Policy & procedure for baggage contingency procedure testing

Version 1.0, 1 June 2014

Efficient and care-free baggage handling in the baggage handling systems at Amsterdam Airport Schiphol.
Policy & procedure for testing of Airline and/or Handler baggage contingency procedures

Introduction
This document describes the policies and procedures that apply when Airlines and/or Handlers need to test their baggage acceptance/check-in contingency procedures at Amsterdam Airport Schiphol.

These policies and procedures assume that the testing of contingency procedures require induction of baggage items not compliant with the Baggage terms and conditions of Amsterdam Airport Schiphol (see Voorwaarden Bagage Amsterdam Airport Schiphol at http://extra.aviationonline.schiphol.nl/).

Furthermore, these policies and procedures are meant to encourage all parties involved to systematically and regularly test baggage contingency plans, be it individually or jointly.

Policy
Testing of Airline/Handler baggage contingency procedures that require non-compliant baggage items to be introduced into the baggage handling system (BHS) of Amsterdam Airport Schiphol is allowed under the following conditions:

- Baggage items shall fall within the allowed baggage dimensions;
- Baggage tags shall conform to IATA Resolution 740 or to IATA Recommended Practice 1740a: Fallback Tag;
- The test plan has been communicated to and agreed by Amsterdam Airport Schiphol following the process described below (see Procedure for communication of baggage contingency procedure testing).

Amsterdam Airport Schiphol reserves the right to cancel a planned test at any moment when the testing is deemed to be in conflict with safety or security and/or disruptive to normal operational processes at Amsterdam Airport Schiphol.

Purpose
The purpose of this policy is to enable the on-site testing of baggage contingency procedures, while ensuring normal and unhindered processing of baggage of clients not engaged in testing. Furthermore, this policy ensures that testing procedures are not hindered by maintenance or other activities in the baggage handling system, and that the necessary measures are taken to ensure the correct handling of any ‘live’ baggage items involved in testing.

Consequences of non-compliance
Non-compliance with this policy or unplanned/unscheduled testing activities may cause baggage mishandling. Amsterdam Airport Schiphol will do what is necessary, within our remit, to minimise mishandlings due to non-compliance with this policy. In this case, however, we reserve the right to redirect non-compliant baggage items out of the main baggage flow in order to minimise negative impact on normal operational baggage processes.

Continued on next page
Policy & procedure for testing of Airline and/or Handler baggage contingency procedures, Continued

<table>
<thead>
<tr>
<th>Intended audience</th>
<th>This policy is intended for all airline, handler and airport personnel involved in planning, executing and monitoring baggage contingency procedures.</th>
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<tbody>
<tr>
<td>Valid from</td>
<td>This policy is valid from 1 June 2014.</td>
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<tr>
<td>Review and revision</td>
<td>This policy is eligible for review twice yearly on or around the seasonal timetable changes, i.e. end of March and end of October.</td>
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<tr>
<td>Contact</td>
<td>In case of questions, please contact Mr M. van Gaalen (<a href="mailto:gaalen@schiphol.nl">gaalen@schiphol.nl</a>) at the Logistics and Innovation section of Amsterdam Airport Schiphol's Baggage department.</td>
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</tbody>
</table>
Procedure for the communication and execution of baggage contingency procedure testing

**Introduction**
This section describes the process steps to be followed in planning, communicating and agreeing on baggage contingency plan testing.

**Start**
This process starts at the beginning of each IATA season, i.e. twice yearly at the end of March and end of October.

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Description</th>
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| Seasonal on 31 March and 31 October¹ | The airline and/or handler provides the seasonal plan for baggage contingency plan testing via e-mail to Amsterdam Airport Schiphol’s baggage planning group at baggage@schiphol.nl. The information provided should contain:  
  - Frequency of testing  
  - Month in which testing will take place  
  - Designated flights for testing (if possible)  
  - Short outline of the test plan  
  - Required services and/or facilities  
  - Contact person  
  Based on this information, Amsterdam Airport Schiphol will state the viability of the testing and will suggest alternatives in the case of conflicting requirements. |

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| Monthly (1st week of month) | Amsterdam Airport Schiphol baggage planning group will inquire from airline and/or handler contacts (see Timeframe / Seasonal above) via e-mail for details of any planned test for the coming month. Airlines and/or handlers will be asked to provide and/or confirm the following information:  
  - Designated flight, flight time and date and flight open time  
  - Expected passenger and baggage load  
  - Example of baggage tag to be used  
  - Specific handling requirements (if applicable)  
  - Required services and/or facilities  
  - Contact person  
  As above, based on this information, Amsterdam Airport Schiphol will state the viability of the testing and will suggest alternatives in the case of conflicting requirements. |

¹ or at least 2 months in advance of an intended baggage contingency procedure test.
Procedure for the communication and execution of baggage contingency procedure testing, Continued

### Procedure (continued)

<table>
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<tbody>
<tr>
<td>Day prior to test</td>
<td>The airline and/or handler confirms the test as planned for the following day via e-mail to Operational Manager Baggage (<a href="mailto:omb@schiphol.nl">omb@schiphol.nl</a>). If no confirmation is received, Amsterdam Airport Schiphol will assume that the test will proceed as planned (see Timeframe Monthly above).</td>
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<tr>
<td>Day after test</td>
<td>Amsterdam Airport Schiphol Operational Manager Baggage will contact airline and/or handler to share evaluation of the test of the previous day, if agreed or required.</td>
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