

Pocket Guide

# Safety & Security



## Pocket Guide

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● Key checkpoints



# Contents

## Foreword

1	Preliminary information	6
2	Schiphol's security areas	10
3	Schiphol's passes and tests	12
4	Schiphol's security controls	16
5	Rules for use of the Schiphol Pass	20
6	Enforcement and sanctions	22
7	Schiphol Regulations	24
	7.1 Schiphol's general codes of conduct	25
	7.2 Terminal rules	32
	7.3 Baggage area rules	38
	7.4 Airside rules	42
8	Occupational health and safety	56
	8.1 The most important health and safety rules	57
	8.2 The 12 Golden Rules of Safety	64
9	What to do in case of fire, accidents, incidents and suspicious or unsafe situations.	70
10	Schiphol Safety Platform	76
11	Appendices	78

Appendix 1 – Abbreviations and definitions	79
Appendix 2 – Signage at the aircraft stands	86
Appendix 3 – Signage on the aprons	88
Appendix 4 – Signs and symbols relating to occupational health and safety and rescue/escape	93
Appendix 5 – Warning labels	96
Appendix 6 – AED locations	98



## 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 & Security Pocket Guide' sets out the most important safety and security regulations in force at Amsterdam Airport Schiphol.

*B.I. Otto*

**Executive Vice President &  
Chief Operations Officer Schiphol Group**

# 1 Preliminary information

## Target audience for this pocket guide

As the airport operator, N.V. Luchthaven Schiphol (NVLS) 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. Alongside the Schiphol Regulations, national and international laws and regulations also apply to everyone at the airport. 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.

## Schiphol Regulations

The Schiphol Regulations can be accessed at [www.schiphol.nl/en/schiphol-regulations](http://www.schiphol.nl/en/schiphol-regulations)

## Schiphol Admission Regulations (RTS)

The Schiphol Admission Regulations list the regulations and conditions applicable to businesses and organisations that wish to gain 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. in the course of their airport-related activities. The RTS can be accessed at [www.schiphol.nl/en/schiphol-regulations](http://www.schiphol.nl/en/schiphol-regulations).

## Manuals Business Area Aviation

A number of rules and regulations are set out in [manuals of the Business Area Aviation](#) (dutch only) in addition to the Schiphol Regulations and the Schiphol Admission Regulations (RTS). These apply to the execution of certain airside duties.

## 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. The table below shows the most important phone numbers for reporting any such situations at Schiphol.

Type of report	Phone number
To report fire, accidents, any suspicious, dangerous or life-threatening situations, environmental incidents or any incidents involving hazardous substances	+31 (0)20 6012222
<ul style="list-style-type: none"> <li>To report incidents and unsafe situations at the airport</li> <li>To report faults, damage and leaks in the terminal</li> </ul>	+31 (0)20 6012555
To report incidents and unsafe situations at airside	+31 (0)20 6012116

## Contact

Any questions or suggestions relating to this pocket guide can be sent to [zakboek@schiphol.nl](mailto:zakboek@schiphol.nl).



## 2 Schiphol's security areas

### Introduction

Amsterdam Airport Schiphol makes every effort to ensure a secure environment for everyone. Both passengers and staff are screened at various points in the airport. Take, for example, the security checkpoint at the staff entrance in the terminal. This check is intended to make sure that you are not carrying any dangerous items with you. Everyone of any age, male and female, security staff and airline captains alike must pass through this security checkpoint. In addition, security staff also screen all goods that you want to take with you, such as hand baggage, hold baggage and tools.

All of these security measures are necessary at Schiphol in view of the various attacks on airports and aircraft in the past. Schiphol has put a comprehensive set of security measures in place to prevent the possibility of such an attack.

Measures to ensure a secure environment are not only important to Amsterdam Airport Schiphol, they are



compulsory under Dutch and international law, and regular checks are carried out to ensure that Schiphol fulfils its obligations.

### Security areas

Amsterdam Airport Schiphol is divided into the following security areas:

#### Security areas

Airside Security Restricted Area - Critical Parts
Airside Non-Security Restricted Area's
Airside Demarcated Area's
Landside Secured Premises by A.A.S.

These security areas are described in Chapter 5 of the **'Toegangsbeleid beschermde en bedrijfsbeveiligde gebieden Amsterdam Airport Schiphol** (Access Policy A.A.S.)'.

### 3 Schiphol's passes and tests

#### Types of passes

Schiphol uses a variety of passes for people and vehicles to give access to Airside Security Restricted Area - Critical Parts, Airside Non-Security Restricted Areas, Airside Demarcated Areas and /or Landside Secured Premises by A.A.S. The number of people who have access to these areas is kept to a minimum. Schiphol Passes are provided only to people in regular employment at the airport and who meet legal requirements as well as Schiphol's own requirements. The colour and letter codes on a pass indicate the areas it gives you access to, as set out in brief in the table below.



Colour / letter	Area
Green	Access to the passenger areas in the terminal
Blue	Access to airside perimeter roads
Orange	Access to the passenger areas in the terminal and airside perimeter roads
Grey	Access to Schiphol-East business park
Black background on pass	Access to Schiphol-East business park
Letter B on the pass	Access to the baggage areas
Letter P on the pass	Access to the aprons

Schiphol Passes are also available for visitors. Passes for visitors do not have a photograph. Visitors, like staff members, must wear their pass so that it is clearly visible at all times, and must always be accompanied by a Schiphol Pass holder authorised to accompany visitors. The Schiphol Pass holder is personally responsible for the visitor.

#### Types of tests

One of the conditions that needs to be met to qualify for a Schiphol Pass providing access to a security-restricted area is the successful completion of a safety and security test. When applying for a pass for the first time, you will



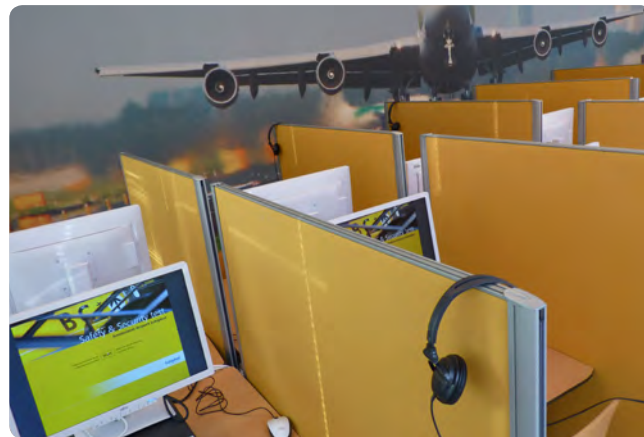
need to complete Basic Safety & Security Training before your test. Depending on the type of pass applied for, the Safety & Security test may consist of:

- A Security Awareness Test, mandatory if you are applying for a Schiphol Pass providing access to a security-restricted area.
- An Airside Safety Test, mandatory if you are applying for a Schiphol Pass providing access to the perimeter roads and/or aprons at Schiphol.
- A Terminal Safety Test, mandatory if you are applying for a Schiphol pass providing access to the terminal.



## Schiphol Pass information online

If you visit [www.schiphol.nl/en/work-at-schiphol](http://www.schiphol.nl/en/work-at-schiphol), you will find all the information and forms you need to apply for a Schiphol Pass and the training courses and tests you need to complete.

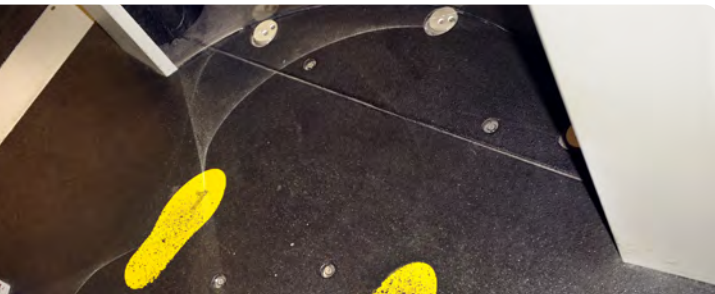


## 4 Schiphol's security controls

### Screening for prohibited items

All passengers, staff, crew, baggage, goods and vehicles entering the Airside Security Restricted Area - Critical Parts are screened for the presence of prohibited items to prevent these entering the the Airside Security Restricted Area - Critical Parts and possibly ending up on board an aircraft. Examples of prohibited items are:

- Sharp weapons: knives, daggers, sabres, foils, swords
- Firearms: pistols, guns.
- Objects resembling firearms, such as ignition guns.
- Sharp or pointed objects: screwdrivers, pocketknives, scissors, chisels.
- Blunt objects: baseball bats, hockey sticks, golf clubs.



### Screening of passengers and staff

Everyone (passengers and staff) is screened for prohibited items before they enter the Airside Security Restricted Area - Critical Parts at Schiphol. Screening takes place using a walk-through metal detector and may also include a body search carried out by security staff. Body searches are always carried out by a member of security staff of the same gender as the person being searched.

- You are required always to follow the instructions of security staff.
- If you are carrying any items which you know are likely to be prohibited in the security-restricted area, but which are necessary for you to perform your duties, you must declare them to security staff before you go through security control. Never leave such items unattended in the Airside Security Restricted Area - Critical Parts.
- Do not take any gifts or packages for others through security control with you.

Prior to boarding an aircraft, the airline checks whether each passenger has a valid boarding pass. In the event that hold baggage has been checked in for a passenger who fails to show up, the airline removes this passenger's baggage from the aircraft. This is to prevent unaccompanied baggage being detonated in the air.

## Screening of goods

- All goods carried by passengers and staff (hand baggage) must pass through an X-ray machine. This equipment can detect whether the hand baggage contains prohibited items, such as weapons or explosives.
- Supplies brought into Airside Security Restricted Area - Critical Parts, such as stock for See Buy Fly stores, are screened by security staff at the entryways.
- Prior to loading on board the aircraft, hold baggage is automatically checked for explosives or other hazardous substances and objects.
- In case of doubt, the item of luggage will be opened for searching in the presence of the passenger.
- Hold baggage is monitored continuously, both in the basement and on the apron, prior to being loaded on board the aircraft and the hold being closed.

## Vehicle screening

People in vehicles can gain access to Schiphol's perimeter roads and aprons through the vehicle checkpoints. Vehicles must have a Schiphol Vehicle Pass and a logo fixed to both sides of the vehicle. Security staff at the vehicle checkpoint will check the vehicle and all its occupants for prohibited items.

## 5 Rules for use of the Schiphol Pass

### Rules for use of Schiphol Pass

The Schiphol Pass is a strictly personal access pass. Only the pass holder is entitled to the rights granted by his or her respective pass. The pass holder is the person whose name is stated on the pass itself. 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.

### Correct Schiphol Pass

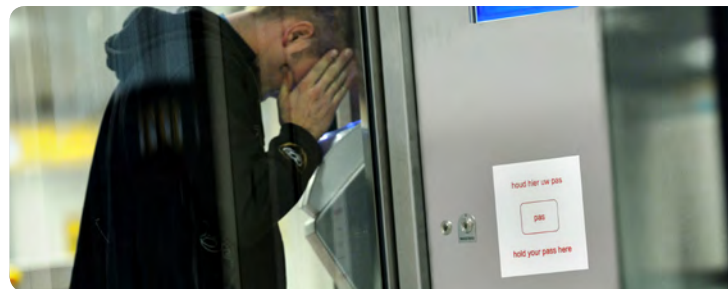
Employers are responsible for ensuring that employees have a Schiphol Pass for the areas in which they carry out their work.

### Misuse of Schiphol Pass

Misuse of a Schiphol Pass can be grounds for the pass being immediately confiscated or blocked without further justification from the airport operator.

### Reporting a lost Schiphol Pass

If you lose your Schiphol Pass you must report this immediately to the Badge Center on +31 (0)20 6012626 during office hours, or to the Security Control Center on +31 (0)20 6013000 outside of office hours.



## 6 Enforcement and sanctions

### Need for enforcement

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

### 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.

### Violation of the rules

- In the case of security violations, your Schiphol Pass will be confiscated by an Amsterdam Airport Schiphol supervisor until further notice.
- For safety violations, supervisors will issue a written warning.

- For serious safety violations in the terminal or airside, you will need to report to the Flow Manager Passengers (FMP - terminal) or the Flow Manager Aircraft (FMA - airside) and your pass may be confiscated.
- You can read more details about measures relating to violations and sanctions in the Regulations governing Access to Schiphol (RTS).

### Dealing with violations

The matter will be dealt with administratively or through a hearing of the Sanctioning Committee, which will establish any applicable sanctions. The sanctions that may be applied can range from conditional sanctions to the permanent withdrawal or blocking of the Schiphol Pass.

# 7 Schiphol Regulations

## Introduction

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

## Contents

This chapter includes the following subjects.

Chapter	Subject
7.1	Schiphol's general codes of conduct
7.2	Terminal rules
7.3	Baggage area rules
7.4	Airside rules

## 7.1 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 airport 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.

### Mandatory (Continued)

- 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.
- Entering Airside Security Restricted Area - Critical Parts, Airside Non-Security Restricted Areas, Airside Demarcated Areas or Landside Secured Premises by A.A.S. without good reason.
- 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 A.A.S. permission

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.

## 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.

## Fire safety and escape routes

- Unless you have obtained prior written permission from 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. 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 not sufficiently 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 Amsterdam Airport Schiphol.



## 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.



## 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. 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.
- You can also request information on the required permits and how to obtain them by contacting [vergunningen@schiphol.nl](mailto:vergunningen@schiphol.nl) at the Central Permits Desk at Amsterdam Airport Schiphol.
- The **Voorwaarden ontheffing graafverbod** (Terms and Conditions governing Exemptions from the Prohibition on Digging) indicate how to obtain permission to carry out underground digging works at Schiphol.

## 7.2 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:
  - sounding a horn
  - exceeding a speed limit of 8km/hour
  - carrying more passengers than the number of seats available per EVW
  - 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 **Regels en eisen voor gebruik elektrische voer- en werktuigen in en om de terminal** (Regulations and Requirements governing the Use of Electrically Driven Vehicles and Machines in and around the Terminal)

### Prohibited without A.A.S. permission

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').



## Access to the terminal

The terminal is closed to everyone between midnight and 4am. 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.

## Flammable works

Permission to carry out any works with possible flammable effects such as welding, sharpening and all other works which require fire detection or sprinklers to be disconnected must be obtained in writing three days in advance by completing the form available at [kennisbank.schiphol.nl](https://kennisbank.schiphol.nl).

## Construction, reconstruction and maintenance works

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 from the Terminal Real Estate (TRE) department at Amsterdam Airport Schiphol and,
- A written permit issued by the Terminal Works Consultation (WOT).

**Note!:** the permits issued by TRE and the Terminal Works Consultation (WOT) must be kept on site and be made available to Amsterdam Airport Schiphol officials if requested.

## Access to terminal roof

The roof of the terminal may be accessed only with permission from the Amsterdam Airport Schiphol Control Centre.

## Reporting faults and damage

Any faults, damage, leaks etc must be reported immediately to the Amsterdam Airport Schiphol Control Centre by calling +31 (0)20 6012555.

## 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.

### Mandatory (Continued)

- 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.

### Waste disposal

- You can take any separated waste to the waste compacting spaces in the 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), Departure Hall 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.

### 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 the Expeditiestraat and Transportstraat.

## 7.3 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.

**Please Note!:** 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:

### Prohibited (Continued)

- the maximum train length including the truck does not exceed 27.5 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.

### Use of emergency stops

- In the event of immediate danger use the emergency stops, to be found on technical/mechanical equipment, on a pillar or on a wall.



### Construction, reconstruction and maintenance

Never carry out construction and demolition works in the baggage areas without:

- The required construction, demolition and environmental permits,
- Prior written permission for a work permit from the Terminal Real Estate (TRE) department at Amsterdam Airport Schiphol and,
- A permit from Projects Central Consultation (COP)

**Note!:** the permits issued by TRE and Projects Central Consultation (COP) must be kept on site and be made available to Amsterdam Airport Schiphol officials if requested.

### 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 to 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 gates behind you when in the technical areas.
- Report any faults 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.

**Note!:** 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.

## 7.4 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.

**Note!:** 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.

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

### Mandatory (Continued)

- Wear seatbelts whether driving or in a passenger seat.
- Use dipped lights 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:

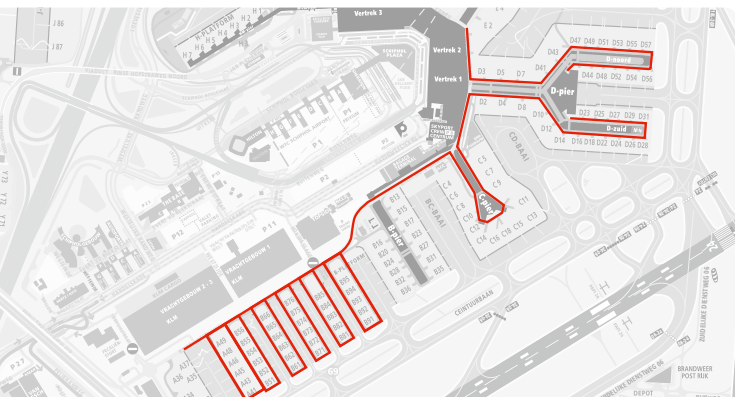
- Smoking. Smoking is prohibited on airside, including inside vehicles. Smoking is permitted only in the specially designated staff areas designed for that purpose.
- Using substitute smoking products such as electronic cigarettes and similar products containing nicotine or any other substance. The use 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.
- Exceeding a speed of 30km/hr when driving on the perimeter roads and aprons.  
**Note!:** When you are at an aircraft stand you must reduce your speed as the circumstances require. Never drive faster than at walking pace at an aircraft stand.
- Exceeding a speed of 15km/hour with baggage carts 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 (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.  
**Note!:** 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  
**Note!:** 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.
- Leaving the site of a traffic or other accident before Amsterdam Airport Schiphol staff or state officials have gathered the information 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.



### Prohibited (Continued)

- 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 9, appendix 5).
- 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 A.A.S. permission

While on airside, unless you have permission from Amsterdam Airport Schiphol, you are prohibited from:

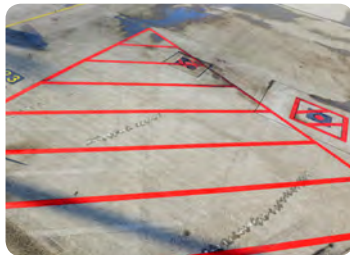
- Operating an EVW.
- Moving cordons.
- Entering an area sealed off by gates or cordoned off in any other way.
- Having or keeping any animals.

### At aircraft stands - mandatory

- When entering or leaving an aircraft stand, persons, 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; and
  - 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 (tel. nr. +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):
  - placing them in the ground handling and refuelling zone
  - starting, connecting or disconnecting them
  - refuelling any that are in use.
- Blocking escape routes for tankers.

### At aircraft stands - prohibited (Continued)

- 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.

### Use of GPU stands

- 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.

### Thunderstorm alert system

Schiphol has a thunderstorm alert system that warns staff of any thunderstorms above or within five kilometres of the airport. When thunderstorms appear, the Flow Manager Aircraft (FMA) issues 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 thirty seconds.

## Vehicle requirements

Your vehicle must comply with the requirements set out in the **Deel 1.1.2 - Voertuigeisen aan airside**.

### 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.

## 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 the 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.



## 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 authorised 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 authorised to use the equipment and/or cannot prove this authority, you must immediately stop using the equipment.

## 8 Occupational health and safety

### Introduction

Schiphol has lots of different people all working on the same site. It is important that everyone adheres to the safety regulations. Occupational health and safety is relevant to everyone. Employers make agreements with employees about how to observe health and safety considerations at work, and they are responsible for providing appropriate personal protection equipment. Employers are also obliged to ensure that their employees adhere to the rules.

Employees are required to observe the rules at work and to use any tools and personal protection equipment appropriately. Furthermore, everyone is obliged to report any unsafe situations.

Chapter	Subject
8.1	The most important health and safety rules
8.2	The 12 Golden Rules of Safety

### 8.1 The most important health and safety rules

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



#### 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.

**Please Note:**

- 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.



### Safety shoes

There are several areas where feet are at risk of injury. These include construction sites as well as ordinary working areas. Where safety

shoes are mandatory, there will be signs to indicate this.

**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.



### 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.



### 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.



### Clothing regulations

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.

**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.

**Special works**

Only authorised staff, with permission from management, may work on:

- Electrical installations;
- Radiation equipment;
- Gas, steam or air vents.

**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.





### 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.

### 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.

**In case of emergency**  
 Bij noodgevallen

**1**

**Follow these signs to the nearest exit**  
 Volg deze borden naar de uitgang

**If emergency exit is locked, break glass to unlock**  
 Als nooduitgang is gesloten, breek glas voor ontgrendeling

**2**

**Do not use lifts, only stairs**  
 Liften niet gebruiken, gebruik alleen de trap

**Leave baggage behind**  
 Bagage niet meenemen

**Emergency number:** 020 - 601 2222

**Emergency exits**  
 Nooduitgangen

**Emergency exit**  
 Nooduitgang  
 Emergency exit / Nooduitgang

**Fire equipment**  
 Blusmateriaal

**Break glass to activate fire alarm**  
 Breek glas om brandalarmering te activeren  
 Breek glas om brandalarmering te activeren

**Terminal 3**  
 niveau -1

0 m      25 m      50 m

Aankomst  
 Arrivals

## 8.2 The 12 Golden Rules of Safety

1. I always start work with a Last Minute Risk Analysis
2. I always draw people's attention to any unsafe practices
3. I only carry out digging work with an 'exemption from the prohibition on digging'
4. I enter closed-off areas only where all requirements are complied with
5. I carry out fire-hazardous work only with a 'fire-hazardous work' permit
6. I keep my surroundings clean
7. Passengers and visitors are disturbed as little as possible by me or my work
8. I use the required personal protection equipment
9. I carry out lifting work only with an approved lifting or project plan
10. I work safely at heights
11. I check that electrical installations are secure before I start work
12. I never use alcohol or drugs during work.  
I smoke only in designated areas

### 1. I always start work with a Last Minute Risk Analysis



- Do I know what my assignment is?
- Do I know what the risks are?
- Have I done everything to manage the risks?
- Is it safe for me to start work?

### 2. I always draw people's attention to any unsafe practices



- Take responsibility for your own safety and that of others
- Draw your colleagues' attention to any unsafe behaviour
- Appreciate others drawing your attention to any unsafe behaviour of your own
- Take immediate action in the event of an unsafe situation
- Report unsafe situations immediately so that colleagues can learn from them
- Discuss safety dilemmas with your manager

### 3. I only carry out digging work with an 'exemption from the prohibition on digging'



- Follow the instructions in the 'Exemption from the Prohibition on Digging'
- Make test trenches where necessary
- Ensure you are appropriately supervised when working on decontamination and Unexploded Ordnances (UXOs)

#### 4. I enter closed-off areas only where all requirements are complied with



- Never enter a closed-off area without the 'work permit for closed-off areas'
- Always ensure security is present at the entrance
- Ensure monitoring is performed as required
- This includes continuous monitoring for welding work
- Ensure appropriate rescue, protection and communication equipment is available
- Only work with safe electrical currents

#### 5. I carry out fire-hazardous work only with a 'fire-hazardous work' permit



- Ensure an extinguisher is within reach
- Cover or remove flammable materials
- Ensure a company emergency response officer is present when carrying out fire-hazardous work
- Call on a fire officer when disabling fire alarm and sprinkler systems

#### 6. I keep my surroundings clean



- Keep the construction area clean and clear of rubbish
- Deposit rubbish in sealed containers
- Deposit food leftovers in the designated containers
- Remove or cover/secure loose materials
- Prevent Foreign Object Damage (FOD)

#### 7. Passengers and visitors are disturbed as little as possible by me or my work



- Keep construction areas closed
- Do not leave materials behind unsupervised in passenger areas
- Be aware of the risk of falling objects in passenger areas
- Take account of visitors and passengers around your workspace

#### 8. I use the required personal protection equipment (PPE)



- Use only approved PPE
- Remind others of the need to wear PPE if they do not do so
- Check the condition of your PPE
- Take note of the signs when entering a construction site

#### 9. I carry out lifting work only with an approved lifting or project plan



- Never place yourself underneath a lifted load
- Never enter a sealed-off area with a hanging load
- Always follow instructions
- Ensure clear, appropriate role allocation and communication
- Avoid lifting work above operational areas

## 10. I work safely at heights



- Follow the instructions on the 'permit for work on roofs'
- Only work on certified scaffolding
- Use a harness belt if there are no perimeter safety features
- Use a harness belt when working in a boom truck
- Only use a ladder if it's stable and installed in the right place
- Only use stairs with a supporting bracket
- Be aware of the risk of falling objects
- Construct portable scaffolding according to the user instructions

## 11. I check that electrical installations are secure before I start work



- A responsible person must ensure that equipment is safe and remains so
- Apply, remove and register locks or connectors (lock-out/tag-out)
- Always keep testing and monitoring to check that situations are still safe
- Only use appropriate and calibrated testing equipment

## 12. I never use alcohol or drugs before or during work. I smoke only in designated areas.



- Never be under the influence when working
- Observe the smoking ban strictly. This applies both airside and landside
- Respect the 'permission for use of smoking hut'
- Ensure that the facilities as set out in the 'permission for use of smoking hut' are in place
- Take account of any possible residual alcohol or drugs in your bloodstream
- Be aware of any possible side-effects of medications as described in the packaging
- Report any use of alcohol or drugs at work

## 9 What to do in case of fire, accidents, incidents and suspicious or unsafe situations

### What to do if there is a fire or accident

- Report the fire or accident immediately using the emergency number +31 (0)20 - 6012222 or the hand-operated fire alarm (in event of fire).
- Report the location and nature of the fire or accident and indicate if there are casualties and if so, how many.
- State your name and where and how you can be contacted.
- Alert the nearest member of the in-house emergency response team and follow their instructions.
- Attempt to extinguish the fire and help anyone who needs it without placing yourself in danger.
- If you have used a fire extinguisher, report this by calling +31 (0)20 - 6012555. You can also report any faulty or empty fire extinguishing equipment on this number.

### What to do in suspicious situations

#### *In a suspicious situation:*

- Address the person(s) in question or
- Resolve the suspicious situation or
- Call + 31 (0)20 - 601 2222 if you are unable to resolve the situation yourself.

#### *In a hazardous situation:*

- Call +31 (0)20 - 6012222 and report the situation.

#### *In a life-threatening situation:*

- Stay calm.
- First do what you can to protect yourself.
- Call +31 (0)20 - 6012222 and report the situation, or if you have a handheld:
  - hold the orange button down for 5 seconds
  - follow control room instructions.
- Try to help others.

When reporting, provide the following information clearly:

- What is going on?
- What is the magnitude of the problem?
- Who is involved?
- How many victims are there?
- When did the incident take place?
- What telephone number can you be reached on?

Answer the questions put to you by Alarm Centre staff.

### What to do if the terminal is evacuated

If the terminal or part of it needs to be evacuated, you will be alerted by the evacuation system. In passenger areas, you will hear a siren-like warning, followed by verbal instructions to leave the building. Outside of passenger areas you will hear only a siren-like warning.

Proceed as follows:

- Stay calm and prevent any panic.
- Warn the people around you.
- Immediately proceed to the closest exit via the designated emergency escape route indicated by green escape route signs.
- Follow instructions given by emergency services.



### Escaping to airside

If an evacuation of the terminal requires an escape using the emergency exits to airside, head to an airside assembly point as quickly as possible. Assembly points are identified by a green sign with four white arrows pointing at an image of four people in the middle of the sign. Emergency services will steer everyone to assembly points as quickly as possible before transporting them by bus to an emergency reception area.

### What to do in an accident involving hazardous substances

In the event of an accident involving hazardous substances, always warn the Alarm Centre by calling +31 (0)20 - 601 2222 and provide as much information as possible. Always take care to ensure your own safety.

### What to do in the event of an AED resuscitation

See chapter 11, appendix 6 for the use of automatic external defibrillators (AEDs) used in resuscitations and where those AEDs are located in the terminal.

### What to do in an environmental incident

In the event of an environmental incident, always warn the emergency services by calling +31 (0)20 - 601 2222 and provide as much information as possible. Try to limit any environmental damage without placing yourself in danger.

### To report an incidents or unsafe situation on airside

- Report any incident or dangerous situation immediately to the Airside Operations Office on +31 (0)20 - 601 2116.
- You can report any unsafe situation, anonymously if you wish, using the **occurrence report form**.
- Suspicious objects and goods should also be reported to the Airside Operations Office on +31 (0)20 - 601 2116.

### Reporting criminal offences

Criminal offences can be reported on +31 (0)20-603 8222 (The Royal Netherlands Marechaussee Schiphol Control Room).

or  
0800-7000 ('Meld misdaad anoniem' ('Report crime anonymously') hotline).

# 10 Schiphol Safety Platform

## Purpose

Hundreds of aviation businesses are based at Schiphol. All of these businesses are responsible for their own operations and for conducting them safely. But the aviation industry also depends on everyone working collectively in a chain operation to ensure collective safety. The purpose of the Schiphol Safety Platform (VpS) is therefore to focus on ongoing improvements to the overall safety on airside and to communicate these improvements collectively to stakeholders. Its scope extends to all airside aviation processes at Schiphol.

## Participants

The Schiphol Safety Platform is coordinated by Amsterdam Airport Schiphol. Participating parties include Dutch and foreign airlines, handling agents, refuelling services, catering companies, cleaning companies and Air Traffic Control the Netherlands.

## Operation

These groups exchange information to map out safety risks and incidents which could affect various parties, to learn from them and prevent their recurrence.

## Activities

Several activities are organised on a yearly basis in order to enhance safety-consciousness and optimise safety at Schiphol:

- The safety platform campaign, which features a different safety-related theme every two months, such as insecure loads and runway safety.
- The Safety Observation Round, where managers from the parties involved take small observational group tours of airside activities and processes and discuss safe and unsafe situations with airside staff.
- The 'Schoon Schiphol' (Shipshape Schiphol) campaign, focusing on the need to keep airside zones clean to prevent aircraft damage.

## Schiphol Safety Platform

E-mail: [vps@schiphol.nl](mailto:vps@schiphol.nl)



# 11 Appendices

## Overview

This pocket guide includes the following appendices.

Number	Appendix
Appendix 1	Abbreviations and definitions
Appendix 2	Signage at the aircraft stands
Appendix 3	Signage on the aprons
Appendix 4	Signs and symbols relating to occupational health and safety and rescue/escape
Appendix 5	Warning labels
Appendix 6	Location and use of AEDs

## Appendix 1 – Abbreviations and definitions

The table below lists the abbreviations and definitions used in this pocket guide

Abbr. / definition	Meaning
<b>A.A.S.</b>	Amsterdam Airport Schiphol
<b>Airside</b>	That part of the airport area used for aircraft landings, take-offs, taxiing, towing, parking and handling, including the perimeter and service roads and related other paved and unpaved areas, and for which specific authorisation on the Schiphol Pass or a Crew ID card is required.
<b>Airside Demarcated Areas</b>	Security restricted areas which have been designated as demarcated areas by the airport operator, which are not public and which are subject to full access control.'
<b>Anti-collision light</b>	Red blinking lights underneath and on top of an aircraft.
<b>Occupational Health and Safety</b>	Working conditions
<b>In-house Emergency Response (BHV)</b>	Emergency response team trained to provide assistance in emergency situations

<b>Limited Visibility Conditions (BZO)</b>	Situations where visibility is limited, e.g. foggy conditions.
<b>COP</b>	Planning Central Consultation
<b>CUIP</b>	Central Distribution and Collection Point
<b>EVW</b>	Electric vehicle or work equipment
<b>Operator</b>	N.V. Luchthaven Schiphol, a public limited company established under Dutch law, and (legal) persons designated by this company.
<b>FMA</b>	Flow Manager Aircraft.
<b>FOD</b>	Foreign Object Damage; damage to aircraft from litter.
<b>GPU</b>	Ground Power Unit; mobile power source for parked aircraft.
<b>GSE</b>	Ground Service Equipment
<b>Airport Operations</b>	The organisational unit of the airport operator charged with supervising order and safety at the airport and its installations and buildings, as well as access to and coordination in the runway area, aprons and perimeter roads on a day-to-day basis.
<b>HVC</b>	High-visibility Clothing
<b>Runway area</b>	The part of an airport, excluding the aprons, used for aircraft landing, taking off and taxiing.

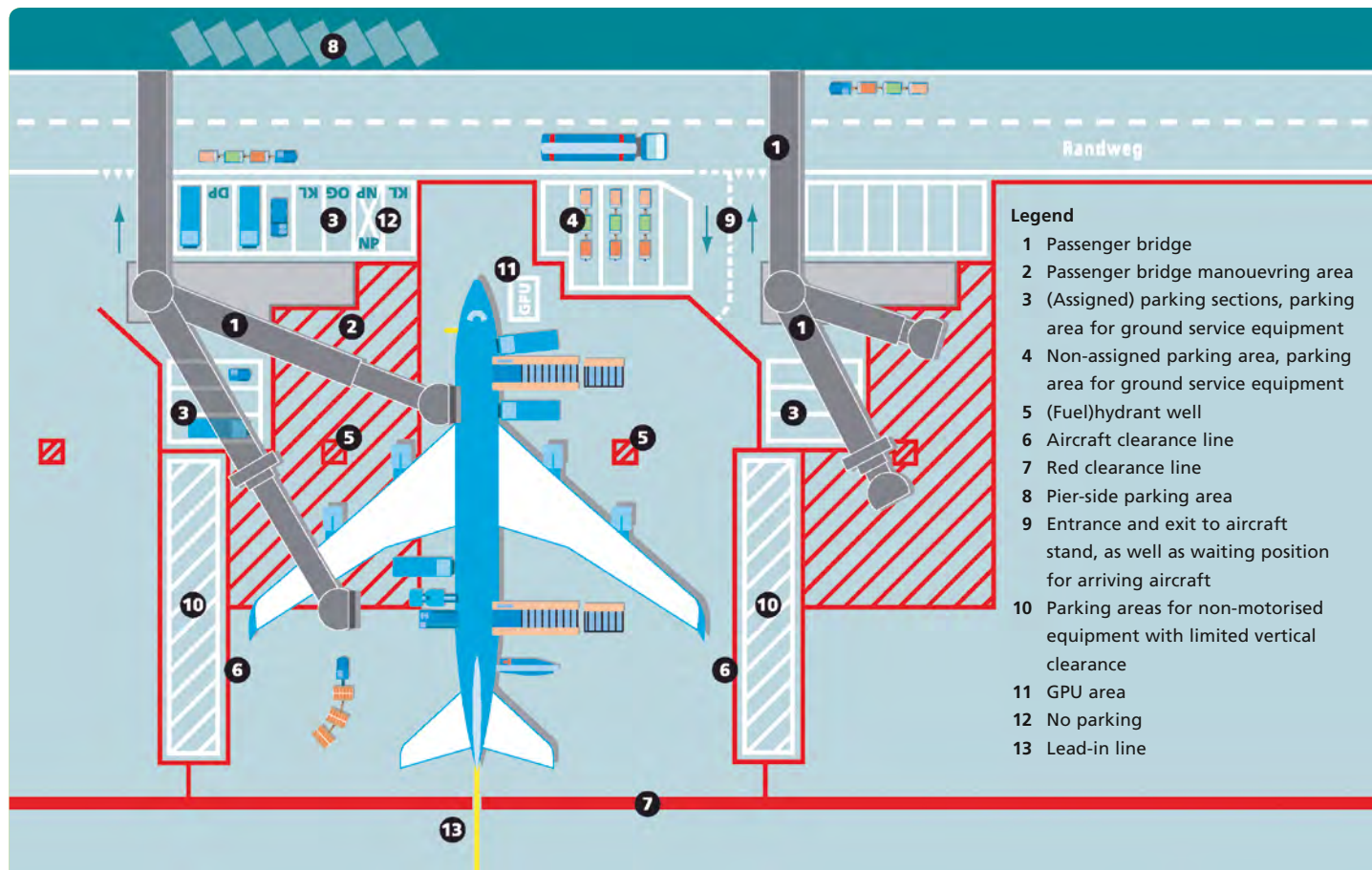
<b>Landside Secured Premises by A.A.S.</b>	Restricted-access areas designated as such by the airport operator that are secured to ensure the continuity of SNBV operations as distinct from guaranteeing the safety of civil aviation.
<b>Non-security Restricted Area</b>	The area designated by the airport operator, based on the operator's legal obligations to grant access only to those people in possession of a valid ticket, Crew-ID or airport identity card.
<b>Pass holder</b>	Someone issued with a Schiphol Pass for persons.
<b>PCA</b>	Preconditioned air
<b>Perimeter fence</b>	The fence that marks the boundary between the protected and non-protected area.
<b>Apron</b>	The part of the airport intended for the parking and handling of aircraft to enable the embarkation and disembarkation of passengers, the loading and unloading of mail and cargo, refuelling and the carrying out of maintenance work.
<b>Public area</b>	The parts of the airport open to the public.
<b>Perimeter roads</b>	The roads alongside the aprons.
<b>RDW</b>	Government Road Transport Agency

<b>Control Centre</b>	A department of the airport operator responsible for managing processes in the terminal complex, the access roads and the parking facilities and for alerting the fire service and ambulances in the event of an incident or emergency in the airport grounds.	<b>Security Restricted Areas</b>	Security restricted areas which have been designated as such by the airport operator for security reasons, which are not public and which are subject to full access control in order to safeguard the security of civil aviation. Personnel are only permitted to carry out activities in an SRA if a background check has taken place after which a certificate of no objection can be submitted.
<b>Taxiway</b>	Part of the runway area, paved or unpaved, designed for the ground movement of aircraft.	<b>Security Restricted Area – Critical Parts</b>	Critical sections of the security restricted area at the airport, within which all those present have been checked for the presence of prohibited items and which are subject to strict access controls.
<b>RTS</b>	Schiphol Admission Regulations; terms and conditions for companies and organisations that wish to obtain 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. at Amsterdam Airport Schiphol.	<b>Refuelling zone</b>	A 6-metre radius area measured from the aircraft and refuelling equipment's filling and ventilation inlet.
<b>Schiphol Pass for persons</b>	Access pass issued by the airport operator allowing access to Airside Security Restricted Area - Critical Parts, Airside Non-Security Restricted Areas, Airside Demarcated Areas and/or Landside Secured Premises by A.A.S. The term Schiphol Pass for persons is also understood to mean a Schiphol Day Pass and Schiphol Visitor Pass issued by the airport operator.	<b>Terminal complex</b>	The Amsterdam Airport Schiphol building, comprising the arrival and departure halls, lounges and piers, the Plaza area, the WTC passage area, the Expeditiestraat and Transportstraat, the baggage areas and the crew centre.
		<b>TRE</b>	Terminal Real Estate
		<b>VDGS</b>	Visual Docking Guidance System; a parking system for aircraft.

<b>Aircraft stand</b>	A marked space on the apron where aircraft are parked and/or ground handling takes place.
<b>WBDBO</b>	Resistance to fire penetration and spread
<b>WOT</b>	Terminal Works Consultation

## Appendix 2 – Signage at the aircraft stands

The image below shows the most important signage used at the aircraft stands.



### Appendix 3 – Signage on the aprons

The table below shows the most important signage used on the aprons.



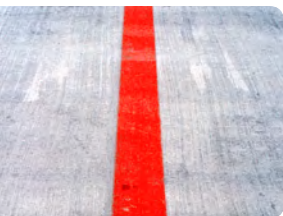
#### Aircraft taxiway centre line:

A continuous yellow line indicating the taxiing route taken by an aircraft to an aircraft stand.



#### Wide red clearance line:

A continuous red line, 60cm wide, indicating the border between the apron and the aircraft taxiways.



#### Aircraft clearance line:

A continuous red line, 20cm wide, which ensures that aircraft have enough space to enter and depart from an aircraft stand.

#### GPU space:

A rectangular area measuring 170 x 380cm and marked off by white lines. The space contains the text 'GPU ONLY'. The GPU is to be set up in this section. Not all aircraft stands have a GPU section. If there is no GPU space, one may be set up at the apron, at least two metres away from the yellow taxiway centre line before the front stop line.



#### Apron entry and exit ramp, also the holding point for arrivals:

An area with a broken white centre line with arrows and give-way road markings. This area also serves as the holding point for ground handling equipment for the arriving flight. The area must be kept clear during ground handling operations, as it is intended as an escape route.





**Passenger bridge movement area:**  
An area marked with red diagonal stripes to indicate where the passenger bridge can move.



**Aircraft ground handling area:**  
An area marked off by red lines to indicate where aircraft ground handling services can be set up.



**GSE stand section/parking area for equipment:**  
An area marked with continuous white stripes indicating where ground handling equipment or cargo can be set up or parked.



**Aircraft stand section for low-height equipment:**  
An area between aircraft stand sections marked off with striped, diagonal white lines.

**Parking prohibition indicated by:**

- a red shaded area
- a white cross with the letters 'NP'



**Hydrant well:**

A red square with red diagonal stripes indicating the site of a hydrant well.



**Fire extinguisher:**

A red circle indicating the position of a fire extinguisher below the fixed section of a passenger bridge or in the immediate vicinity of an aircraft stand where no passenger bridge is available.

**Crossing:**

White block-pattern marking indicating a point where an aircraft taxiway intersects a perimeter road or apron. Crossings always feature a stop line, a limited visibility light and a sign saying 'Stop passerende vliegtuigen' (Stop, aircraft passing).

**Runway area border:**

A border to the runway area marked with signs saying 'Levensgevaar landingsterrein streng verboden toegang' ('Danger, runway area, access strictly prohibited').

## Appendix 4 – Signs and symbols relating to occupational health and safety and rescue/escape

**Command 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



Smoking prohibited



Fire, naked flames and smoking prohibited



No unauthorised access



Do not extinguish with water

## Rescue/escape



Escape route



Stretcher



First aid



AED



Emergency shower



Emergency eye wash



Assembly point



Fire hose



Ladder



Fire extinguisher



Hand-operated fire alarm

## Warning signs



Suspended loads



Transport vehicles



Laser radiation



Magnetic field



Radioactive material or ionising radiation



High voltage



Trip hazard



Mind the step



Irritants or hazardous materials



Rotating parts

## Appendix 5 – Warning labels



Flammable gases

Non-flammable,  
non-poisonous gases

Poisonous gases



Oxidising substances



Corrosive substances



Flammable liquids

Flammable solids  
and self-reactive and  
desensitised  
explosive substancesSubstances prone  
to spontaneous  
combustionSubstances  
emitting  
flammable gases  
when interacting  
with water

Oxidising substances



Organic peroxides



Poisonous substances



Infectious substances



Corrosive substances

Variety of  
hazardous  
substances  
and objects

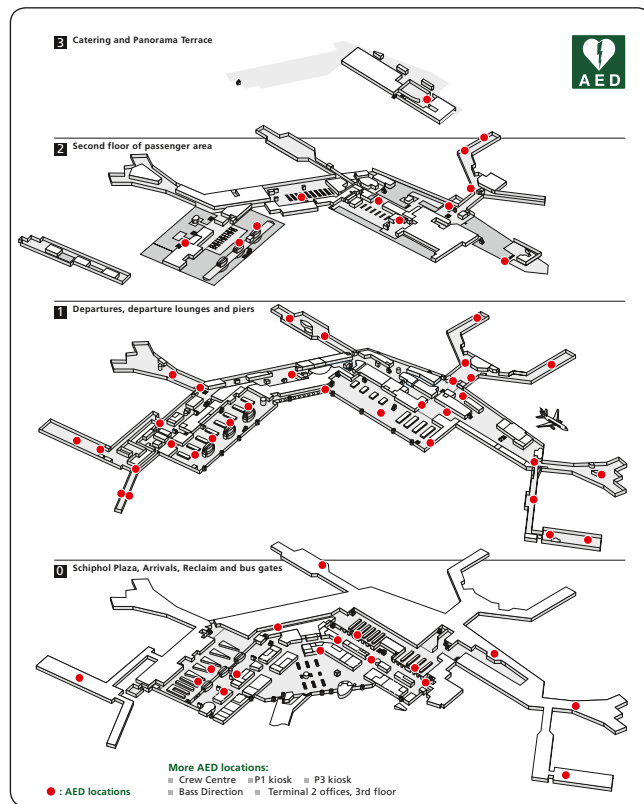
Explosive



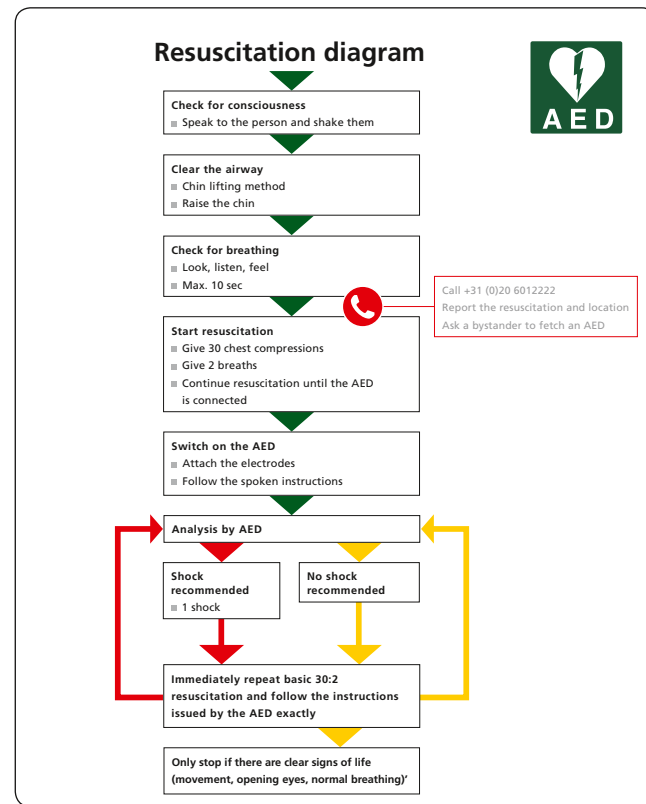
Radioactive

Hazardous to the  
environment

## Appendix 6 – AED locations



## AED resuscitation flowchart



[illegible]

## This image shows a single sheet of white paper with horizontal green ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Notes

This image shows a single sheet of white paper with horizontal green ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

+31 (0)20-601 2222

**Emergency number in case of:**

- Fire
- Accidents
- (Environmental) incidents
- Suspicious, hazardous and life threatening situations