

DEFINITIEF  
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# Human Rights Policy

# Introduction

Our ambition is to create the world's most sustainable and high-quality airports. Not only is it essential to respect and maintain high awareness for human rights to reach our ambition, but it is also in line with our core values and the ethical way we want to operate. This policy is part of Royal Schiphol Group's (RSG) overarching compliance & integrity programme Mind Your Step, and more specific of our RSG Code of Conduct, as applicable for all Dutch airports in the group. This policy respects and ensures compliance with human rights and lists which human rights are in particular relevant to our airports operations (salient human right topics), with due regard to the UN Guiding Principles on Business and Human Rights. in line with the UN Guiding Principles.

We define human rights as the fundamental rights inherent to all human beings. RSG strives to respect human rights and acts in accordance with internationally recognised standards as embodied in the Universal Declaration of Human Rights, consisting of (i) the International Covenant for Civil and Political Rights and (ii) the International Convention on Economic Social and Cultural Rights, and in the ILO Declaration on Fundamental Principles and Rights at Work (1998). RSG is committed to avoid any violation of human rights. We encourage all internal and external employees and to whom else this policy applies and/or is relevant, to Speak Up and report early on, any possible violation of human rights through our reporting lines.

## Scope

Our human rights policy applies to all Schiphol Group staff (internal and external) and (business) partners. To ensure human rights are respected throughout the entire supply chain, RSG has a [supplier code](#) in place in which we state that we expect suppliers to act according to human right laws. Furthermore, RSG expects its international suppliers to comply with the OECD guidelines for multinational enterprises and that national suppliers comply with OECD guidelines where relevant.

As airport operator, RSG has a unique position in Dutch society, working together with several private and public parties in which RSG has a facilitating role in the aviation supply chain. This means that RSG does not always has a direct influence and therefore cannot in all cases be held directly responsible with respect to violations of human rights. Nevertheless, when the aforementioned situation occurs, RSG takes its responsibility by addressing the importance of this topic, playing an exemplary role, signalling when human rights are threatened and encourages the relevant third parties to undertake corrective actions.

## Salient human rights topics

RSG has performed an analysis to identify the human rights that are relevant to the organization. This analysis took place in 2021. We review and evaluate our salient issues periodically and this can result in the identification of new salient human rights topics and new measures to prevent or mitigate the violation of human rights in these areas. We frequently engage and work together with relevant stakeholders related to the individual salient topics.

All human rights reports made to RSG are processed and evaluated within the relevant department and/or programme. Currently we have identified the following salient human right topics.

## Quality of Life

Sustainability transcends the interest of our company, concerns society at large and is therefore key to our RSG Quality of Life strategy, to meet our ambition to run the most sustainable and high-quality airports. We acknowledge that it is our responsibility to carry out our activities in such a way that it is well-considered and safe for our local communities, the environment, and our employees. RSG aims to reduce the negative impact on the environment and even wants to go further, by creating positive value for society – today and in the future and takes care of the wellbeing of employees, neighbours, passengers, and business partners, as well as future generations, including all relevant stakeholders. Sometimes we have a leading role in this and sometimes a facilitating role. RSG wants to realise an improved balance between airports and communities by 2030. To progress towards these goals set for 2030 and 2050, a roadmap sustainability is in place.

## Safety

Safety is essential for RSG, and safety comes first in everything that we do, it is therefore one of the enablers of achieving our ambition. We have an overarching group wide Health, Safety and Environment policy statement and several underlying policies and regulations such as the Schipholregels, Golden Rules of Safety, Health Safety Environment (HSE) Standard Schiphol for Construction and Maintenance Sites. Furthermore, we keep close track of our safety levels and safety performance at our airports.

## Labour conditions

Different factors such as working hours, wages, desired behaviour, safety at work, inclusion and work-life balance can affect our employees. We call these factors together the labour conditions and they are important in achieving our ambition as they contribute to having a robust organisation. This also means that RSG will not tolerate the use of child labour or forced, bounded and/or involuntary labour. As an employer, we apply a collective labour agreement that is constructed in cooperation with the labour unions. RSG complies with more than the minimum standards of applicable laws and regulations on multiple relevant labour condition topics. As an example, the level of the lowest wage scale is (well) above the statutory minimum. RSG also finds it important to be an attractive employer. We explicitly show this in our primary terms of employment, but also in our secondary package.

RSG seeks to manage and maintain socially responsible airports where all employees can participate on an equal basis. It is our ambition to be an organisation in which diversity and inclusion are self-explanatory. We aim to be a representation of society and our stakeholders in all layers of the organisation, and moreover we want to be an organisation in which everyone feels welcome and works in diverse teams. Our [Code of Conduct](#) shows what type of behaviour is desired and what type of behaviour is not accepted.

When outsourcing services to third parties, RSG deliberately takes on extra responsibilities. We expect, and contractually require, that our contractors comply with all legal obligations. In addition, we often set additional social requirements in tenders that our contractors must meet, to act according to the [Code of Responsible Market Conduct](#) (de Code Verantwoordelijk Marktgedrag), of which we are co-initiator of.

## Privacy

RSG respects the privacy of its passengers, employees and other stakeholders. RSG strives to ensure maximum protection of all personal data within our organisations (including our employees' personal data). RSG adheres to the GDPR privacy principles: transparency, fairness, purpose limitation, data minimisation, data accuracy, storage limitation, integrity and confidentiality. A dedicated Privacy Office supports the business, and works according to standardised procedures. The Data Protection Officer checks on privacy compliance periodically. All employees need to work according to the RSG privacy policy. For more information on RSG's processing activities, see our [privacy statements](#) on internet.

## Human dignity at our airports

All humans deserve to be treated with dignity. RSG strives to make every single person feel welcome and at ease at its airports. Our [Code of Conduct](#) describes what type of behaviour is desired and what type of behaviour is not accepted. RSG strives to include and take care of passengers during their journey at our airports, all those that work there and RSG is against any form of discrimination. The behavioural aspect of being hospitable includes non-discrimination and respectful behaviour. RSG cooperates with its stakeholders to ensure human dignity at its airports.

## Asylum seekers

Asylum seekers that enter the Netherlands by plane can report themselves to the Royal Military Police (Koninklijke Marechaussee) (KMar). To help asylum seekers, we refer them to the KMar. This can be the case for example, when asylum seekers request help before reaching border control. The asylum procedures and policies of the Dutch government apply.

## Human trafficking

RSG stands against any form of human trafficking. RSG creates actively awareness to reduce trafficking numbers. We encourage all RSG employees to be vigilant, act and provide information to the relevant authorities when suspecting human trafficking. RSG cooperates with its sector partners to fight human trafficking. For more information on this topic please refer to our human trafficking and wildlife trafficking policy.

## Reporting lines

If you come across any possible violation, please contact [integriteit@schiphol.nl](mailto:integriteit@schiphol.nl).

## Review and control

This policy is monitored through regular internal auditing and/or workplace inspections as appropriate. Suppliers will be notified of the existence of this policy to ensure that human rights are adequately respected.

This policy is periodically reviewed by Compliance & Ethics. RSG may, at any time, withdraw this policy or publish replacement or revised versions. The current version of the policy can be found on the RSG website.