Pocketguide
Safety & Security

Call 020 601 2222 in case of:
✓ Fire
✓ Accidents
✓ (Environmental)incidents
✓ Suspicious -, dangerous - & life-threatening situations
The Schiphol website always contains the latest version of the Pocket Guide Safety & Security.
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Information Classification: Public
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0 Document data

0.1 Introduction

The Safety and Security Pocket Book contains a summary of the Schiphol rules and useful information about safety, security, the environment and health and safety at Schiphol. With the pocketbook you can prepare yourself for the tests you have to take to get a Schiphol Pass.

0.2 Administration

This document is managed by the HSE Office department at Amsterdam Airport Schiphol and is revised at least once a year. Adjustments and publication take place after approval by the Coördinatiegroep Beheer (bedrijfs)handboeken Aviation (CBA) van Amsterdam Airport Schiphol.

0.3 Version history

The overview below shows the changes from the previous version of this document. The full version history is available at the HSE Office department at Amsterdam Airport Schiphol.

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Display of adjustments.

- Adjustments in this document are indicated as follows:
  - Adjustments in texts: are mentioned in version history and marked in grey
  - Completely deleted or replaced chapters, paragraphs, paragraphs and adjustments to diagrams, drawings, images and graphs are not marked but described in the version history

0.4 Contact

Questions about, or suggestions on this pocket guide you can e-mail:
Intern A.A.S. – Bedrijfshandboek AAS via this link: wijzigingverzoek
External A.A.S. via this link: zakboek
0.5 Current version

The current English version is 2.0 – October 2020. When in doubt the Dutch version supersedes the English version.

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Foreword

Amsterdam Airport Schiphol is a dynamic working environment. Millions of passengers arrive and depart from it every year, with equal or even greater amounts of baggage and many tonnes of cargo handled.

Tens of thousands of people work at Schiphol on a daily basis. Schiphol has developed special rules and regulations designed to keep this dynamic environment safe. Moreover, we see our efforts to keep Schiphol safe, orderly and secure as part of an ongoing process.

You have a part to play in keeping Schiphol safe on a day-to-day basis. By following the security and safety rules you help ensure not only your own safety, but also the safety of your colleagues and of your customers. Schiphol safety is a team effort. This ‘Safety and Security Pocket Guide’ sets out the most important safety and security regulations in force at Amsterdam Airport Schiphol.

B.I. Otto
Executive Vice President and
Chief Operations Officer Schiphol Group
1 Preliminary information

1.1 Who should use this Pocket Guide

As an airport operator, the Royal Schiphol Group N.V. is required to take the necessary measures to properly handle airport air traffic and associated passenger and goods transport at the airport. To comply with these requirements, the operator has established rules such as the Schiphol Regulations which apply to everyone at the airport. National and international laws and regulations also apply to everyone at the airport alongside the Schiphol Regulations. This pocket guide presents a summary of the Schiphol Regulations and other useful information about safety, security, the environment and occupational health and safety at the airport.

1.2 Rules, conditions and regulations

The Schiphol Admission Regulations (RTS) were created in addition to the Schiphol rules. It contains the rules and conditions for companies and organisations that wish to gain access to the following areas to perform airport-related activities:

- Airside Security Restricted Area – Critical Parts
- Airside Non-Security Restricted Areas
- Airside Demarcated Area’s and/or
- Landside Secured Premises by A.A.S at Schiphol Airport.

There are also a number of rules and regulations for performing certain activities on Airside specified in the Aviation Business Area Handbooks.

The Schiphol Rules, the Schiphol Admission Regulations and Business Aviation Handbooks can also be found online at Manuals and Regulations.
1.3 Important telephone numbers

Any fire or accidents must be reported immediately using the Schiphol emergency number to avoid losing any precious time. It’s also important to report any suspicious or unsafe situations and incidents as quickly as possible using the appropriate number. Please refer to the table below for the most important phone numbers for reporting any such situations at Schiphol.

<table>
<thead>
<tr>
<th>Soort Melding</th>
<th>Te bellen nummer</th>
</tr>
</thead>
<tbody>
<tr>
<td>To report fire, accidents, any suspicious, dangerous or life threatening situations, environmental incidents or any incidents involving hazardous substances</td>
<td>+31 (0)20 601 2222</td>
</tr>
<tr>
<td>• To report incidents and unsafe situations at the airport</td>
<td>+31 (0)20 601 2555 (regie centrum)</td>
</tr>
<tr>
<td>• To report malfunctions, damage and leaks in the Terminal</td>
<td></td>
</tr>
<tr>
<td>To report incidents and unsafe situations at Airside</td>
<td>+31 (0)20 601 2116</td>
</tr>
<tr>
<td>Security occurrences (left baggage etc.)</td>
<td>+31 (0)20 601 3000</td>
</tr>
<tr>
<td>Loss of a Schiphol Pass (during office hours – Badge Center)</td>
<td>+31 (0)20 601 2626</td>
</tr>
<tr>
<td>Loss of a Schiphol Pass (outside office hours – Security Control Centre)</td>
<td>+31 (0)20 601 3000</td>
</tr>
<tr>
<td>Baggage Area:</td>
<td></td>
</tr>
<tr>
<td>To report malfunctions</td>
<td>+31 (0)20 601 2662</td>
</tr>
<tr>
<td>Upon entering Technical Area’s</td>
<td></td>
</tr>
<tr>
<td>Unmanaged, incorrectly treated (contents of) baggage</td>
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</table>
2 Schiphol’s security areas

2.1 Introduction

Amsterdam Airport Schiphol strives for a safe environment for everyone. Passengers and employees will be checked at various locations, such as at the staff entrance in the terminal.

You are checked at the security filters to see if you are carrying any dangerous objects. Everyone must go through these checks, whether young or old, male or female, security officer or captain of an aircraft. In addition, security staff check the goods that you want to take with you, such as hand or hold baggage or tools.

We try to prevent attacks on our airport and aircraft by these means and our other security measures.

Amsterdam Airport Schiphol believes that a safe environment is important, but there are mandatory security measures required by the Dutch and international governments, which regularly check whether Schiphol’s measures are in order.

2.2 Security Areas

Amsterdam Airport Schiphol is divided into the following security areas:

Airside (protected areas):
- Security Restricted Area – Critical Part (from now on, referred to as SRA-CP)
- Non-Security Restricted Area (from now on, referred to as Non-SRA)
- Demarcated Area

Landside (secured areas):
- Secured Premises by Amsterdam Airport Schiphol (secured by Amsterdam Airport Schiphol)
- Secured Premises by sector parties (company-secured areas by sector parties)
- Public area

These security areas are described in Chapter 5 of the Access policy for Protected and Security Restricted Areas at Amsterdam Airport Schiphol.
# 3 Schiphol’s passes and tests

## 3.1 Types of passes

There are various types of passes for people and vehicles in use at Schiphol that provide access to the various security areas.

The number of people with access to these areas is limited as much as possible. Only people who work here regularly and who meet the legal and Schiphol requirements will receive a Schiphol Pass.

The colour and letter coding of the pass indicate to which areas you have access, as indicated briefly in the overview below.

### Colour

<table>
<thead>
<tr>
<th>Colour</th>
<th>Authorisation area</th>
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<tbody>
<tr>
<td>Green</td>
<td>Non-SRA and SRA-CP (only IN the Terminal and crew centre)</td>
</tr>
<tr>
<td>Blue</td>
<td>SRA-CP (only OUTSIDE the Terminal c.q. perimeter roads)</td>
</tr>
<tr>
<td>Orange</td>
<td>Non-SRA and SRA-CP (as well as inside as outside c.q. Terminal / perimeter roads and crew centre)</td>
</tr>
<tr>
<td>Grey</td>
<td>Secured Premises by AAS (only Business Park Schipol-East)</td>
</tr>
<tr>
<td>White</td>
<td>Secured Premises by AAS and Secured Premises by Sector Parties</td>
</tr>
</tbody>
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### Letter

<table>
<thead>
<tr>
<th>Letter</th>
<th>Authorisation area</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Airside</td>
</tr>
<tr>
<td>P</td>
<td>Airside</td>
</tr>
<tr>
<td>A</td>
<td>People who hold this authorisation are exempt from the security checks</td>
</tr>
<tr>
<td>Black dot</td>
<td>Airside: Demarcated Area Support (only Business Park Schipol East)</td>
</tr>
</tbody>
</table>

Detailed information about other types of passes (vehicle passes, project passes, etc.), visit: [Types of Schiphol Passes](#)

There are also Schiphol Passes for visitors. There are no photos on these passes. Just like staff, visitors must always wear their visitor's card in a visible place and must always be personally accompanied by a Schiphol Pass holder with authority to supervise. The visitor falls under the responsibility of the Schiphol Pass holder.
3.2 Types of tests

One of the conditions that you must meet for obtaining a Schiphol Pass with access to protected or protected area is the successful completion of a Safety and Security test.

If you are going to work on the platform for the first time, you must follow a Basic Safety and Security training course prior to the test.

Depending on the pass application, the Safety and Security test can consist of:
- Security Awareness Test that is mandatory for applicants for a Schiphol Pass that gives access to a protected area
- Airside Safety Test that is mandatory for applicants for a Schiphol Pass that gives access to the ring roads and / or the platforms at Schiphol
- Terminal Safety Test that is mandatory for applicants for a Schiphol Pass that gives access to the Terminal.

3.3 Schiphol Pass web page for information

You can find all the information and forms you need to apply for a Schiphol Pass and the training courses and tests to be taken online at: all passes for personnel.
4 Schiphol’s security controls

4.1 Screening for prohibited items

All people, brought objects (such as hand or checked baggage, but also including jackets and umbrellas), goods and vehicles entering the Airside SRA - CP are checked for the presence of prohibited objects to prevent them from entering Airside SRA - CP and possibly later on board an aircraft.

Examples of prohibited items are:
- Blade weapons: knives, daggers, sabres, swords, rapiers.
- Firearms: pistols, guns.
- Objects that look like a firearm, such as lighter-shaped pistols.
- Sharp or pointed objects: screwdrivers, pocket knives, scissors, chisels.
- Blunt objects: baseball bats, hockey sticks, golf clubs.
4.2 Screening of passengers and staff

All people (passengers, staff and crew) are checked for prohibited items before they enter the Airside SRA-CP from Schiphol.

Human checks take place using a metal detection gate or a security scanner and may also include a physical search by security personnel.

Women are always searched by female security guards and men are always searched by male security guards.

You must always follow all instructions from the security personnel. If you do not want to use the security scanner, you can indicate this to the security officer.

It is also important that objects that you need to perform your work, but that you can expect to be prohibited in protected areas, report to the security personnel prior to the security check.

Also, never leave these items unattended in the Airside SRA - CP.

Never take presents or packages for and from others through the security check.

4.3 Screening of goods

Goods brought from passengers and staff and crew (hand baggage) are checked for prohibited items prior to access, for example by means of X-ray equipment.

This equipment shows whether the hand luggage contains prohibited items such as weapons or explosives.

Inventories that enter the Airside SRA-CP, such as products for the See Buy Fly stores, are also checked before they enter the store or hospitality industry.

Checked baggage is also checked for prohibited items or other hazardous substances before it is taken on board an aircraft.

4.4 Screening of vehicles

People with vehicles can get access to the ring roads and platforms of Schiphol via the checkpoints of Schiphol.

Vehicles must be equipped with Schiphol Vehicle Pass, Schiphol Vehicle Day Pass or a Schiphol Vehicle Day Card.

For unguided access to these areas, there must be a permanent logo on both sides of the vehicle which meets the dimensional requirements as determined. The security staff at the checkpoint checks the vehicle and all passengers for the correct access documents and for not having prohibited items in their possession.
5 Rules for use of the Schiphol Pass

5.1 Rules for use of Schiphol Pass

The Schiphol Pass is a strictly personal admission ticket. Only the pass holder can obtain rights with this pass. The card holder is the person whose name is stated on the pass.

The conditions of use of Schiphol Passes and the sanctions policy for pass holders who violate the rules are described in the document: Schiphol Pass Conditions for People

The following rules apply to the use of your Schiphol Pass:
- Always display your Schiphol Pass clearly when in the Airside Security Restricted Area - Critical Parts, Airside Non-Security Restricted Areas, Airside Demarcated Areas or Landside Secured Premises by A.A.S. and ensure that others do too.
- Never lend your Schiphol Pass to anyone else.
- Never allow someone to tag along with you on your Schiphol Pass. For instance, do not let people through a door or into a lift.
- Do not use the Schiphol Pass outside working hours or for personal ends. For instance, you are prohibited from using the pass to wave off or collect friends or family from a gate.

5.2 The correct Schiphol Pass

Employers must ensure that their employees have a Schiphol Pass for the areas in which they are employed.

5.3 Abuse of a Schiphol Pass

In the event of unlawful use of the Schiphol Pass, an airport official can immediately take it or block it without stating reasons.

The pass is not returned (immediately), but the HSE Office department at Schiphol will contact you. An administrative processing follows or - if a violation has been established - a session of the sanctioning committee. A possible sanction is determined at that time.

5.4 Reporting the loss of your Schiphol Pass

If you lose your Schiphol Pass you must report this immediately to the Badge Centre (during office hours) on telephone no. +31 (0)20 601 2626 and;
Outside office hours to the Security Control Centre on telephone no. +31 (0)20 601 3000.
6 Enforcement and sanctions

6.1 Why Enforcement

It is likely that dangerous situations would soon arise without safety and security rules. These rules will unfortunately be broken at times, which is why Amsterdam Airport Schiphol has established enforcement measures and sanctions related to the Safety and Security rules.

6.2 Oversight (supervision)

Security staff and officials appointed by Amsterdam Airport Schiphol provide supervision at the airport to ensure that rules are adhered to. These individuals can stop you for violating a rule and report you. They will provide identification upon request.

6.3 Violation of the rules

If you violate the rules, your Schiphol Pass will be confiscated by an Amsterdam Airport Schiphol supervisor until further notice.

For safety violations, supervisors will issue a written warning.

Upon detection of a very serious safety violation by a supervisor within the designated airport area, you must report to the Team Manager Authority, and in his/her absence, the Flow Manager Passengers (FMP - Terminal) or the Flow Manager Aircraft (FMA - Airside). Your Schiphol pass will be confiscated, so you will not receive your pass back (immediately).

You can read more information about measures for violations and sanctions in the Schiphol Admission Regulations.

6.4 Dealing with violations

An administrative settlement or a session of the Sanctions Committee takes place where a possible sanction is determined. The sanctions that can be imposed vary from a conditional sanction to the permanent withdrawal or blocking of the Schiphol Pass.

The types of infringements to be sanctioned by the "Schiphol Rules" or "Schiphol Admission Regulations" and the possible sanctioning measures that may be taken by the Corporate Security and Security Compliance Department or the Schiphol Sanctions Committee are laid down in Chapter 7 of the Schiphol admission regulations.
7  Schiphol Regulations

7.1  Introduction

This chapter sets out the most important Schiphol regulations pertaining to your completion of the Safety and Security Test. It also provides further explanation of certain rules and other important additional information.

7.2  Schiphol’s general codes of conduct

Mandatory

At Schiphol you are required to:
Behave in accordance with the Schiphol Regulations and other rules that apply at Schiphol.
Always adhere to instructions given by Amsterdam Airport Schiphol staff, security companies contracted by Schiphol, in-house emergency response teams, Customs, Dutch Border Police (Koninklijke Marechaussee), Fire Service, ambulance staff and other emergency services.

Report any of the following issues to the Aerodrome Operator:
- Accidents
- Safety and environmental incidents
- Incidents involving hazardous substances
- Suspicious situations
- Dangerous situations
- Damage to Amsterdam Airport Schiphol facilities.
- Limit as far as possible any damage arising from leaks from aircraft, vehicles etc, taking into account your personal safety.
- Clear up any waste immediately and dispose of it as directed by Amsterdam Airport Schiphol.
- Keep dogs tied or on a short lead
- Hand in any lost property you find as quickly as possible to Amsterdam Airport Schiphol’s Lost Property department.
Prohibited
At Schiphol you are prohibited from:
- Misusing your Schiphol Pass:

Doing anything or failing to prevent anything
- That disrupts public order or safety
- That may cause personal injury
- That may cause damage to businesses or the environment
- That may cause a hindrance or dangerous situation. Congregating in large groups.
- Being under the influence of alcohol or drugs. Veering off designated roads or paths.
- Feeding birds or doing anything (or failing to do something) which could attract birds or other wildlife. For instance, always throw food waste into waste bins rather than on the ground.
- Smoking in the terminal, the baggage areas or airside.
  Note! The use of electronic cigarettes is also prohibited in these areas.
- Lighting a fire or setting off fireworks.
- Using fire detection, fire protection or fire extinguishing equipment without good reason,
- or compromising the workings or accessibility of the equipment.
- Parking, cleaning, repairing, stowing etc any vehicles or equipment outside of the areas designated for this purpose by Amsterdam Airport Schiphol.
- Parking or stowing any vehicles or equipment within three metres of a perimeter fence.
- Using any Amsterdam Airport Schiphol operating equipment for any purpose or in any way other than that prescribed by Amsterdam Airport Schiphol.

Prohibited without permission from A.A.S.
Unless you have permission from Amsterdam Airport Schiphol, you are prohibited from:
- Moving or passing through cordons.
- Addressing large groups or creating propaganda. Holding gatherings, events, demonstrations etc. Putting up advertising hoardings or posters etc. Collecting or peddling items.
- Making photo, video or film recordings not for personal use, or which are to be shared with third parties.
  Engaging in commercial activities.
- Disposing of waste materials in the drains or any surface water.

7.3 Security awareness
- Always lock office, operational and technical spaces securely and store confidential documents safely in a secured cabinet.
- Do not answer any questions about security measures from strangers.
- Remain alert to anything that appears to be out of the ordinary, such as suspicious behaviour among passengers or staff members, unattended baggage or damaged fencing etc.
7.4 Fire safety and escape routes

Unless you have obtained prior written permission from Amsterdam Airport Schiphol (A.A.S.), never carry out any work with possible flammable effects, such as welding, sharpening etc which can produce flames, smoke or dust. You must obtain permission for such works three days in advance by contacting +31 (0)20 6012422.

Once the works have been completed, you must declare this by contacting the same number. +31 (0)20 6012422.

You are not to leave the area until the completed work has been checked by A.A.S.

- Never light open flames, for instance by lighting candles or fireworks.
- Never use festive and decorative elements that are insufficiently fire-resistant.
- Never block fire escapes or escape routes and never block the closure of automatic fire doors or roll-down shutters. Do not, for example, prop self-closing doors open with waste containers or other obstacles.
- Set up emergency signage in the event of any works causing emergency escape signs to be blocked or the escape route to be altered. If works block escape routes, set up an alternative route.
- Ensure that in-house emergency response team cabinets and fire protection equipment such as fire hydrants, fire extinguishers, fire hoses, fire alarms, smoke alarms, sprinklers etc are always useable and never misuse these facilities. For instance, never hang objects on sprinklers and never paint or disguise sprinkler heads.
- Hazardous substances are to be stored exclusively in the specially designated areas, and then only upon written consent from A.A.S.

7.5 Waste

If waste is not properly disposed of, it can cause Foreign Object Damage to aircraft engines and lead to serious accidents or expensive repairs. Therefore:

- Always tidy up any waste and dispose of it in the appropriate bins and containers.
- Never throw waste down from any stairs, including aircraft steps.
- You must ensure that any construction or demolition waste is disposed of.
7.6 Carrying out works

You are prohibited from carrying out any works on or below Amsterdam Airport Schiphol’s grounds or in its buildings unless you have written permission to do so. Your client contact at Amsterdam Airport Schiphol will be able to tell you the conditions for carrying out any works and the kind of permit or permits you will need.

All Technical (TVA) and Operational (OVA) permits for the entire Schiphol Airport are applied for in Kermit.

You can also request more information about which permits are required and how to obtain them via the permits e-mail address of the Central Registration Office for Permits of Schiphol: vergunningen@schiphol.nl

The "Conditions for exemption from digging ban" indicates how you can obtain an exemption from the digging ban for carrying out work in the underground of Schiphol. All information regarding an exemption from the excavation ban can be found on this page: Only dig with an exemption. Or e-mail to Work Coordination Airside

7.7 Terminal Rules

Mandatory

When in the terminal, you are required to:
- Give way to pedestrians when travelling in electric vehicles or work equipment (EVW).
- Park any EVW at the parking or loading spaces designated by Amsterdam Airport Schiphol.

Prohibited

In the terminal, you are prohibited from:
- Smoking. Smoking is also prohibited around the entrances to the terminal building. Smoking is permitted only in the specially designated areas for passengers and staff designed for that purpose.
  
  Note! Staff are not permitted to smoke in passenger smoking areas.
- Using substitute smoking products such as electronic cigarettes and similar products containing nicotine or any other substance. The use of these products is also prohibited in the vicinity of the entrances to the Terminal building and in the spaces for passengers and staff furnished as smoking zones and designated as such.
- Drinking alcohol outside of catering outlets.
- Using bags or jackets that could be used to facilitate shoplifting.
- Leaving vehicles unattended and/or with their engines running unnecessarily.
- When operating an EVW you are prohibited from:
  o Sounding a horn
  o Exceeding a speed limit of 8km/hour
  o Carrying more passengers than the number of seats available per EVW
  o Parking for more than 20 minutes outside of the parking or loading spaces designated by Amsterdam Airport Schiphol.

The rules and regulations for using EVWs are set out in the Regulations and Requirements governing the Use of Electrically Driven Vehicles and Machines in and around the Terminal (Regels en eisen voor gebruik elektrische voer- en werktuigen in en om de Terminal) and can be found on the Manuals and Regulations website, as an Appendix to the Schiphol regulations.


Prohibited without permission of A.A.S.
While in the terminal, unless you have permission from Amsterdam Airport Schiphol, you are prohibited from:
- Roller skating, skating, stepping, cycling etc.
- Using (electrically driven) vehicles and equipment.
- Breaking open any fire retardant panels marked with ‘Brandscheiding 60 minuten w.b.d.b.o’ (‘Fire retardant panel, 60-minute resistance to fire penetration and spread’).

7.8 Access to the Terminal
The terminal is closed to everyone between midnight (24:00) and 4:00 am. At this time, only passengers and train passengers with a valid ticket may enter the terminal, along with Schiphol Pass holders who need access to the terminal for work.

7.9 Flammable works (hot work)
Do you have to perform fire-hazardous work? Then apply for permission no later than three days in advance using the application form for carrying out fire-hazardous work in the Terminal. Fire-hazardous activities include activities such as welding, grinding and all other activities for which fire detection or sprinklers must be switched.

The Hot Work Permit can be requested via asm_hwp@schiphol.nl and more information about so-called Hot Work can be found here: Hot Work

7.10 (Re)Construction and Maintenance
Never carry out construction, reconstruction and demolition works in the terminal without:
- The required construction, demolition and environmental permits,
- Prior written permission for a work permit via de portal KERMIT.
Attention! The work permit must be present at the work location and be shown at the request of officials at Amsterdam Airport Schiphol.

7.11 Access to Terminal roof
The roof of the Terminal may be accessed only with permission from the Amsterdam Airport Schiphol Control Centre.

7.12 Report malfunctions and damage
Any malfunctions, damage, leaks etc must be reported immediately to the Amsterdam Airport Schiphol Control Centre by calling +31 (0)20-6012555

7.13 Tenants

Mandatory
Tenants and/or users of any spaces in the terminal are required to:
- Use the area exclusively for the purpose and in the manner described in the lease.
- Report the presence of any hazardous materials, objects and installations in the hired space to Amsterdam Airport Schiphol.
- Ask permission from Amsterdam Airport Schiphol before connecting any non-standard electric equipment and installations such as household equipment, heating and/or burning equipment.
- Take account of the permitted floor load.
- Maintain a gap of at least 50cm between the sprinkler installation and any goods, racks or cupboards placed below it.
- Maintain a gap of at least 30cm between smoke detectors and any goods, racks or cupboards placed below it.

**Prohibited**
Tenants and/or users of spaces in the terminal are prohibited from:
- Overloading the electrical system by, for example, connecting too many pieces of equipment.
- Subleasing without prior written consent from Amsterdam Airport Schiphol.

### 7.14 Waste disposal
You can take any separated waste to the waste compacting units on Expeditiestraat and Transportstraat

**Note!** *Do not dispose of building or demolition debris and large quantities of bulk waste in the waste compacting spaces.*

You can bring bin bags containing smaller waste materials to the wheelie bins on the ground floor of the following locations: B8, D11, E20 (bus station), F10, G4 and the toilet blocks at Delifrance (outside), Departures 1 (outside) and Panorama restaurant (supply closet).

To dispose of any building or demolition debris, large quantities of bulk waste or small quantities of hazardous waste, contact waste processing on +31 (0)20 601 4070.

### 7.15 Use of Expeditiestraat and Transportstraat
Parking is prohibited on the Expeditiestraat and Transportstraat and at loading/unloading quay 1. This area is for loading/unloading only.

Appropriate authorisation is required for access to Expeditiestraat and Transportstraat.
7.16 Baggage area rules

Mandatory
In the baggage areas, you are required:
- To use the handbrake when parking a vehicle.
- To use dipped lights when driving a vehicle.
- To adhere to the same traffic rules as on public roads, unless instructed otherwise. Take particular care in following the rules for right of way and adhere to the prescribed driving routes, unless instructed otherwise.
- To wear a seat belt if these are available in the vehicle you are using. Please note that this applies to operators as well as passengers.
- To wear High Visibility Clothing (HVC) that complies with the EN ISO 20471:2013 standard. This does not apply to staff members working in the baggage control area and closed offices spaces.
  
  Attention! The requirement to wear HVC also applies to staff using the pedestrian routes marked with yellow dots and to visitors. Visitors to the baggage handling areas who do not have their own HVC must wear a green HVC smock bearing the text ‘BEZOEKER’ (‘visitor’) provided by the Baggage Handling Department.
- To wear safety shoes suitable for the type of work you are carrying out.
- To wear effective and properly fitting work clothing. This clothing must be close-fitting in order to prevent loose items of clothing from catching in machines or rotating components.
- To wear a bump cap or safety helmet when carrying out work in technical sections of the baggage handling areas.
- Baggage drivers who are bringing baggage to and/or from the aircraft stands must wear hearing protection and gloves.

Prohibited
- While in the baggage area, you are prohibited from: Smoking. Smoking is prohibited in the baggage area and is permitted only in the specially designated staff areas designed for that purpose.
- Using substitute smoking products such as electronic cigarettes and similar products containing nicotine or any other substance. The use of these products is also prohibited in the spaces for staff furnished as smoking zones and designated as such.
- Exceeding a speed limit of 10km/hour. You should also slow down whenever necessary, e.g. for safety reasons.
- Towing a combination of baggage carts, pallet dollies and container dollies is not permitted unless:
  - The maximum train length including the truck does not exceed 27.5 metres¹, and
  - The train does not comprise more than six baggage carts or container dollies, and
  - This does not comprise more than five pallet dollies,
  - The order of vehicles in the train is from large to small.

7.17 Use of emergency stops

Use the emergency stops in the event of immediate danger. They can be found on technical or mechanical equipment, or on a pillar or a wall.

¹ This length differs from the indicated length of Airside (30 m) due to infrastructural limitations in the baggage basement.
7.18 **(Re)construction and maintenance**

Never carry out construction and demolition in the Baggage Areas without:
- The required building, demolition and environmental permits;
- A Technical Permit for Baggage Systems approved in advance in writing and an Operational Permit for Baggage

All Technical (TVA) and Operational (OVA) permits for the entire Schiphol Airport are applied for in Kermit.

Attention: *The approved permits of the TVA (Technical Permit Application) and the OVA (Operational Permit Application) Baggage must be present at the work location and shown at the request of Schiphol officials.*

**Mandatory**
- All visitors, contractor staff, service providers, maintenance engineers etc are required to report to the Amsterdam Airport Schiphol Baggage System Control Centre before the start of any works, tours, etc and report back and sign out afterwards.
  Technical areas may be entered only with permission from the Amsterdam Airport Schiphol Baggage System Control Centre, which can be reached on +31 (0)20 601 2662.
- Always close the gates behind you when in the technical areas.
- Report any malfunctions and damage directly to the Amsterdam Airport Schiphol Baggage System Control Centre on +31 (0)20 601 2662.
- Always handle baggage and other people's belongings respectfully. If you see any bags that are open or have been left unattended, or if you notice that any bags (or their contents) are being handled improperly please report this immediately to your direct superior or to the Amsterdam Airport Schiphol Baggage System Control Centre at +31 (0)20 601 2662.
  Attention! *Never pick up such items! Leave them where they are and report them to your direct superior or to the Amsterdam Airport Schiphol Baggage System Control Centre.*
- Follow instructions and indications posted on or near equipment.
7.19 Airside rules

Mandatory

When on airside, you are required to:

- To wear High Visibility Clothing (HVC) that complies with the EN ISO 20471:2013 standard.
- *Exception: Passengers and crew members being transported / escorted to and from an aircraft. The ground handler shall remain responsible for these crew members at all times*
- Adhere to the ‘Road Traffic and Traffic Signals Regulations 1990’ (RVV).
- Give way in the following order of priority:
  1. Aircraft taking off or landing
  2. Emergency services vehicles with flashing lights and sirens
  3. Taxiing aircraft and hovering helicopters with accompanying vehicles
  4. Passengers being brought to and from aircraft on foot
  5. Towed aircraft
  6. Other vehicles.
- To be in possession of a valid driving licence or certificate, showing your personal details, for the vehicle or equipment you are driving or operating

Attention! *The personal details on the driving licence or certificate must match the details on your Schiphol Pass. If at a checkpoint you are unable to produce a valid driving licence or certificate for the vehicle or equipment you are driving or operating, you must immediately stop driving or operating the vehicle or equipment*

- Use pedestrian paths, sidewalks and pedestrian crossings marked with yellow dots on the road, if present

Attention! *On these yellow dots on the road, pedestrians do not have a priority*

- Wear seatbelts whether driving or in a passenger seat.
Mandatory (continued)
- Use low beam lamps when driving your vehicle
- Use the handbrake when parking a vehicle or ground handling equipment to prevent it rolling away
- Give way to traffic on the perimeter road when coming off the apron
- Request guidance from Airside Operations when driving a vehicle exceeding 3.8 metres in height. Request guidance from Airside Operations when driving through a tunnel in a vehicle exceeding 4.2 metres in height.

Prohibited
While on airside, you are prohibited from:
- Smoking. Smoking is prohibited on airside, including inside vehicles. Smoking is permitted only in the specially designated staff areas designed for that purpose
- Using substitute smoking products such as electronic cigarettes and similar products containing nicotine or any other substance. The use of these products is also prohibited in the spaces for staff furnished as smoking zones and designated as such
- Operating a moped and cycling, roller skating, skateboarding, stepping, etc.
- Leaving your vehicle behind unattended or with the engine running
- Crossing the wide red clearance line.  
  Exception: The aircraft tractor operator and ground equipment operator involved in a pushback procedure are permitted to cross the wide red clearance line
- Passing any signs stating ‘Levensgevaar landingsterrein streng verboden toegang’ (‘danger runway area entry strictly prohibited’), unless authorised to do so
- Drive faster than 30 km per hour on the perimeter roads
- Drive faster than walking pace on the apron(s)
- Drive faster than 15 km per hour with baggage carts and fuel supply trucks when descending:
  - The exit ramps of the viaducts in the Rinse Hofstraweg across the A4
  - The entry ramp to the Kaagbaan tunnel
  - The entry ramp to the tunnel at Apron R
  - Causing any danger on the road or nuisance to traffic.
- Using flashing lights.  
  Exception: Emergency services vehicles, aircraft operations vehicles, vehicles in the runway area, towing and push-back vehicles involved in towing or push-back operations.
Prohibited Airside (continued)

- Driving in an unsound vehicle
- Using a vehicle or equipment which does not have a functioning handbrake
- Crossing a taxiway without permission and guidance from Aircraft Operations when the limited visibility conditions (BZO) light is red. If the limited visibility conditions (BZO) light is flashing orange, you may cross if the taxiway is clear, but be cautious and give way to all vehicles on the taxiway. This is only permitted for destination traffic.

Attention! Due to jetblast you can only drive behind when you keep at least the distance of a length of two aircraft.

Attention! The limited visibility condition (BZO) lights are never green.

- Crossing aircraft taxiways other than at crossing points
- Driving from Apron B up to Pier E in a vehicle wider than 3.75 metres
- Driving with an aircraft tractor wider than 3.9 metres along the route as shown on the image below.

- Driving past the front or back of an aircraft on perimeter roads when the anti-collision lights are on.

Attention! Perimeter roads are marked on some aprons; on these roads you are also prohibited from crossing the front or back of an aircraft stand if an aircraft is parked there with anti-collision lights on.

Attention! When driving behind an aircraft, keep at least the distance at a length of 2 aircraft.

- Leaving the site of a traffic or other accident before Amsterdam Airport Schiphol staff or state officials have gathered the information that they need.
- Using plastic or foil for packaging.

Exception: Thoroughly sealed material where the foil or plastic cannot come loose and will be taken onto the aircraft unopened.

Note! It is only permitted to transport or pre-position sealed pallets and/or containers if the handling agent has taken sufficient measures to prevent plastic and foil covers from being blown away, such as covering the pallet or container with a net. Handling agents who fail to take such measures are guilty of an offence.

- Where hazardous substances are packaged as air cargo:
  - Leaving these on the apron for more than 5 hours
  - Leaving these unattended on the apron
  - Using the apron for packing, racking or filling work.

Note! The hazard stickers on the packaging will indicate the type of materials you are handling (see chapter 11, appendix 5).
Prohibited Airside (continued)
- Where Amsterdam Airport Schiphol has issued a prohibition on ground handling:
  - Carrying out any ground handling work
  - Leaving an aircraft when no passenger bridge is connected.
- Towing a combination of baggage carts, pallet dollies and container dollies is not permitted unless:
  - The maximum train length including the truck does not exceed 30 metres, and
  - The train does not comprise more than six baggage carts or container dollies, and
  - This does not comprise more than five pallet dollies,
  - The order of vehicles in the train is from large to small.
- Using unsealed baggage trolleys.

Prohibited without permission A.A.S.
While on airside, unless you have permission from Amsterdam Airport Schiphol, you are prohibited from:
- Operating an EVW
- Moving cordons
- Entering an area sealed off by gates or cordoned off in any other way
- Having or keeping any animals.

At aircraft stands - mandatory
- When entering or leaving an aircraft stand, People, vehicles and handling equipment must use the designated entry and exit ways or the adjacent perimeter road, with the exception of:
  - The pushback truck driver
  - The marshaller
  - The driver of the passenger bus.
  who are also authorised to enter and leave the aircraft stand in front of the aircraft’s nose.

At aircraft stands, the following is mandatory:
- Before the arrival of an aircraft and before the engines are started for a departing aircraft:
  - Vehicles and ground handling equipment must be placed outside the aircraft stand
  - Waste and anything else that could cause damage must be removed.
- When passengers board and disembark from an aircraft with the engines running, they must be led along the shortest and safest route accompanied by at least one employee aged 18 or over from the ground handling company or airline
- When an aircraft stand is in use, an appropriate and certified fire extinguisher must be situated in a designated space
- Fire extinguishers must be replaced after use and the Schiphol fire service immediately informed of their use (call +31 (0)20 - 6012555).
At aircraft stands – prohibited

At aircraft stands, you are prohibited from:
- Accessing the aircraft stand unless you are a member of the aircraft ground handling service
- Placing any vehicles or equipment not needed for the aircraft ground handling onto the aircraft stand
- Blocking the sightlines between an aircraft and a marshal or Visual Docking Guidance System (VDGS) operator
- Accessing the apron while an aircraft is taxiing in or out  
  Exception: The GPU in the GPU space and staff and vehicles involved in the aircraft’s parking or departure procedure.
- Accessing the aircraft stand after an aircraft has taxied in, before:
  1. The wheel blocks are in place
  2. The aircraft engines have been switched off
  3. The GPU is attached
  4. The aircraft’s anti-collision lights have been switched off.
- Stopping or parking in the red striped area of the passenger bridge.
  Exception: PCA units in the designated space and catering, service or water trucks which are performing ground handling work on the same side as the passenger bridge. This is permitted only when the orange flashing light and sound signal on the passenger bridge are switched off and the green light under the bridge is on, otherwise the bridge may move at any time.
- Stopping or parking on the red striped hydrant well sign
- Blocking passengers boarding or disembarking
  While aircraft are being refuelled, doing any of the following with air start or Ground Power Units (GPUs)
  o Placing them in the ground handling and refuelling zone
  o Starting, connecting or disconnecting them
  o Refuelling any that are in use.
- Blocking escape routes for tankers
- Blocking the emergency stops of any refuelling or hydrant system
- Crossing an aircraft stand
  Exception: People, vehicles and materials needed for performing work in an adjoining aircraft stand. In all other instances you must use the perimeter roads.
- Setting up loading and/or ground handling equipment on the apron outside of the designated aircraft stands.
  Exception: The access and exit ramps of aircraft stands not in use. Ground handling equipment may be left at these access and exit ramps while waiting for the next flight.
- Placing ground handling equipment taller than 2.25 metres in the white diagonally striped aircraft stands at (parts of) the following locations:
  - C04
  - C06
  - C08
  - C10
  - C13
  - Between C07 and C09
  - Between C09 and C11
  - Between C12 and C14
  - Between E02, E03, E04, E06
  - Between the aircraft stands on the odd numbered side of Pier B (where the equipment must also be destined for use with the next scheduled handling).
- Placing ground handling equipment taller than 3.5 metres in the white diagonally striped aircraft stands between E06 and E08 and the aircraft stands bordering on those at Pier E, Pier F, Pier G, Apron R and Apron S.
7.20 Use of GPU courses

Use GPU stand sections only for setting up a GPU and never allow a GPU and its accessory equipment to stick out beyond the GPU stand section.

Note!: *If no GPU stand section is available, the GPU must be at least two metres from the yellow lead-in line in front of the first stop line.*

7.21 Storm warning system

Schiphol has a thunderstorm alert system to warn staff of any thunderstorms above or within 5km of the airport. When thunderstorms appear, the Flow Manager Aircraft (FMA) orders a halt on ground handling services, a siren sounds for thirty seconds and orange flashing lights are displayed. Staff are then required to stop their work immediately and take shelter.

The flashing lights will remain on while ground handling is halted. Once the thunderstorm has passed the halt on ground handling will be lifted, the flashing lights will be turned off and the siren will sound again for 30 seconds.

7.22 Vehicle requirements

Your vehicle must comply with the requirements set out in the [Deel 1.1.2 - Voertuigeisen aan Airside](#) or Business Area Aviation Handbook.

Important:
- *Ensure that your vehicle is fit for purpose and is not at risk of spilling any goods, oil, fuel or other liquids*
- *Ensure you have a clear view of your surroundings and that your vehicle is clearly visible to other road users.*

7.23 Waste disposal and avoiding FOD

- Take aircraft waste to the specially designated point at Buffer G
- Take small hazardous waste items and hazardous substances to the waste compacting space on Expeditiestraat and Transportstraat or Unloading Quay 1. Always cover any exposed trolleys or baggage carts using a tarpaulin, canopy, cover etc to prevent any baggage, cargo or equipment falling off
- Dispose of any faulty or superfluous equipment according to the regulations.
7.24 Use of A.A.S. operating equipment

Always use A.A.S. operating equipment such as the decompression bunker, docking systems, 400 Hz system, passenger bridges etc according to the user instructions and regulations and only when authorized to do so.

Note: If checks reveal that you have failed to observe user instructions and regulations for the equipment and/or you are not authorized to use the equipment and/or cannot prove this authority, you must immediately stop using the equipment.
8 Occupational health and safety

8.1 Introduction
Many parties work simultaneously in one place at Schiphol. It is important that everyone adheres to the safety rules. Everyone is involved in creating safe and healthy working conditions. The employer makes agreements with his employees on how to work safely and healthily and is responsible for providing the correct personal protective equipment. The employer must also ensure that his employees adhere to the rules. The employee is obliged to work in the agreed manner and to use the work equipment and personal protective equipment in the correct manner. In addition, everyone has the obligation to report unsafe situations.

8.2 The most important health and safety rules
The most important health and safety rules are set out below:

8.2.1 Hearing protection
A number of areas at Schiphol are subject to noise impact. That noise can come from aircraft engines, technical installations or tools. If hearing protection equipment is required, there will be signs indicating this.
Attention: Noise can cause damage
- Use hearing protection equipment in the vicinity of installations and when using tools;
- Noise can reach high levels at aircraft stands.
These areas are therefore designated as noise zones and the use of hearing protection equipment is mandatory at aircraft stands.

8.2.2 Safety shoes
There are several areas where feet are at risk of injury. These include construction sites as well as ordinary working areas. There will be signs to indicate where safety shoes are mandatory.
Please Note: Heavy equipment and goods are handled at aircraft stands and in the baggage areas. When working with such equipment and goods, the use of safety shoes is mandatory.

8.2.3 Fall protection
When working at heights with little or no barrier protection, the use of fall protection measures is mandatory.
Please Note: When working on boom trucks and window cleaning installations, the use of fall protection measures is mandatory.

8.2.4 Radiation sources
X-ray equipment is used in the terminal and in the baggage area. When used appropriately, this equipment poses no extra risks.
Please Note: Always follow the safety instructions attached to the outside of all x-ray equipment.
8.2.5 Clothing requirements
High visibility clothing (HVC) is required when working on airside. For technical staff in the baggage areas, the following is applicable: only wear close-fitting clothing. Loose-fitting garments can get caught in machinery or in rotating vehicle parts.

Be Careful with:
- Ties;
- Scarves;
- Key cords (only use key cords with safety clasps);
- Wide sleeves and trouser legs;
- Other loose-fitting garments.

8.2.6 Scaffolding and scaffolding works
All scaffolding must be approved before it can be used to carry out works. Approved scaffolding will feature a label signed on behalf of the scaffolding builder and the scaffolding inspector.

Please note!
- Scaffolding (except for aluminium frames up to 2.5 metres in height) may only be built or modified by the scaffolding construction company.
- In the terminal, extra care must be taken to protect against dust and to place screens for aesthetic reasons.
- In the terminal and public areas all scaffolding (on castors and otherwise) not in use nor under supervision must be moved to a work area that has been cordoned off (or similar) and provided with a copy of the relevant WOT permit and a partition to prevent unauthorised parties (e.g. children, passengers) from climbing onto the scaffolding.
- Aluminium frames must also feature bargeboards.

8.2.7 Special work
Only authorised staff, with permission from management, may work on:
Electrical installations; radiation equipment; gas, steam or air vents.

8.2.8 Legionella
Measures are in place at Schiphol to prevent exposure to legionella bacteria.

Please Note:
- Use the instructions given at the open cooling towers.
- Use fire hoses only in the event of fire.

8.2.9 Prohibited areas
Extra rules apply to prohibited areas such as roofs, technical areas and closed-off areas. Your employer and/or client will be aware of these.

Please Note:
Only work in these areas:
- With permission from management.
- Once you are familiar with the extra rules, and
- You have followed the required precautionary measures.
8.2.10 In-house-emergency response team

Employers are required to appoint an in-house emergency response team and coordinate with partner companies in running it. Ask your manager how this service is organised at your company and in your department.

Please Note:
- Amsterdam Airport Schiphol coordinates the in-house emergency response team for the Terminal and its emergency plan applies there.
- Escape routes are indicated with the familiar rectangular grey/green signs; make a note of the escape route applicable to your department.
8.3 The Golden Rules of Safety

Things are always moving at Schiphol. While millions of travellers and tons of cargo move around the airport non-stop, hundreds of companies work with and through each other 24/7, and non-stop construction and maintenance takes place. It’s not obvious that this all happens with perfect safety. The work involves risks. It is up to all of us to take care and to minimise the chance of incidents and accidents. That’s where the Golden Rules of Safety are an important tool.

The Golden Rules of Safety stem from the most prominent risks at work and around our airport. They are important tools for working safely, so make sure you know them and always apply those rules everywhere. Safety is a shared responsibility, so always direct each other to the rules when in doubt, and talk to colleagues about unsafe behaviour. All this follows our motto: be safe for each other.

The Golden Rules for Safety are in the following sections below:

8.3.1 I am never under the influence of alcohol or drugs during work
- Never be under the influence at work
- Account for possible residual alcohol or drugs in your system
- Only smoke where its permitted
- Be aware of any side effects of medication as laid out in the package leaflet
- Report anyone who uses alcohol or drugs at work

Important: Schiphol is very strict when it comes to compliance with this rule
8.3.2 I report unsafe work
- Take action immediately in the event of an unsafe situation
- Take responsibility for the safety or yourself and others
- I report unsafe work
- Report unsafe situations immediately so colleagues can learn from them
- Discuss any safety dilemmas with a supervisor
- Accept it when colleagues address you about unsafe behaviour

8.3.3 I keep my environment clean
- Keep construction workplaces clean and waste-free
- Prevent Foreign Object Debris
- Put waste in closed containers
- Put food scraps in the appropriate bins
- Do not leave loose materials lying around (cover, fix or remove them).

8.3.4 I keep my environment clean
Passengers and visitors have as little trouble with me or my work as possible
- Keep construction areas closed
- Do not leave material unattended in passenger areas
- Minimise the risk of falling objects in passenger areas
- Take visitors and passengers around your workplace into account.

8.3.5 I use the prescribed Personal Protective Equipment (PPM)
- Follow the signs when entering construction areas
- Use only approved PPM
- Talk to each other about not wearing PPM
- Check the condition of your PPM regularly.

8.3.6 I always begin work with a Last Minute Risk Analysis
- Know what the task is
- Take all risks into account
- Make sure you do everything possible to manage the risks
- Decide if you can work safely

8.3.7 I always check electrical installations in advance to see that they are secured
- Have a responsible person (WV, VDer) determine whether equipment is and remains safe
- Install and register locks (locks) or bridges (lock-out/tag-out)
- Check the voltage supply before you start work
- Only use the correct equipment.

8.3.8 I will only enter a confined space if the right conditions are met
- Never enter a confined space without the client's permission
- Always have a security guard at the entrance
- Provide the necessary measurements
- Perform continuous measurements during welding work
- Only work with safe electrical voltage
- Provide suitable rescue, protection and communication resources.
8.3.9 I only carry out ‘hot work’ with a Fire Hazardous Work permit

- Make sure that you always have a fire extinguisher within reach
- Cover or remove flammable material
- Turn on a fire watch when you switch off a fire alarm and sprinkler system
- Make sure that there is an Emergency Response Officer in the vicinity for work involving a fire hazard

8.3.10 I work safely at heights

- Never enter rooves without Schiphol’s permission
- Build a mobile scaffold according to the user manual
- Only work on scaffolding with a scaffolding card
- Use a harness belt when edge protection is missing
- Use a harness belt when standing on a platform
- Do not use a ladder as a workspace
- Only use stairs with a support bracket
- Be aware of the risks of falling objects

8.3.11 I only dig with an ‘exemption from excavation prohibition’ permit

- Follow the instructions on the ‘exemption from excavation prohibition’ permit
- Make test slots, if necessary
- Work on contamination and non-sprung explosives (NGE) under the necessary supervision.

8.3.12 I only hoist with an approved hoist plan

- Never go under a load
- Never enter a fenced area with a hanging load
- Avoid hosting in the operational area
- Always follow the instructions
- Ensure a clear division of roles and clear communication.
9 What to do in the event of fire, accidents, incidents and suspicious or unsafe situations

9.1 How to handle a fire or accident
- Immediately report the fire or accident by calling the emergency number +31 (0) 20 - 6012222 or trigger the manual fire alarm (in the event of a fire).
- State the location and nature of the fire or accident and indicate whether there are any victims and if so how much.
- Enter your name and indicate how and where you can be reached.
- Warn the nearest emergency response officer and follow his or her instructions.
- If you have used a fire extinguisher, report this via telephone number +31 (0) 20 - 6012555. You can also report defective or empty extinguishing equipment on this number.

9.2 How to handle a suspicious situation

Situation is suspicious:
- Talk to people
- Solve the suspicious situation
- Call the emergency number +31 (0) 20 - 6012222 if you cannot do anything yourself.

Situation is dangerous:
- Call the emergency number +31 (0) 20 - 6012222 and report the situation.

Situation is life threatening:
- Remain calm
- Try to protect yourself first.
- Call the emergency number +31 (0) 20 - 6012222 and report the situation or if you have a radio:
  - Press the orange button for 5 seconds
  - follow the instructions of the control room.
- Try to help others.

When reporting, clearly state the following:
- What’s happening?
- The size
- Who is involved?
- How many victims there are?
- When the incident occurred?
- A phone number where you can be reached?

Answer all the questions asked by the emergency centre employee.
9.3 How to act if the terminal is evacuated

If it is necessary to evacuate the Terminal or part of it, you will be notified by the evacuation system. You will then hear a siren-like sound signal in the passenger areas, followed by a spoken instruction to leave the building.

You will only hear a siren-like sound signal in the non-passerger areas.

Proceed as follows:
- Stay calm and try to prevent panic
- Warn the people in your area
- Follow the escape route indicated by illuminated green escape route signs to the nearest emergency exit as fast as possible
- Follow the instructions given by the emergency services team.

9.4 Escape to Airside

In the event of an evacuation of the Terminal, it will be necessary to flee by the emergency exits to Airside then go to an assembly point on Airside as quickly as possible. The assembly point can be recognised by a green sign with 4 white arrows pointing to 4 people in the middle of the sign. Emergency services will gather everyone at the assembly points as quickly as possible and then transport them by bus to a reception location.

9.5 What to do in the event of an accident with hazardous substances

In the event of an accident with hazardous substances, always call the Emergency Centre on +31 (0) 20-601 2222. Inform them as fully as possible. Always keep an eye on your own safety.
9.6 How to perform CPR with an AED

See Chapter 11, Appendix 6 for how to use of Automatic External Defibrillators (AEDs) for CPR and where these AEDs are located in the Terminal.

9.7 How to act in the event of an environmental accident

In the event of an environmental incident, always call the Emergency Centre on +31 (0) 20 601 2222 and inform them in as much detail as possible. Try to limit damage to the environment as much as possible without endangering yourself.

9.8 How to report an incident or unsafe situation on Airside

Incident or unsafe situations on Airside should immediately be reported to the Port Service on +31 (0) 20 - 601 2116.

An unsafe situation can also be reported anonymously using the Unsafe Situation Report form. Also report suspicious objects or goods to the Port Service by calling +31 (0) 20 601 2116.

9.9 How to report criminal activities

Just like in many large cities and (air) ports, we are alert to undermining at Schiphol. Criminals then try to use the logistics and business infrastructure - in this case the airport - to smuggle drugs, people or goods, for example.

With your personal access pass you get to places where others are not allowed to go. You may also have a locker in the protected area. That makes you interesting to criminals. What may seem harmless can be valuable to criminals. Don't be tempted!

Because once you cooperate, you don't just step out. A small criminal act can have major consequences.

Your employer will work together with the Royal Netherlands Marechaussee and the Public Prosecution Service for this purpose.

What can you do to keep the airport safe and sound?

✓ Always report strange situations about yourself or others to your supervisor, or;
✓ Report it anonymously via 0800-7000 (Report Crime Anonymously);
✓ You can also report (suspected) criminal activities to the Schiphol Control Room of the Royal Netherlands Marechaussee via: +31 (0) 20-603 8222

For more information look at website: https://www.sterkeluchthaven.nl/english
10 Integral Safety Management System

10.1 Reason
Safety is a top priority at Schiphol. This requires an open culture in which we report deviations from safety procedures, implement safety improvements in a timely manner and an effort from everyone working in this sector to achieve the highest safety standards. Investigation into accidents and incidents has shown that joint risk management at the interfaces between the various organisations is an important factor in further improving safety at Schiphol.

10.2 Partners in the ISMS
Many partners work together all the time to improve safety, including the Integral Safety Management System (ISMS), Amsterdam Airport Schiphol, Air Traffic Control the Netherlands, Dutch and foreign airlines, handling companies and refuelling services.

10.3 Range, structure and method
The ISMS examines interface risks from the front of the passenger terminal to Schiphol’s airspace. The ISMS’ structure is based on the safety management principles of ICAO and EASA and is based on the management and mitigation of safety risks to an acceptable level.

The ISMS consists of a Safety Review Board (SRB) for safety policy and strategic objectives and TOP Safety Action Group (TOP SAG), where decisions are made at director level, among other things. All companies at Schiphol are welcome in the Standing Committee (SC) Ground and SC Flight to discuss safety issues.

The ISMS identify and analyse safety risks so that they can be managed. The ISMS are in addition to the existing safety management of the organisations involved.

10.4 Roadmap
The intended measures resulting from the ISMS are included in the Schiphol Safety Improvement Roadmap. Implementation of these measures then takes place in the relevant organisations, which is followed by an ISMS evaluation.

For the roadmap, visit www.integralsafetyschiphol.nl/

Contact the ISMS at ISMS@schiphol.nl.
11 Attachments

This pocket guide contains the following appendices.

Appendix 1       Abbreviations and terms
Annex 2          Transit points
Annex 3          Marks on the VOPs
Annex 4          Markings on the platforms
Appendix 5       Signs and symbols for ARBO and rescue/escape Command signs, prohibition signs, rescue/escape warning signs.
Annex 6          Hazard labels
Annex 7          Use and positions of AEDs
                                 CPR schedule with AED
## Attachments 1 – Abbreviations and terms

<table>
<thead>
<tr>
<th>Afkorting/begrip</th>
<th>Betekenis</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.A.S</td>
<td>Amsterdam Airport Schiphol</td>
</tr>
<tr>
<td>A.E.D.</td>
<td>Automatic External Defibrillator</td>
</tr>
<tr>
<td>Airside</td>
<td>The part of the airport area that is used for the landing, take-off, taxiing, towing, parking and handling of aircraft, including by-pass and service roads; and related other paved and unpaved parts, and requires a specific authorisation on the Schiphol Pass or a crew I.D.</td>
</tr>
<tr>
<td>Airside Demarcated Area’s</td>
<td>Restricted accessible areas designated for this purpose by the operator as a delimited zone, which are not public and which are subject to full access control</td>
</tr>
<tr>
<td>Anti-collision light</td>
<td>Red flashing lights below and on top a plane.</td>
</tr>
<tr>
<td>ARBO</td>
<td>Working Conditions</td>
</tr>
<tr>
<td>BHV</td>
<td>Business Assistance</td>
</tr>
<tr>
<td>BZO</td>
<td>Limited Visibility Conditions</td>
</tr>
<tr>
<td>CBA</td>
<td>Coordination group Management (Business) Aviation manuals</td>
</tr>
<tr>
<td>COP</td>
<td>Central Consultation for Projects</td>
</tr>
<tr>
<td>CUIP</td>
<td>Central Issue and Collection Point</td>
</tr>
<tr>
<td>EASA</td>
<td>European Aviation Safety Agency</td>
</tr>
<tr>
<td>EVV</td>
<td>Electric vehicle or tool</td>
</tr>
<tr>
<td>Exploitant</td>
<td>The limited liability company ‘N.V. Luchthaven Schiphol’ and the designated (legal) persons.</td>
</tr>
<tr>
<td>FMA</td>
<td>Flow Manager Aircraft; the officer who is responsible for the daily operational state of affairs at Airside.</td>
</tr>
<tr>
<td>FOD</td>
<td>Foreign Object Damage; damage to aircraft due to litter.</td>
</tr>
<tr>
<td>FOD</td>
<td>Foreign Object Debris: the presence of litter or the presence of unintended objects in the movement area can result in damage</td>
</tr>
<tr>
<td>GPU</td>
<td>Ground Power Unit; mobile power supply for parked plane</td>
</tr>
<tr>
<td>GSE</td>
<td>Ground Service Equipment</td>
</tr>
<tr>
<td>Havendienst/Port Service</td>
<td>The business unit of the operator, which is responsible for the daily supervision of good order and safety within the airport area, the installations and buildings and the admission and coordination in the landing area, the platforms and the peripheral roads</td>
</tr>
<tr>
<td>Afkorting/begrip</td>
<td>Betekenis</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>HVC</td>
<td>High-Visibility Clothing</td>
</tr>
<tr>
<td>HSE-O</td>
<td>Health Safety Environment Office</td>
</tr>
<tr>
<td>Incident</td>
<td>unforeseen event, disruptive event</td>
</tr>
<tr>
<td>Landing site</td>
<td>That part of an airport, with the exception of platforms, intended for the take-off, landing and taxiing of aircraft.</td>
</tr>
<tr>
<td>Landside Secured Premises by A.A.S.</td>
<td>Restricted accessible areas for that purpose have been designated by the operator and are safeguarded from the point of view of the continuity of SNBV’s business operations, other than from the point of view of guaranteeing the safety of civil aviation.</td>
</tr>
<tr>
<td>Non-Security Restricted Area</td>
<td>The area designated by the operator, based on the legal obligations of the operator to grant access only to persons who have a valid ticket, Crew ID or airport ID.</td>
</tr>
<tr>
<td>Pass holder</td>
<td>The natural person to whom a Schiphol Pass for people has been issued.</td>
</tr>
<tr>
<td>PCA</td>
<td>Pre-conditioned air</td>
</tr>
<tr>
<td>Periferiehek/Periphery Fence</td>
<td>The fence that indicates the boundary between protected and non-protected area.</td>
</tr>
<tr>
<td>Platform</td>
<td>That part of the airport intended for the preparation and handling of aircraft for the purpose of allowing passengers to board or disembark loading or unloading mail or cargo, taking fuel, parking or performing maintenance work.</td>
</tr>
<tr>
<td>Publiek gebied/Public area</td>
<td>The parts of the airport area that are accessible to the public.</td>
</tr>
<tr>
<td>Randwegen/edge roads</td>
<td>The roads, located along the platforms</td>
</tr>
<tr>
<td>RDW</td>
<td>Rijksdienst voor het Wegverkeer/Department of Road Transport</td>
</tr>
<tr>
<td>Regiecentrum/Control Centre</td>
<td>The business unit of the operator responsible for managing the processes in the terminal complex, the access roads and parking areas and the alerting of fire brigade and ambulances during an incident or disaster within the airport area.</td>
</tr>
<tr>
<td>Rijbaan/Taxiway</td>
<td>A part of the landing area, paved or not, intended for landing on the ground moving aircraft.</td>
</tr>
<tr>
<td>RTS</td>
<td>Schiphol Admission Regulations; conditions for companies and organisations that have access want to obtain Airside Security Restricted Area - Critical Parts, Airside Non Security Restricted Areas, Airside Demarcated Areas and/or Landside Secured Premises by A.A.S. at Schiphol Airport.</td>
</tr>
<tr>
<td>Abbreviation/term</td>
<td>Meaning</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Schiphol Pass for people</td>
<td>An admission ticket issued by the operator for access to the Airside Security Restricted Area - Critical Parts, Airside Non-Security Restricted Areas, Airside Demarcated Areas and / or Landside Secured Premises by A.A.S. below Schiphol pass for people is also understood to mean information provided by the operator Schiphol Day Pass and Schiphol Visitor Pass.</td>
</tr>
<tr>
<td>Security Restricted Area’s</td>
<td>Areas that have been restricted for security reasons designated by the operator and have been designated as non-public, and which are subject to full access control to ensure the security of civil aviation. Staff can only work in SRA perform a background check took place, after which a statement of no objection can be submitted.</td>
</tr>
<tr>
<td>Security Restricted Area –</td>
<td>Critical parts of security-restricted areas the airport in which all people are checked for the presence of prohibited item, and for which access is strictly controlled.</td>
</tr>
<tr>
<td>Critical Parts</td>
<td></td>
</tr>
<tr>
<td>Tankzone/refuelling zone</td>
<td>An area with a radius of 6 meters, calculated from the filling and ventilation opening of aircraft and refuelling equipment.</td>
</tr>
<tr>
<td>Terminal (complex)</td>
<td>The terminal building of Schiphol Airport, which encompasses the arrival and departure halls, lounges and piers, as well as Schiphol Plaza, WTC passage, Expeditiestraat and Transportstraat, the baggage areas and Crew Centre.</td>
</tr>
<tr>
<td>TRE</td>
<td>Terminal Real Estate</td>
</tr>
<tr>
<td>VDGS</td>
<td>Visual Docking Guidance System; a parking system for aircraft</td>
</tr>
<tr>
<td>VOP</td>
<td>Aircraft parking place; a marked area on the platform intended for the parking and/or handling an aircraft.</td>
</tr>
<tr>
<td>WBDBO</td>
<td>Resistance to fire spread and fire spread.</td>
</tr>
<tr>
<td>WOT</td>
<td>Working Consultation Terminal</td>
</tr>
</tbody>
</table>
Attachment 2 – Security passages
Attachment 3 – Marks on the VOP’s
## Attachment 4 – Platform markings

The most important markings on the platforms are given in the overview below.

<table>
<thead>
<tr>
<th><strong>Aircraft driving line:</strong></th>
<th>![Aircraft driving line image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A solid yellow line that indicates the driving route from an airplane to an installation location.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Wide red clearance line:</strong></th>
<th>![Wide red clearance line image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 60 cm wide solid red line that indicates the limit between the platform and the runways for aircraft.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Airplane clearance line:</strong></th>
<th>![Airplane clearance line image]</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 20 cm wide solid red line that guarantees that aircraft have enough space when entering and leaving an installation site.</td>
<td></td>
</tr>
</tbody>
</table>
**GPU box**

A 170x380 cm rectangular box indicated by white lines. The text in the box is “GPU ONLY”. The GPU is drawn up in this course. A GPU course is not present on all VOPs. If no GPU set-up compartment is present, one GPU may be set up on the platform, at least two metres away from the yellow cut-in line for the front stop line.

**Entry and exit platform as well waiting position before arrival**

An area with a white dashed centre line with directional arrows and shark teeth. The area also serves as a waiting position for handling equipment for the arriving flight.

The area is intended as an escape route during the handling and must be kept free.

**Passenger bridge movement area:**

One with red diagonal (oblique) dashed area within which a passenger bridge can move.
### Aircraft Handling Area:

One marked with red lines area for drafting and handling an aircraft.

### GSE essay compartment / parking area for equipment:

An area indicated by white solid lines for the installation or parking of handling equipment or cargo.

### Storage compartment for equipment with limited height:

An area between the parking locations indicated by white diagonally dashed lines.

### Parking ban

Indicated by:
- Red shaded area
### Parking ban
Indicated by
- White cross with letters ‘NP’

### Hydrant well:
A red square with red diagonal stripes that the position indicates the presence of a hydrant well

### Fire extinguisher:
One marked with a red circle setup position of a fire extinguisher under the fixed part of a passenger bridge or in the immediate vicinity of a VOP in places where no passenger bridge is present
**Crossing:**

An intersection of an aircraft lane with a ring road or a platform indicated by white block lines. A crossing is always provided with a stop line, a BZO light and a sign with inscription "Stop passing aircraft".

**Attention:** Only permitted for destination traffic

---

**Border landing area:**

A sign with the text “Danger of death on the landing area: strictly forbidden access” indicated boundary of the landing area.
Attachment 5 – Signs and symbols for health and safety at work and rescue

Safety signs

- Safety helmet required
- Safety gloves required
- Hearing protection required
- Safety shoes required
- Safety visor required
- Safety glasses required
- Fall protection required
- HVC clothing required
Prohibition signs

- No Smoking
- No open flame; Fire; open ignition source and smoking prohibited
- Do not extinguish with water
- No photography
- No thoroughfare
- No activated mobile phones

Rescue

- Fire extinguisher
- Fire hose reel
- Fire alarm call point
- Fire ladder

Escape

- Break to obtain access
- First Aid
- AED
- Stretcher
- Eyewash station
- Safety shower
- Emergency Telephone
- Evacuation Assembly Point

Escape route (arrow indicates escape path)

Emergency showers are not managed by Schiphol N.V. Eyewash bottles are available at Airport Medical Services and in the de-icing vehicles.
Warning signs

- Magnetic field
- Floor level obstacle
- Drop (fall)
- Biological hazard
- Slippery surface
- Electricity
- Toxic material
- Flammable materials
- Counter rotating rollers
- Explosive material
- Fork lift trucks and other industrial vehicles
- Corrosive substances
- Overhead load
- Laserbeam
- Radioactive material or ionizing radiation
- General Warning Sign

Warning labels

- Explosives 1.1, 1.2 en 1.3
- 1.4 Explosives subclass 1.4
- 1.5 Explosives subclass 1.5
- 2.1 Flammable Gas
- 2.2 Non-Flammable Non-Toxic Gas
- 2.3 Toxic Gas
- 3. Flammable Gas
- 4.1 Flammable Solids
- 4.2 Spontaneous Combustibles
- 4.3 Dangerous When Wet
- 5.1 Oxidizing Agents
- 5.2 Organic Peroxides
- 6.1 Toxic Substances
- 6.2 Infectious Substances
- 7. Radioactive
- 8.1 Corrosive substances
- 9 Miscellaneous Dangerous Goods
- Environmentally hazardous
- Dangerous Goods marker: Lithium Battery Class 9A
Attachment 6 – AED positions and use

Posities Automatische Externe Defibrillatoren (AED)

1. Vertrek, Lounges en pieren
2. Tweede verdieping passagiersgebied
3. Horeca en Panoramaterminals

Schiphol Plaza, Aankomst, Reclame en bugates

Welcome to Amsterdam Airport

Internal classification: Public
Version 2.0, October 2020
CPR Schedule (AED resuscitation flowchart)

Reanimatieschema

Controleer bewustzijn
■ Aanspreken, schudden

Luchtweg vrijmaken
■ Kin-lift methode
■ Kin omhoog

Controleer ademhaling
■ Kijk, luister, voel
■ Max. 10 sec.

Start reanimatie
■ Geef 30 borstcompressies
■ Geef 2 beademingen
■ Ga door met reanimeren tot de AED is aangesloten.

Zet AED aan
■ Bevestig elektroden
■ Volg gesproken instructie

AED analyseert

Schok aanbevolen
■ 1 schok

Geen schok aanbevolen

Hervat direct basale reanimatie 30:2 en volg de opdrachten van de AED exact op

Onderbreek uitsluitend bij duidelijke tekenen van leven (bewegen, openen ogen, normale ademhaling)

Bel 020 – 6012222. Meld de reanimatie en locatie. Laat een omstander een AED halen.
Attachment 7 – What to do in the event of an attack

Wat moet ik doen bij een aanslag?

Bel alarmnummer Schiphol 020-6012222

Bomdreiging

Wat is een verboden verbinding of een vreemde situatie? Bij een lik oor de buurt.

Wacht even, wacht even, wacht even.

Bom, hoeveel? Hoeveel omgeving?

Bel alarmnummer, 020-6012222

Volg de instructies van belconciërge en verpleegden.

(Bom)aanslag

Ga je snel mogelijk weg van de ordeplaats.

Bekijk vies om de omgeving goed te verwarren.

Ga zo snel mogelijk weg van de ordeplaats.

Ga niet om de of om de ordeplaats, maar om de ordeplaats.

Volg de instructies van belconciërge en verpleegden.

Aanslag met vuurwapens

Geef je de tijd en het geweer!

Kijk waar je het geweer moet plaatsen!

Bell hoop in, zodat iedereen door de deur gaat!

Bell hoop in, zodat iedereen door de deur gaat!

Volg de instructies van belconciërge en verpleegden.

Aanslag met chemische, biologische, nucleaire of radiologische wapens

Poeder, rook, vloeistof of een vreemde geur zijn aanwijzingen voor chemische wapens.

Gooi het van een veilige plek de gesloten ruimte in!

Gooi een veilige plek, dat vlees in de deur!

Bell een gevaarlijke vloeistof of het water in de!'s.

Volg de instructies van belconciërge en verpleegden.

Hoe kunt u helpen?

Wij wijden ons aan het verwijderen van gevaarlijke vloeistoffen.

Bekijk of er mensen om het vlees in de deur!

Heeft u een beschrijving van deken, zout of andere informatie dat deze contacteren?
Colofon
20 oktober 2020
Until new edition
zakboek@schiphol.nl.

+31 (0)20 - 601 2222

Alarm number for:
- Fire
- Accidents
- Environmental incidents
- Suspicious, dangerous and
- Life-threatening situations