Transportstraat.

To provide good air quality and a healthy working climate, an environmental zone has been created. This zone includes Expeditiestraat and Transportstraat. You will only be granted permission to enter the environmental zone if the vehicle meets the requirements.

You can obtain a sticker to place on the dashboard of the vehicle by submitting a request to: milieuzone@schiphol.nl
No access will be granted to the environmental zone without this sticker, and this policy is strictly enforced.

A parking exemption is required for deliveries via Koeriersplein. You can submit a request for a parking exemption to parkeervergunning@schiphol.nl. Koeriersplein is freely accessible and is located at ground level next to Terminal 3.

1.32.1 Taking goods to airside

Only 'safe' goods may be taken to airside. All goods entering airside are required to undergo x-ray screening or be delivered with 'known supplier' status. To qualify as a 'known supplier', a special safety programme must be followed and employees must be trained. In addition, the warehouse as well as the entire logistics chain must be secured. Airport Security will take charge of this.
Please be prepared for a lead time of at least six months to obtain certification.
For more information, please contact your business manager.

1.33 Malfunctions

We make every effort to prevent malfunctions in the terminal. Unfortunately, malfunctions do occur.
Any malfunctions should be reported to the Control Centre, telephone number +31 (0)20 601 2555.
The Control Centre is open 24 hours a day, 7 days a week. The Control Centre records the report and forwards it to the technical department. You will receive a malfunction record number; be sure to save it.
You will need it if you want to check the status of a malfunction in the meantime.
Always ask for a malfunction record number!

In most cases, the response time, i.e. the time from the malfunction report until the arrival of the engineer, is four hours at most.

To resolve a malfunction as quickly as possible, the following procedure must be followed:

Call the Control Centre on +31 (0)20 601 2555.
You should provide the following information:

- the nature of the malfunction
- the location of the malfunction
- when the malfunction started
- whether there is any danger to people or the environment
- whether you perceive any sounds, odour nuisance or suchlike
- telephone number and contact person

- when a contact person will be present to provide access to the engineer

Please note: malfunctions may occur in your own retail location, but also its immediate environment, such as a defective moving walkway, a leak in the retail area, a lift failure, etc. It is also important to report such problems as soon as possible. Always ask for a malfunction record number to enable follow-up if necessary.

1.33.1 Urgent malfunctions

In the event of an urgent malfunction, we request that you contact the Control Centre at all times.
Urgent malfunctions are:

- leaks
- general power outages

To report an emergency, you should call one of the emergency numbers.
Emergencies include situations that may be life-threatening.
Emergencies are:

- a fire
- accidents
- robberies

1.34 Opening hours

Schiphol Plaza has fixed daily opening hours from 07.00-22.00. You are free to expand the opening hours, for example, to 06.00-24.00. You should discuss any temporary deviations with your business manager.

There is one exception to this schedule on 31 December, in conjunction with the amended public transport timetable. Businesses may close at 19.00 on that day. Retail outlets reopen at 07.00 on 1 January.

The retail outlets located on airside are open as long as there are flight departures. The policy is that retail outlets should be open one and a half hours before the first flight departure until half an hour before the last flight departure of the day.

The opening hours for catering outlets and service points are set in consultation with the business manager.
Opening hours may vary by departure lounge. The flight information submitted on a weekly basis is used to determine the opening hours and to draw up work schedules.

1.35 Onboarding programme for new employees

To make employees feel welcome in the unique Schiphol environment, new employees are offered the opportunity to participate in the First Class programme hosted by Schiphol every month.
This is aimed at familiarising newcomers with working in an international environment and the various facilities available at the airport.
For more information, please contact: schipholconnection@schiphol.nl

1.36 Pantry

Pantries in the leased spaces are at the expense and responsibility of the lessee.

1.37 Parking (Schiphol Parking)

Schiphol has a number of large staff car parks (including P30, P40 and P5, where R-net operates a bus service to the terminal). If you have any questions about parking at Schiphol or parking passes for one of these car parks, please contact Schiphol Parking on +31 (0)20 601 4296 or visit https://www.schiphol.nl/nl/werken-op-schiphol/pagina/personeelsparkeren/

1.38 Pest control

Business partners are responsible for pest control. To request pest control, please contact the Control Centre on +31 (0)20 601 2555.

1.39 Pets

Pets may neither be kept in nor taken into the terminal.

1.40 Photography

Schiphol is a unique location for professional photo and film shoots. The airport's dynamic and international character make it a highly attractive setting for both news purposes and commercial productions.

In view of safety regulations and the continuity of airport operations, conditions are attached to photography and filming. Schiphol airport invests continuously in its high-quality image, and has also imposed conditions in this regard.

You can find more information on https://nieuws.schiphol.nl/fotograferen-en-filmen

1.41 Public transport

Schiphol can easily be reached by train and road (car, bus) from all directions. High-frequency train services operate during the day and an hourly train service operates at night to Amsterdam, Leiden, The Hague and Rotterdam.

The R-net bus service provides connecting transport during the day and night. This is a high-frequency bus service that employees with a valid Schiphol pass can use free of charge within the Schiphol boundaries. There are bus stops near all the major buildings.

R-net also connects Schiphol with the surrounding area. In addition, a circular line operates 24/7 services along the main locations and staff car parks on the Schiphol grounds.

Schiphol-Centre is connected to the national motorway network by the A4, A5 and A9 motorways. If you are travelling by car to and from Schiphol-Centre, you can drive directly to the staff car parks P30, P40 and P5 using the service roads. To park here, you can obtain a parking pass upon payment (see Parking). R-net bus stops are located at the entrances and exits of these car parks.

Companies located at Schiphol can contact the Schiphol Transport Coordination Centre (VCC), who will be happy to advise and assist with efficient commuting solutions for employees.

1.42 Roller doors/shutters

The lessor carries out maintenance on roller doors and roller shutters.
In the event of malfunctions, please contact the Control Centre on +31 (0)20 601 2555.

1.43 Sanitary disposal units

If you have any comments on the sanitary disposal units in the women's toilets, please contact the Control Centre on +31 (0)20 601 2555.

1.44 Schiphol Company Guide online

The Schiphol Company Guide is a reliable guide for all the companies located at Amsterdam Airport Schiphol. For newcomers, it often is their first acquaintance with the companies located at Schiphol and is an unmissable tool for finding their way around their new environment. The Company Guide is published by Schiphol Real Estate. You can find it on https://www.schiphol.nl/nl/bedrijvengids

To list your company in the Company Guide, please contact Schiphol Real Estate via:

+31 (0) 20 601 2108

or realestate@schiphol.nl

or https://www.schiphol.nl/nl/real-estate/

1.45 Schiphol Pass

To ensure people's safety, Amsterdam Airport Schiphol is divided into areas that are accessible to the public and areas that are inaccessible to the public. You need authorisation in the form of a Schiphol Pass to enter the publicly inaccessible areas.
If an employee of a company wishes to obtain a Schiphol Pass, their employer must be registered with the Regulations department. The company itself must submit the application for the Schiphol Pass.
Employees who have a Schiphol Pass are required to display it visibly at all times. The Schiphol Pass offers a number of advantages, including discounts at various retail outlets at Schiphol Plaza. Moreover, Schiphol Pass holders are entitled to free travel on public transport at Amsterdam Airport Schiphol if they have a personal public transport chip card with the Schiphol Flex product.

1.45.1 Badge Centre (Access & Identification Centre)

The Access & Information Centre distribution point is located in the Schiphol Head Office building,
Evert van de Beekstraat 202, 1118 CP Schiphol, tel. +31 (0)20 601 2626, toegangszaken@schiphol.nl.

Opening hours: Monday-Friday from 08.00 to 16.30 (except national holidays).

For work efficiency reasons, it is not possible to visit the Badge Centre without an appointment.
More information can be found on: https://www.schiphol.nl/nl/werken-op-schiphol/.

1.46 Schiphol Transport Coordination Centre (VCC)

Companies at Schiphol can request advice and support from the Schiphol Transport Coordination Centre (VCC) when seeking efficient solutions for their employees' commuting needs (traffic management).

Contact details:
VCC Schiphol
The Base C, ground floor
Westelijke Randweg 3-69
1118 CR Schiphol
T +31 (0)20 653 1264
W www.vcc-schiphol.nl
E vcc_schiphol@schiphol.nl

Opening hours:
Monday-Thursday:
09.00 - 12.30
13:30 – 16:30
Closed on Fridays
https://www.schiphol.nl/nl/werken-op-schiphol/pagina/vervoer-coordinatie-centrum-schiphol/

1.47 Security

The Royal Netherlands Marechaussee is responsible for carrying out police duties within the Schiphol grounds. In the event of theft, burglary or a violent incident, you can contact the Royal Netherlands Marechaussee located at Schiphol Plaza next to the Dutch Railways desks. The telephone number of the Control Room (only for life-threatening emergencies) is +31 (0)20 603 3333.

1.48 Smoking

A smoking ban applies to the entire terminal.

1.49 Telecommunications

Schiphol Telematics (ST) is the telecom operator that operates at the intersection of the airport and ICT.
The company offers solutions for speech and data communication, wireless communication and internet applications. In addition, ST enables telecom operators to deliver their services at Schiphol.
ST has pre-wired the cables in the terminal.

For further information:

Schiphol Telematics
T +31 (0)20 316 3500
E info@st.nl

1.50 Waste

You are responsible for the daily disposal of waste in the designated waste containers in Expeditiestraat and Transportstraat. These containers are located in the security-restricted area, which you can only access with your Schiphol Pass (to operate the lifts).

1.51 Waste separation

As part of the environmental policy plan, the government has decided that paper, small hazardous waste such as batteries, toner cartridges, etc., glass and residual waste should be collected separately.
Waste should be separated as much as possible. Various dedicated containers are available in the building and can be found in designated areas in Expeditiestraat and Transportstraat.

Lessees are responsible for ensuring that confidential information is deleted or destroyed in the proper manner.
If required, the lessor can install a secure data container in the building.
To request a data container, please contact the Control Centre on +31 (0)20 601 2555.

1.52 Window cleaning

The terminal complex windows are cleaned on the outside two to four times a year.
Cleaning the inside is for the lessee's account. The lessor does not carry glass insurance for external glazing. Glass damage should be reported to the Control Centre on +31 (0)20 601 2555.

Schiphol
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