OPS Terminal Implementation Conditions

Operational preconditions for Terminal Projects

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Definitions and abbreviations

AMS	**A**irport **M**edical **S**ervices. Medical & healthcare assistance for incidents at the Schiphol site.
ASM	**As**set **M**anagement. The department responsible for the management and maintenance of assets during the entire lifecycle, Client in asset projects and responsible for and involved in projects from the initiation phase.
BASS	**B**agage **a**fhandelings**s**ysteem **S**chiphol [Schiphol Baggage Processing System]
BHV	**B**edrijfs**h**ulp**v**erlening [in-house emergency response team]. As operator of the airport, Amsterdam Airport Schiphol is legally obliged to set up an emergency response organization for the Terminal together with other users. The emergency response organization for the Terminal is set up by the Head of Emergency Response for the Terminal of Amsterdam Airport Schiphol in cooperation with the heads of emergency response from other organizations active in the Terminal.
BRW	**Br**and**w**eer [Fire Department]. Emergency Response is the first-line service of the Schiphol Fire Department. Schiphol is responsible for aircraft fire-fighting as per international laws and regulations. Based on a Covenant with Kennemerland Safety Region, Schiphol executes basic fire prevention at the Schiphol site. This includes building-specific fire-fighting and emergency response.
CAT	**Cat**egory. Refers to the type/size of aircraft that can be dealt with.
CCM	**C**ompliance & **C**ontinuity **M**anagement. CCM refers to the license to operate and license to grow. We ensure that adequate safety requirements are observed within the OPS organization and that the performance of OPS continues to improve. We support a dependable operation for clients, stakeholders and regulators.
COP	**C**entraal **O**verleg **P**rojecten [Central Consultation for Projects]. An operational license of Operations, necessary to permit the execution of projects in the baggage basement and on the baggage systems.
CWL	**C**oördinatie **W**erken **L**andside [Coordination of Landside Works]. Department within Operations that gives permission to carry out work that has an impact on Landside operations.
DDO	**D**ay2**D**ay **O**perations. DDO comprises four departments that are geared to executing operations: make it happen! They work together towards a single common goal that primarily focuses on the requirements of a client. *Flow management* has oversight over the Aircraft and Passenger flow and steers daily 'End-to-End' airport performance. *Continuous Improvement* ensures consistent operational improvements: "a little better every day". *Airport Control* monitors carefully each process based on insights from data and facts. Using a direct line to the executing teams, proactive action can be taken if a deviation in the process is detected. *Aircraft and Passenger Operations* possesses the necessary clout and mandate on the ground to make the difference for clients.
DO/TO	**D**efinitief **O**ntwerp / **T**echnisch **O**ntwerp [Definitive Design / Technical Design]. In terms of projects, the Technical Design is a further specification of the Definitive Design by the (Technical) advisers.
EVW	**E**lektrische **V**oer- en **W**erktuigen [Electrical Transportation and Working Vehicles]. Electrical vehicles used in the Terminal complex by different parties to transport goods through the Terminal.
FMP/FMA	**F**low **M**anagement **P**assenger / **F**low **M**anagement **A**ircraft. The ears and eyes of Operations on the ground.
IATA	**I**nternational **A**ir **T**ransport **A**ssociation. Founded in 1945 as a trade organization with the aim of functioning as a cooperative body between all

	affiliated airlines. This cooperative body aims to ensure safe, reliable airline services and economic advantages. IATA has become an international trade organization that serves as point of contact and representative for (nearly) the entire airline industry.
IV	**I**nvesterings**v**oorstel [Investment Proposal]. A document drawn up together with met Asset Management (ASM) in a project's initiation phase to ensure further funding.
NCTV	**N**ationaal **C**oördinator **T**errorismebestrijding en **V**eiligheid [National Coordinator for Counter-terrorism & Safety]. A Dutch governmental body founded in 2012 to protect the Netherlands against threats that could disrupt society.
PLUS	**P**rojecten **Lu**chthaven **S**chiphol [Projects at Schiphol Airport]. Schiphol's internal project-management department.
SRA	**S**upport & **R**esource **A**llocation. SRA covers six departments that come together in the Operational Support Office ('OSO'). The *Operational Support Office* is the two-way link in the central information flow between PDC and operations ('DDO'). The OSO processes feedback from DDO (debriefing) and ensures resolution either within OPS or outside OPS where necessary (e.g. Asset Management or ICT). Not only does SRA facilitate operations by planning and sharing information, it also manages the sections required to keep operations running. *Equipment & Information Management* manages all OPS materials, ICT applications and related content. Technical Management Baggage assures continuity of the baggage system in terms of both hardware and software.
S/NS	**S**chengen / **N**on-**s**chengen. A division between countries (in the Terminal zones) where the free movement of persons is possible, and where it is not.
SQC	**S**afety & **Q**uality **C**ontrol. Department within Operations responsible for monitoring safety and quality within projects.
TMO	**T**eam **M**anager **O**perations. The TMO is functionally responsible for flow management, in the widest sense of the word.
VGM	**V**eiligheid, **G**ezondheid & **M**ilieu [Health, Safety and the Environment]. A safe and healthy (working) environment is the responsibility of everyone. Management and staff play an exemplary role here and are expected to convey the importance of health, safety and the environment (HSE) internally and externally, as well as follow safety guidelines, report unsafe situations, and remind each other and third parties on their individual responsibility.
WA	**W**erk**a**anvraag [Work Request]. A permit from Asset Management following a content-specific technical assessment of a project.
WAP	**W**orks & **A**ssets **P**lanning. The department within Schiphol responsible for the operational plan and the financial and practical feasibility of the plan and related projects/activities.
WCA	**W**erken **C**oördinatie **A**irside [Works Coordination Airside]. An operational license of Operations, necessary to permit the execution of projects Airside.
WOT	**W**erken**o**verleg **T**erminal [Work Consultation Terminal]. An operational license of Operations, necessary to permit the execution of projects in the Terminal.

Introduction

Projects in the Terminal are often carried out in a fully operational setting. The setting is characterized by high (passenger) volumes in the low season and extreme volumes in the high season. The low season runs from October to April, and the high season from April to October. To jointly ensure the success of both the execution of work and the continuity of operations, the operational departments have drawn up requirements within which the projects can be implemented. It must be clear that in doing so, Operations makes concessions to the quality of the services provided. To maintain the services and the operational process at an acceptable standard and yet carry out the necessary work, the preconditions in this document have been established. It also indicates which mitigating measures should be taken in terms of project organization.

The primary passenger process at the airport must continue to run unrestricted as far as possible during construction/renovation work.
Important here is that adequate space for passengers must be assured versus the area of square meters necessary for construction, as well as enough room for (electric) vehicles.
In addition, noise nuisance, cleaning, quality and safety may also be points for attention during construction work.

The aim of this document is to make the guidelines stated in the various documents relating to construction/renovation work in the terminal complex clearer and more understandable. The purpose of this is to ensure as little disruption as possible in the passenger process.

Guidelines are currently established in various documents in relation to construction activities. These relate to the passenger process.
The content of this document concerns a collection of these, and is primarily intended for:
1. participants in the "Werken Overleg Terminal" (WOT),
2. A/OPS/DDO staff and
3. work planners and other project participants, so they can factor in the points for attention mentioned above in the initiative and definition phases of a project, to prevent unforeseen (read: not budgeted) retrospective costs during realization.

This document was written (and is managed by) the Operations department of Schiphol Airport. The implementation conditions relating to the systems and areas for attention of other departments, such as Consumers, Asset Management & Security, must be assured by the departments concerned.

Organization
To amend the content of this document to accommodate changes arising in one of the source documents, the departments concerned are familiar with the content of this document. Changes to a source document must be notified to the manager of Passenger Process Management. (Duty to inform)
If there is a deviation from these guidelines in the preparatory phases of a construction project, this deviation and its possible impact must be discussed as early on as possible with the departments concerned.

Responsibility for content
The person responsible for the content and amendment of this document is the manager of the Passenger Process Management department (A/OPS/PDC/PP).

Responsibility to implement
Deviations from the conditions stated here without first consulting WAP can lead to Floor Management (A/OPS/DDO/AF) calling a halt to the work.

Document management

This document is managed by the Safety & Quality Control (SQC) department within the Operations department.

Communication & consultation structure

- Establishing lines of communication for the different target groups (which information do you share when and with whom):
    - Public
    - Personnel (all personnel working at Schiphol Airport)
    - Users (all personnel working in or around the area in which the work is taking place and who face disruption)

1 General Conditions

ID	Requirement text
GENERAL	
PE_00001	The Project must coordinate work with other projects to prevent operating assets being put out of service unnecessarily. Plans must be coordinated with each other to limit as far as possible the impact and nuisance to operations and the passenger process.
	The Project must aim to take as few routes, operating assets and/or facilities as possible out of service during realization, such as for: • Primary process steps: Check-in, reclaim, security lanes, RNM, (de-)boarding, etc. • Routes for passengers/personnel/crew/logistics/RNM (incl. personnel passageways, *Expeditiestraat*) • elevators, moving walkways, (moving) stairs, doors • Toilets • Baggage systems • Systems (information, planning, control, etc.) *Explanatory note:* *And when operating assets and/or facilities need to be taken out of service during implementation, account must be taken of the availability and accessibility of corresponding facilities in the direct vicinity and the maximum number of facilities to be taken out of service. Responsibility of demarcation and signage lies with the client/contractor.*
	The Project must ensure that existing functions (incl. restocking) are available and accessible during the work, with logical walkways and route markers.
	During the work, the Project must keep to a minimum any disruption of operational and support processes in Schiphol operations.
	The Project must be carried out as per Schiphol safety guidelines which can be found at http://www.schiphol.nl/Reizigers/OverSchiphol/Schipholregels.html and on www.schiphol.nl/veiligheid.
	During implementation of the work in the Terminal, the Project must factor in the following operational frameworks: • Lounge, Business Zones, Panorama Terrace between 22:00 and 06:00 hours • Security Filter and Departure Hall from March to July between 22:00 and 02:00 hours • Security Filter and Departure Hall from October to March between 21:00 and 02:00 hours Explanatory note: In specific seasons and/or circumstances, Operations retains the right to deviate from this.
	The maximum penetration of (day)light is assured (in Terminal, baggage basement, etc.)
	Plans to temporarily take operational systems out of service, or move them and/or provide temporary facilities must always be submitted to and established by the WOT plus the system owner. This is owing to the contractual obligations system owners have to third parties.
	No nuisance from vibrations, noise, drafts, cold and rainwater.

	Special attention must be given to zones where people are present, such as seating areas, gates, offices, operational working areas, and hospitality areas and the like, ensuring prompt information/coordination.
	Temporary facilities must be arranged where necessary to prevent or keep to a minimum disruption from noise, dust, draft, cold and rainwater during execution of the work. Disruption from vibrations must also be kept to a minimum.
	Work that causes structural noise nuisance must be planned in consultation with all stakeholders at times in which the nuisance is minimal. If no measures can be taken to limit the nuisance, activities that suffer nuisance may be postponed till a later time at the cost of the causing party or the client.
	The job sites must be demarcated by the contractor to separate them from operational areas. A proposal for demarcation and cordoning off of the job site (work plan including anti-dust demarcation plan) must be submitted in advance for approval to the bodies involved. Photos and the like must be used to clarify which operating assets, assets, etc. will be impacted by the construction area.
	All contractors involved must be informed in writing in advance, by the construction project, of the applicable safety procedures within the context of occupational health & safety or HSE.
	The construction site must be equipped with an A4 size click frame featuring an approved WOT list stating: client name, tel. no. / name of contact person. The click frame must be secured to the entrance door of the construction zone. A mat must also be placed at the entrance door in publically accessible areas. The term of validity of the WOT is very important. Once this has expired, Floor Management is entitled to halt the work.
	Intersectional projects must be clarified.
	Hazardous substances, such as acetylene and gas bottles, must be kept at a fixed location or removed in consultation with Prevention. This location, whether temporary or not, must meet the associated safety requirements.
	Everyone must be aware of the effect on the functioning of assets that are possibly found outside the physical project demarcation. If for instance the water supply has to be turned off within the project demarcation, it must remain available outside of the project demarcation. The same goes for the power supply.
	Tools (especially hammer drills, saw machines, cutting tools, nail guns or staple guns) may never be left unattended at places accessible to passengers, nor left unattended in the plug socket.
	All tools must be stored after use in locked tool chests, inaccessible to passengers, in a locked room where the public cannot come.
	No increase of operational costs for Schiphol and co-makers needed in relation to the project. *Explanation: if additional costs are unavoidable, these are borne by the project.*
	No investment in operating assets for Schiphol and co-makers needed in relation to the project. *Explanation: if additional costs are unavoidable, these are borne by the project.*
	Job sites and supporting areas remain accessible for personnel

	If logistics processes are impacted by work, this must be clearly identified. This must include clarification of how these logistics processes will be kept running. Operational measures must be coordinated to this together with OPS. This relates to processes of vehicles, passengers, baggage, aircraft, personnel, crew, restocking, PRM processing and trolley regulation.
	The Project must draw up a phasing plan in good time together with OPS stating the following per phase: - Planning - Plan for the temporary flow and operational measures - Capacity test to assess all capacity-related impact (incl. the operational measures to resolve this). - Operational measures that describe in which way the impact of the work is to be mitigated
PASSENGERS	
	The client must draw up a signage plan for the entire phasing as part of the Implementation Plan.
	During the work, the Project must ensure continued capacity (versus existing capacity) of sanitary amenities.
	The Project must ensure that, during implementation, the current regulation routes, elevators and electrical doors remain available at full capacity.
	The Project must ensure that, during implementation, the capacity of parking spaces for courtesy cars (incl. any associated charging facilities) keeps running within the project demarcation. Furthermore, routing and maneuvering space (accounting for turning circles) for the courtesy cars must be retained.
	The Project must assure the flow to transit/other transport facilities, such as taxi, bus and train, during the work.
	In the case of diversions from the primary flow, the Project must keep the walking distance or duration as short as possible. This is to mitigate any detraction from the comfort and quality experience of passengers.
	During the construction process, the Project must account for the logic of passenger flows. A free and as straight as possible primary flow and traffic space must be assured.
	The Project must never put two moving walkways in a row of the same direction out of service owing to construction or renovation work If there is a deviation from this during the construction period, alternative forms of flow regulation must be coordinated in consultation with WAP, the costs of which will be borne by the project. These might include deploying an asset solution, such as traffic lights and screens. If that is not possible, or fails to have the desired effect, Floor Management can be deployed.
	While construction work is being carried out, the Project must maintain the following minimum net flow width for main traffic zones: • In the piers, 6.3 meters including moving walkways; • In the lounges, 8 meters of two-way traffic; • In the lounges, 4 meters for single-way traffic; • In the departure halls, 8 meters for two-way traffic; • In the departure halls, 4 meters for single-way traffic.
	The project must demarcate the job sites for the contractor from the operational areas. A proposal for demarcation and cordoning off of the job site (work plan including anti-dust demarcation plan) must be submitted in advance for approval to the bodies involved. Photos and the like must be used to clarify which operating assets, assets, etc. will be impacted by the construction area.

	Passenger sight-lines from the primary flow to the next and the last process step remains assured.
	Passenger sight-lines from the primary flow to the secondary process steps (sanitary amenities, hospitality, retail facilities, and the like) remain assured.
	Passenger sight-lines from the primary flow to the ascending and descending walkways remains assured.
	No or otherwise as little as possible supply or removal of construction materials and personnel in the passenger areas
BAGGAGE	
	Project activities may not result in longer process times (e.g. baggage transport times)
	Both entrances and both exits to/from baggage hall Zuid must remain accessible during operational hours
	When establishing the connection between BHS Zuid and A-area, both the accessibility and reliability as well as the transport times of the BHS from Area Zuid must not be negatively affected during operational hours
	The climate in baggage hall Zuid must not be negatively affected (temperature/draft)
	The modifications to the Baggage Control System (BCS) may not have any negative impact on the BCS components of the existing baggage areas.
AIRSIDE	
	The Project must ensure that all existing VOPs remain available during construction work. If this is not possible, the Project must request the approval of the Client using a written motivation.
SSE	
	The Project must show that during all construction phases ambulance services can rapidly access patients and remove them on a stretcher during construction work in case of a (medical) emergency situation in the terminal. • Verification: include maps in the phasing plan with walking routes and distances for the ambulance services from the entrance of the ambulance service up to the building and then up to every point in the public area. These maps must also indicate ambulance elevators. • Scope: project area including all areas outside of this where the accessibility for ambulance services is impacted by the work.
	The Project must ensure that the integrity of the area status is assured at all times during the construction work.
	The Project must indicate on the phasing drawings how fire safety (of both the construction area and the operational area) is assured in all phases (based on the management measures ensuing from the risk analysis). This must reflect the Project-specific Fire-safety Plan of the advisor. Examples include: (temporary modification of) fire compartments, evacuation routes, extinguishers, first-aid kits and EVAC chairs, fire department approach routes, connection points for fire-fighting hoses and access to fire department elevators.
	The Project must ensure that adequate emergency exits are available and accessible at all times during the project. • the accessibility of emergency exits must also be included in the HSE plan;

	• if additional (temporary) emergency exits are created, these must meet the security requirements demanded of emergency doors.
	The Project must ensure as far as possible that the temporary security measures do not lead to the additional deployment of security personnel.
	When determining the scope of the construction area, account must be taken in advance of security zoning (boundaries between S/NS and areas with a different security status, e.g. gate waiting area -> Clean Area) and the phasing must be coordinated with this in consultation with Security Operations.
	If a construction area is part of a boundary, the deployment of Security personnel must be agreed in advance.
	The unconditional use of evacuation routes/passageways and emergency exits, for the passengers and for personnel present at the construction site, must be assured in compliance with the requirements within the context of fire safety
	First-aid kits, AED, stretcher must remain available and accessible.
	The functioning of flow and security cameras must be assured. Sight-lines and functionality.
	The following matters must be communicated in good time (in advance of implementation) and in writing to the first-line services (Fire Department, Airport Medical Services (AMS) and BHV): 1. Closure/modification of evacuation routes, 2. Closure/modification of Passenger/Personnel passageways (in relation to BRW/AMS/BHV approach routes), 3. 4. Putting elevators out of order. (especially Medical Services / emergency situation elevators) 5. Closure of water supplies (in relation to sprinklers / hose reels / dry-riser mains), 6. Deactivating automatic fire alarms and manual fire alarms, 7. Deactivating smoke extraction / smoke vents, 8. Deactivating compartments fire/smoke partitions (doors and shutters), → ASM 9. Work entailing risk of fire 10. Sprinkler work, 11. Evacuation system work, 12. Without the express permission of the Alarm Center officer and the Fire Prevention department, no work involving open flames may be done in the terminal (e.g. fires, welding, grinding). The basic assumption here is that these activities are done as much as possible at a safe location outside the terminal, or that an alternative way of working is determined.
ASM	
	The Project must ensure that the technical areas remain accessible during the entire project for managers and suppliers of ICT systems.
	An agreement must be realized at all times between the contractor / construction project management in terms of cleaning management during construction, and the conditions of delivery.
	The direct vicinity of the construction site must be dust-free at all times and a mat must be placed at the entrance door. If this additional cleaning of the surrounding area requires it, this must be carried out by the cleaning party assigned by ASM for the area concerned.
SRE / CONS	

PE_00xxx	The Project must aim to ensure that the existing commercial and rentable facilities remain available, visible and easily accessible or that a temporary facility is realized.
LVNL	
	The Project must ensure that Air Traffic Control the Netherlands (Luchtverkeersleiding Nederland, or LVNL) does not experience any nuisance from the construction work, or that the sight-lines of the LVNL are never interrupted. If a crane is required in one of the LVNL sight-lines, written permission must be requested from the LVNL.

2 Passenger facilities

2.1 Information provision

Information provision includes static and dynamic signs, flight information screens, route markers, information desk, clocks and the address and evacuation systems.

- The sight-lines to these information facilities may not be blocked by obstacles.
- Clocks must be visible and functional. If this is not the case, these must be equipped with a cover so the time is not visible and the clock cannot be damaged.
- The functioning of airport-related systems: flight information screens, fire-alarm systems (ASM), address system must remain assured.

2.2 Signs/wayfinding

In a number of cases, it is necessary to take measures as the planned work may have an effect on the wayfinding. Possible reasons include:

- Blocking of routes as they are part of the job site;
- setting up diversions as the flow has to take another route owing to the work;
- setting up new routes based on the definitive design.

For temporary measures, there are a number of options:

- Signs that are (temporarily) not necessary are switched off and covered in the case of illuminated signs in such a way that it does not damage the signs. This also applies to collective signs, a part of which has to be blanked out;
- for diversions, non-illuminated signs are sufficient, with the design, dimensions and locations being determined by Schiphol and included in the project.
- Temporary signs are erected under commission of the airport, with coordination of the work the responsibility of the coordinating contractor. Account must be taken of the design and delivery times of the party assigned, Reklaspits.
- Signs in the construction area must be removed by Reklaspits and placed in storage under commission of PLUS. This is to prevent damage.

2.3 Sanitary facilities

- The sanitary facilities must be available at all times with full capacity.
- If this really is not possible and (a part of) the sanitary facilities need to be put out of service, temporary measures must be taken in or in the direct vicinity of the original facilities.
  These temporary facilities do not need to be connected to the sewers. Units for both men and women must be available. Information provision must be present to indicate that it is a temporary facility.

2.4 Transfer desks & information desks

- Information desks must be moved or a temporary facility made available.
- Transfer desks and transfer kiosks must remain in use or a temporary facility made available.

2.5 Facilities for the disabled

- Facilities for the disabled must be assured during construction. This relates to sanitary facilities, assistance terminals, wheelchair locations, and parking spaces and pick-up points for courtesy trolleys (in combination with charging points).
- If this is not possible, temporary facilities must be arranged near the blocked locations, featuring at least floor markers.

2.6 Shoppers and baggage trolleys

- Baggage trolleys and shoppers may not be taken into construction areas nor used for the supply and removal of materials for work to be carried out.
- During construction work, the use and control of the baggage trolleys must remain unhindered. If the construction activities have an effect on the collection/deployment points for the shoppers and the baggage trolleys, including the routing, alternatives must be made available
- The charging stations and/or parking spaces of the 'tractors' (electrical vehicles that transport long rows of shoppers and baggage trolleys) must remain accessible.

2.7 Charging facilities for personnel & passengers

Charging facilities, such as plug sockets for our passengers to charge their telephones and laptops, must remain as accessible as possible, or made available in the vicinity of the general seating area.
Charging facilities (including any collection points) for electrical vehicles belonging to operations must remain as available as possible, or made available close by. This includes charging points for courtesy trolleys in support of the PRM process.

2.8 Lighting

During work which involves (partially) switching off any lighting, the following applies:

- Emergency lighting and regular lighting may not be switched off at the same time.
- If lights have to be switched off but the light output cannot be compensated using daylight or temporary measures, the work must be carried out at night;
- The light output of temporary lighting must be at least 85% of the regular lighting.
- In the cases stated above, users must be alerted to these changes in good time.

2.9 Climate

During work that requires heating/climate controls to be switched off or disconnected entirely or in part, complaints regarding excessive heat/cold/drafts must be prevented. Points for attention here are:

- Maximum permissible temperature increase or decrease is 3°C;
- The circulation of the ventilation system must remain at the set level, with temporary outage (<3 hours) permissible for connecting a temporary system.

3 Internal operational licenses

Prior to commencement of construction activities in the Terminal, at least two permits must be obtained: the work permit (WA/IW) and the WOT.

An overview of the licenses has been enclosed as Annex 1A. All licenses have an application period and a number are related.

3.1 Work permit (Asset Management)

The work permit is requested and issued based on the specifications and the definitive drawings (DD or TD). This permit represents approval for realization of the final situation. This permit is requested by PLUS. The work permit is a technically specific test of the activities and the work to be realized. This is a process of the Asset Management department.

3.2 Terminal Works Consultation

The WOT (Terminal Works Consultation) is issued on the basis of the contractor's work plan. The permit is requested by PLUS on the intranet. This permit is submitted to the stakeholders concerned by the WAP (Works & Asset Planning) department of Operations. The stakeholders then assess the WOT application on the basis of their own specialism. Once all stakeholders have approved the WOT, the permit is issued. In some cases the stakeholder may state that additional information is required. If this information/clarification is approved, they will then approve the WOT.

To apply for the WOT, the contractor completes the document in Annex 1C and submits it as an Excel file to PLUS. PLUS is then responsible for requesting the permit in good time. The processing time for the request is 10 working days.

If applicable, a separate WOT must be requested per (sub) work plan.

The WOT must be placed in the click frames shown in Annex 2B. For work in the flow or within the French fencing, the WOT must be available in hardcopy to the workers at the location. The permit must preferably be secured to the demarcation.

3.3 Central Consultation for Projects (Baggage)

If work takes place in the baggage processing zone and/or on baggage systems, a COP (Central Consultation for Projects) request must be submitted. Guidelines for working in this area are given in Annex 1D. To work in the baggage area, a COP permit is required. The COP permit must be requested four weeks in advance on the basis of the definitive (sub) work plan of the contractor. The coordinating contractor requests the COP permit via www.copin.nl. To obtain authorization for requesting COP permits, the requesting party must attend a 2-hour long introduction/explanation. Within the term of validity of the COP, the work must be registered with the Baggage System Control Center before commencement. After completion of the work, the work must be signed off. In relation to the term of validity of the COP, if the work is not carried out at the time indicated in the COP, the work must be signed off with the Baggage System Control Center.

3.4 Works Coordination Airside

Any work Airside and construction logistics across Airside requires a WCA permit (Works Coordination Airside). The WCA must be requested at least 6 weeks in advance by the contractor at www.schiphol.nl/WCA. To submit a WCA, the following is needed:

- A brief description of the work.
- A planning schedule with start and finish dates and times for the different phases of the work.
- The contact persons for both the preparation and implementation phases of the work.
- Drawings indicating the necessary work area. Including demarcations and fences where necessary.
- The transport movements through the gate and Airside.
- Completed application form in Excel, see Annex 1E

Within the term of validity of the WCA, the work must be registered with the Schiphol Port Authority before commencement. After completion of the work, the work must be signed off. In relation to the term of validity of the WCA, if the work is not carried out at the time indicated in the WCA, the work must be signed off with the Schiphol Port Authority.

3.5 BMI/HWP

For construction and demolition work with a fire risk that involves chopping, breaking, drilling or dust nuisance, a BMI/HWP must be requested. The BMI applies to work with a fire risk in the terminal, and the HWP for the same activities Airside. The permit is requested by the contractor from Schiphol Technical Operations. See Annex 1F for this form.

3.6 BMI/BSS

To be allowed to work on fire-safety systems, various permits are required (BSS, BMI). The installer is responsible for requesting these permits. This is based on a Request for Change (RfC) approved by the construction manager. The RfC then forms the basis for requesting the necessary permit. The RfC is submitted by the contractor to ASM/TEC and includes a drawing of the existing situation and a drawing of the new situation appended with an explanation of the work and all details required specifically for assessing an application to change the system concerned. The new situation must have the approval of the R2B certification body. The processing time of an RfC is usually 3 weeks.
Once the RfC is approved, the BSS (putting sprinklers out of order) may be requested. The procedure to be followed here is described in Annex 1G.

3.7 Switch WOT / switch map

For work requiring the operation of switches in low, constant and high voltage units, the procedure relating to switching in these systems must be followed. This procedure is given in Annex 1H.
To request for a Switch WOT, follow the same procedure as for regular WOT, the only difference being that the name of the WOT always begins with "Switch WOT". The processing time of a Switch WOT is usually 15 working days. This WOT is requested by the installer.

3.8 Statement of no objection (use of cranes)

To use a crane, a "Statement of no objection" is required from the LVNL. This is due to the sight-lines from the air traffic control tower to the platform and any disruption of the communication equipment between the air traffic control tower and operational services. Assessment of the plans by LVNL has a processing time of approx. 3 working weeks. To request this statement, the coordinating contractor submits a crane plan via the WCA. This plan must include at least the following:

- Description of the equipment, dimensions, etc.;
- Detailed (crane) planning schedule.

3.9 Waiver of excavation prohibition

Permission is required for any work in the ground of Schiphol Nederland B.V. The procedure has been enclosed as Annex 1I, including the necessary application form.
The contractor submits a report to the airport's soil matters department at least two working weeks before commencement. Based on these details, this department draws up recommendations relating to any explosives present (OCE study) and to soil quality.
At least one working week in advance of the work, the implementing contractor carries out underground utility checks. Because Schiphol is a secure area, this check is sent to the Schiphol department concerned. Based on the application, Schiphol sends a checklist to the implementing contractor, who completes it and returns it

together with the soil recommendations. If the information is adequate, Schiphol issues the waiver of excavation prohibition.

3.10 Waiver Landside

To use the departure passage service lane for transport, a waiver is required. This waiver must be requested at least two working days prior to commencement of the work by email from landside operations (landside1@schiphol.nl or oskaynak_a@schiphol.nl). At most two passes per day are issued for each project. The service lane is only accessible for loading and unloading; as soon as this is finished, the vehicle concerned must be removed from the service lane.
The application form is added as Annex 1J.

3.11 Coordination Works Landside

In exceptional cases, the departure passage service lane (Voorrijweg) may be used for transport purposes. Any transportation on this lane must be requested at least two working days in advance from the Coordination Works Landside (CWL), including the name of the driver, the vehicle registration document, make and type of the vehicle, and the time and duration of loading/unloading.

Important message: Due to a review of these procedures, they may be changed in 2018.

4 Construction and work area

The construction areas and job sites must meet various conditions both inside and outside the terminal. Primarily, these conditions relate to (fire) safety, security and demarcations.

4.1 Demarcations, Hoardings and Anti-dust Partitions, General

- The construction area (construction activities or maintenance activities) must be cordoned off as per the PoR "Demarcations around job sites in the Terminal", found in Annex 1K.
- The construction area must be locked up once the work has finished for the day. This applies especially for locations at (Security) boundaries.
- Anti-dust partitions of construction areas in publically accessible spaces must be equipped with a water-repellent plinth. This is to prevent contamination and damage when cleaning machines drive past.
- The partition must feature a sign in the case of altered routing, as well as a sign indicating surrounding facilities, such as moving walkways, ramps, elevators and sanitary amenities.
- The partitions must display information to passengers about why the work is being done.
- The WOT permit must be displayed in a click frame close to the entrance door.
- In public areas, a mat must be placed at the entrance of the construction area.

4.2 Conditions of work area in the terminal

The following conditions apply to work areas in the terminal:

- The work area must meet the fire-safety requirements as described in Section 3.2.1 Conditions for fire safety in work areas.
- The work area must meet the security requirements as described in Section 3.2.2 Conditions for security in work areas
- For work that takes longer than 24 hours, a demarcation must be placed to ensure that unauthorized persons cannot enter the space unhindered. See also Section 3.2.3 Demarcation of work areas;
- For work that takes shorter than 24 hours, a low demarcation of approx. 1 meter high is adequate. For example, plastic fencing. See also Section 2.1.3 Demarcation of work areas;
- Tools must be stored after each shift and during breaks in lockable tool trolleys, or at least kept beyond the reach of unauthorized persons;
- Climbing equipment must be stored in such a way that unauthorized persons cannot misuse it;
- Equipment must be stored out of reach of unauthorized persons;
- Demarcations around work areas that are likely to release dust must be protected in such a way that the health and safety of passengers and staff are not at risk.
- The work area must meet the work safety requirements as stated in the Golden Rules of Safety in Section xxxx Golden Rules of Safety. Schiphol aims to ensure that unsafe situations are reported immediately and that everyone feels free to address others on unsafe conduct. And all that in a "no-blame" culture. Everyone also needs to value being addressed on unsafe conduct. This safety policy can be found in the enclosed policy statement (Annex 10B) and on the site www.schiphol.nl/veiligheid.

4.2.1 Conditions for fire safety of work areas

Where necessary, work must be carried out on fire-safety systems, namely:

- Safe evacuation
- Sprinkler
- Fire-alarm system (BMI)
- Evacuation Alarm System (OAI)
- Extinguisher gas system

This work is subject to the requirements as formulated in Annex 2C BES 13 – temporary management measures. These requirements relate to the following elements:

For major works, whereby fire-safety systems must be deactivated, the temporary management measures must be described in the (sub) work plan. These temporary management measures must provide insight into deactivations (which system and the extent of the area affected). The aim must be to deactivate fire-safety systems for as short a period as possible.
Prior to working on the fire-alarm system and the sprinkler system, a BMI or BSS must be requested (see Section 1).
Both temporary evacuation route signs and definitive evacuation route signs are the responsibility of the E-installer. Modifications to these systems must always be submitted to Schiphol for approval.

4.2.2 Conditions for security of work areas

Schiphol has four security levels. Namely:

1. Non-SRA (secured restricted area) accessible for everyone without restrictions
2. Operationally secure area, access using a (Schiphol) pass control, for example the Reclaim hall on the ground floor of the airport
3. SRA-CP Schengen, Secured restricted area – Critical part. Access for staff with Schiphol pass. Checks using pass control, iris-scan checks and 100% goods checks. Passengers with access at this level are checked as per EU legislation and do not need to undergo any extra security checks when transferring
4. SRA-CP Non-Schengen, Secured restricted area – Critical part. Access for staff with Schiphol pass. Checks using pass control, iris-scan checks and 100% goods checks. Passengers with access at this level are not checked as per EU legislation and do need to undergo extra security checks when passing the transfer filter

Traffic from SRA-CP Schengen to SRA-CP Non-Schengen is free for staff with pass checks and iris-scan checks. The border may be passed using this biometric passage.

In the other direction (SRA-CP Non-Schengen to SRA-CP Schengen), the checks must be carried out as stated in Point 3.

A work area within SRA-CP may not be accessible to unauthorized persons. It must be equipped with so-called code locks, or if on Airside using fencing/gates.

When a work area is on the boundary between 2 areas with a different security status and/or Border status, it must be locked using TGB on a single side only. This can/may also be set up as an evacuation route. However, a specific camera will then have to be targeted to it. For work areas on Airside and where they abut a Security boundary, these must be equipped with peripheral fences as per the AAS security plan.

In the case of work whereby the boundary of one of the security levels is breached, security must be engaged to maintain oversight during these activities. Without the physical presence of security, the work may not be commenced. Where necessary, it is permitted to place an equivalent temporary version of the partition. This partition must be submitted to security for approval.

If areas are temporarily assigned a lower security status, a clean sweep (security check) must be carried out before the area is returned to its former security state.

In cases requiring security to be engaged to maintain oversight on flows between areas with a different status, this must be requested by PLUS no later than 12:00 hours on Wednesday of the week before implementation of the work concerned. The request must therefore be sent by the contractor to PLUS no later than the Tuesday before that.

4.2.3 Demarcation of work areas

Work may only be carried out within demarcations. In general, major work areas must be equipped with adequate evacuation possibilities.
Schiphol has the following options, with all options subject to having robust and stable demarcations:

Low demarcations

Low demarcations, for example French fencing (approx. 1.00 meter high) may be used for work in areas with a completion time of less than 24 hours, as well as for work carried out at variable locations. Examples include pulling cables, restoring tiling, etc. See Figure 1 as an example of an approved demarcation for this type of work.

Figure 1: French fencing or low demarcation

Medium-high demarcations

Medium-high demarcations (approx. 1.40 meters high, see Figure 2) are applicable for work with a longer turnaround time. It must be ensured that passengers do not enter the work areas by using self-closing lockable doors. Operational services must have access to the work areas, including outside working hours. Access can be assured using code locks.

The storage of equipment and tools in the work areas is only possible if these items are stored in such a way that they are inaccessible to unauthorized persons. Tools may not be left unattended and must be kept in locked tool trolleys outside of the reach of unauthorized persons.

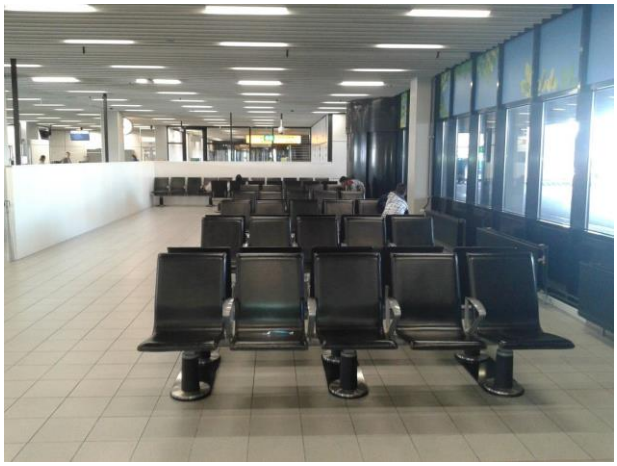

Figure 2 medium-high demarcations

High demarcations

High demarcations (see Figure 3) are used around work areas where work is being carried out that has impact on the building shell. This includes the demolition and realization of toilet blocks, etc. The work areas must be equipped with self-closing lockable doors. The access doors must be quipped with code locks.

Schiphol mounts displays on high demarcations. To order and mount these displays, a map of the high demarcations stating the dimensions must be submitted to PLUS at least two weeks in advance. This map must also list the exact moment of mounting and the expected moment of demounting. Schiphol then produces canvases and stickers to be secured to the demarcations. Two weeks before demounting, the exact moment of demounting must be indicated so that Schiphol has sufficient time to secure the canvases for possible re-use. Please find below an image of canvases for informational purposes. The design, mounting and demounting of the displays are carried out by Schiphol, with the coordination being carried out by the coordinating contractor. See Annex 2D "How do I cover an anti-dust partition" for an explanation of the procedure.

Figure 3: High demarcations

Fire-retardant anti-dust partition

Fire-retardant anti-dust partitions must be made of flame-retardant material, such as flame-retardant MDF of plasterboard, which complies with fire class B-s2,d0 as per the NEN-EN 13501-1 norm.

4.2.4 Bank lining

Bank lining refers to the demarcations placed by operations to direct and guide passenger flows. (Mostly stainless steel) There is a distinction between different forms of bank lining:

- Tensabarriers: these are stainless steel poles with lint demarcation.
- Flexible bank lining: mobile stainless steel fencing on a base plate.

Use of these demarcations is always done in consultation with operations (flow manager) via PLUS, but it is not permitted to demarcate construction or work areas with these assets.

4.3 Anti-dust partition plan

- As part of the request for an operational permit (e.g. the WOT), an anti-dust partition plan must be added. This must display the size (with dimensions) of the construction area. Furthermore, the applicant must state which assets fall within the project demarcation, as well as the assets / operating assets that these activities are going to impact. This may be done using photos. Furthermore, an impression/description must be added of the work, as well as the final result.
- Flexibility anti-dust partition plan: reduce size of area once a portion of it can be returned to operations. This is done in consultation with FLM.

4.4 Demarcations, Hoardings and Anti-dust Partitions, Reclaim

- If construction activities or maintenance activities are being carried out on the baggage belt or related facilities (e.g. the trolley regulator there) in the Reclaim halls and these take longer than 1 working day, the location must be demarcated as per the PoR "Demarcation(s) around job sites in the Terminal" (found in Annex 1K).

4.5 (Demarcation) construction area

- Take account of access to the construction area: e.g. key safe, key with Fire Department or Security.
- Wet fire-fighting facilities must be assured, including extinguishers where necessary.
- Temporary supporting spaces may not be placed in the flow or must be limited. These spaces must also not limit the trolley collection spaces, charging stations, etc.
- For work that takes longer than 24 hours, a demarcation must be placed to ensure that unauthorized persons cannot enter the space unhindered.
- For work that takes shorter than 24 hours, a low demarcation of approx. 1 meter high is adequate. For example, plastic fencing.
- Tools must be stored after each shift and during breaks in lockable tool trolleys, or at least kept beyond the reach of unauthorized persons.
- Climbing equipment must be stored in such a way that unauthorized persons cannot misuse it or remove it.
- Equipment must be stored out of reach of unauthorized persons.
- Demarcations around work areas that are likely to release dust must be protected in such a way that the health and safety of passengers and staff are not at risk.

4.6 Storage space

The storage of goods for execution of the project only takes place within the demarcation of the construction area or in the storage spaces set up for this purpose. Storage is coordinated by the main contractor.

When storing materials, ensure that (packaging) materials are not lying around at the site or in the terminal. Adequate measures must be taken to ensure that this material does not spread throughout the terminal. Furthermore, account must be taken of the fire load at the construction location. Construction materials and packaging materials may not cause any extra fire load. If they do, additional fire-safety measures must be taken that must first be submitted to the site management for approval.
The storage space must meet at least the following requirements:

- Compiled from high white demarcation, seams covered with white tape;
- Equipped with a self-closing door that opens inwards with a code lock;
- Depending on the dimensions of the space, it must be equipped with adequate emergency exit doors in compliance with the relevant laws and regulations;
- A storage area within SRA-CP may not be accessible to unauthorized persons. It must therefore be equipped with so-called code locks;
- When a storage area is on the boundary between 2 areas with a different security status and/or Border status, it must be locked using TGB on a single side only. This can/may also be set up as an evacuation route. However, a specific camera will then have to be targeted to it;
- Before placing, a WOT permit must be requested per location, including submitting a map on which the location and its surroundings are clearly visible;
- The WOT must be clearly displayed in the appropriate frames as per the Schiphol conditions (see Annex 2B). This sign must be mounted at all access point to a construction area. This also applies

to entrances to storage spaces and the like. The construction signs are made available to the contractors by AAS.

- The storage area must meet the work-safety requirements as stated in the Golden Rules of Safety in Section XXXX. Schiphol aims to ensure that unsafe situations are reported immediately and that everyone feels free to address others on unsafe conduct. And all that in a "no-blame" culture. Everyone also needs to value being addressed on unsafe conduct. This safety policy can be found in the enclosed policy statement (Annex 10B) and on the site www.schiphol.nl/veiligheid.
- 10.2 Golden Rules of Safety

4.7 Eating facilities, site huts and offices

Eating facilities must be organized so as to comply with the applicable statutory frameworks. The use of seating areas and hospitality in the terminal as eating facilities is not permitted, and neither is eating permitted in the construction area or the storage space, unless these areas have a separate space with high walls that is exclusively used for this purpose.
These facilities must be set up and maintained (order and tidiness) by the coordinating contractor. The use of smoking zones is not permitted during execution of the work and when wearing a Schiphol pass / workwear or company clothing.
The public amenities may be used as toilet facilities.

4.8 Airside construction site

This means an Airside area that is made available to the contractor available and within which the contractor may carry out certain activities. Demarcation of this area must be coordinated with the Airside advisor of the WAP department, based on a WCA permit. Definitive coordination in this regard occurs within the WCA.

4.9 Working hours

All work must be reported and approved as per procedure in the WOT, WCA, COP and/or CWL. Demolition work and/or work causing noise nuisance may only be planned at night (22:00 – 05:00 hours). Note: this is a starting point. Times may differ per period and per area. Prior to the implementation (1 week in advance), a definitive planning schedule must be drawn up in terms of implementation in consultation with the planning departments.

5 Logistics

The work is partly implemented within the secure Airside setting of the airport and partly in the public, Landside part of the airport. All goods and equipment transported to Airside areas must undergo 100% goods checks.

5.1 Security conditions for personnel and vehicles

SRA-(CP) is formed by Airside areas with limited accessibility for security reasons. SRA-(CP) has access control primary geared to checking the correct authorities for these areas. Characteristic and distinctive relative to other areas is that the personnel are only permitted to work in SRA-(CP) if a background check has taken place and, depending on the positions and/or authorizations, the proper background check has been submitted.

The duration of the background check depends on the degree of "screenability" of the personnel. The turnaround time for personnel living in the Netherlands uninterrupted for the last 5 years is basically 8 weeks, with exceptions. For personnel that have not lived in the Netherlands for 5 years uninterrupted, the turnaround time rises significantly. This is due to the degree of legal discovery of information by the government of the Netherlands at foreign bodies. This may have an effect on the number of available personnel.

Access to the protected and operationally secured areas is controlled using an access-management system (TGB). This happens using controlled entrances in combination with a valid airport identity card (Schiphol pass for persons). Furthermore, passengers who possess a valid access card (ticket) and crew using their crew ID, may access certain parts of the operationally secured and protected areas. Vehicular access to protected areas also runs via controlled entrances in combination with a valid vehicle pass.

The Schiphol pass for persons and the vehicular pass are designed as per the requirements established in the National Program for Secure Civilian Aviation. The ESM department is responsible for the design, installation and upkeep of the access control system (TGBS), including the Schiphol passes. Security Policy (SP) is the functional manager of the pass layout and the different authorizations.
The Schiphol pass is the property of ESM and must be returned to the Badge Center once there is no more functional need for it. The Airport Authority Office (AAO) of Amsterdam Airport Schiphol oversees compliance with this. The AAO is also responsible for the sanctioning process if an access pass is not returned. This applies to all types of Schiphol pass.

The Schiphol pass for persons is specific to an individual, and includes iris recognition when this person has access to SRA-CP and Non-SRA, has a clear passport photo and only gives rights to the person stated on the pass. The Schiphol pass for persons provides access to the different areas using various authorizations. The authorizations are assigned based on functional need in consultation with the account holder concerned, the Area & Access Control department and the area managers. Some authorizations are shown physically on the pass layout using color codes and lettering (see tables 2 and 3).

Table 2 Physical authorizations using color on the Schiphol pass for persons

Color:	**Authorization area:**
Green	Non-SRA & SRA-CP (only IN the terminal & crew center)
Blue	SRA-CP (only OUTSIDE the terminal or beltways)
Orange	Non-SRA & SRA-CP (both inside and outside the terminal/beltways & crew center)
Gray	Secured Premises by AAS (industrial park Schiphol East ONLY)
White	Secured Premises by AAS & Secured Premises by Sector Parties

Table 3 Physical authorizations using letters and color codes on the Schiphol pass for persons

Letter:	Authorization area:	
B	Airside	Baggage basement
P	Airside	Platform
A	Persons with this authorization are exempted from the security check	
Black dot	Landside	Secured Premises by AAS (industrial park Schiphol East ONLY)

The Vehicle pass comes in a number of different forms and is only issued when the required conditions have been complied with. The following passes are assigned by AAS as valid access passes for vehicles:

1. Schiphol vehicle pass
2. Schiphol vehicle day pass
3. Schiphol car day card
4. Schiphol project vehicle card

For further information about the Schiphol pass and the Schiphol vehicle pass, see www.schiphol.nl/nl/werken-op-schiphol and Annex 3I.
Taking tools from a Landside area to Airside is only permitted for people with a tool authorization on their Schiphol pass. This authorization must be requested at the same time as requesting the Schiphol pass.

5.2 Security conditions for airport necessities

In terms of Security supervision, the following options are available for supplying or removing goods:

1. Becoming a known supplier (see Annex 3F)
2. Outsourcing supply and/or removal to a known supplier
3. Supplying goods as an "other supplier"

Airport necessities are all objects intended to be sold, used or made available, regardless of purpose or activity, in the SRA(-CP) zones of the airport.
All these goods/objects must be checked as per the 100% goods check. Goods may be brought into the SRA-CP zones by:

1. A known supplier
2. Outsourcing supply/removal to a known supplier
3. Supplying goods as an "other supplier"

There are a number of advantages to using "known suppliers":

- No intervention on airport necessities at the security passages
- Goods checks may be carried out as part of the supplier's internal process, for example during loading or unloading or during order picking.
- They are given priority for the goods filters in the terminal over OS (Other Suppliers). If it is an OS' turn, the KS (Known Suppliers) are next.
- Use of crossing post 60.

Refer to the Q&A in Annex 3H for known suppliers. The contractor is free to choose the supply method.

5.3 Supply and removal of materials

- Plans for the supply and removal of materials are part of the WOT application.
- The supply and removal of materials via Airside must always be coordinated with the A/OPS/SRA/WAP department. Based on a WCA request (processing time of a WCA is 6 weeks).

5.4 Routes to Airside construction area

5.4.1 Route to Airside construction area through door Terminal

To allow transport via the Terminal, the supply routes and delivery times of construction material and equipment must be coordinated in consultation with the parties involved. The starting point for this construction traffic is that the route to the Terminal from Transportstraat or Expeditiestraat runs via the goods filters. Annex 3A shows the entrance from the Expeditiestraat and Transportstraat and the location of the goods filters.

Access to Transportstraat is only permitted to personnel with an environmental certificate issued by Schiphol. This certificate may be requested by submitting the "access to environmental zone" form. The certificate is issued after a positive assessment of the vehicle and approval by the airport. In general, the certificate is issued if the vehicle meets "Diesel vehicle euro class 4" or higher. Vehicles that enter the environmental zone without an environmental certificate issued by Schiphol run the risk of being clamped by Schiphol. It costs €100 to remove a wheel clamp.

If only a limited amount is brought along (e.g. 1 bag or case), personnel may use the S-passage. The S-passage is found on level 0 and is available via Expeditiestraat or via VH1, and exits into Lounge 1 via elevators 86 and 87. The S-Passage also has a goods filter. The opening times of the S-Passage are from 00:00 to 24:00 hours.

5.4.2 Route to Airside construction area via beltway

The transport of goods via Airside from and to the construction location may be done in various ways. This depends partly on the security status of the goods and the registration of the vehicle used to transport the goods across Airside. The condition is that all vehicles used for transport across Airside are registered and that every driver possesses a Schiphol pass. The goods can be transported to the construction site via gate 60 (as long as it is a known supplier) or gate 90. Account must be taken of the height of the transport: On the Airside beltway, transport may not exceed 3.8 meters in height. Special transport and transport higher than 3.80 meters that travels over the carriageway must always be escorted by Airside Support. An escort across Airside must always be requested via the WCA. For an overview of the passageway gates, see Annex 3C.

If the vehicle used to transport goods is not registered and/or the driver does not possess a Schiphol pass, the transport must be moved while escorted by Airside Support (AS). If the driver does not possess a Schiphol pass, he/she must be escorted by someone with supervisory authority. There are costs related to the supervision of transport and persons across Airside. No supervision may be requested without the express permission of the management. Supervision must be requested two weeks in advance.

Table 4: opening times of the different passages.

Passage/filter	Opening times period
Crossing point Gate 60 (known supplier)	05:00 – 23:00 hours (exiting traffic 00:00 – 24:00 hours)
Crossing point Gate 90	00:00 – 24:00 hours

5.5 Routes to Landside construction area

Just-in-time supply Service lane

In exceptional cases, the departure passage service lane (Voorrijweg) may be used for transport purposes. Any transportation on this lane must be requested at least two working days in advance from the Coordination Works Landside (CWL), including the name of the driver, the vehicle registration document, make and type of the vehicle, and the time and duration of loading/unloading.

The starting point is "just in time (JIT)" with supply/removal of goods during the evening and night hours. The procedure for requesting this waiver is described in Section 2.10 Waiver for service lane.

5.6 Dimensions of elevators

The dimensions of the goods elevators as stated below, are given in Table 5.

Table 5 Dimensions of goods elevators

Elevator	Measure in the clear (mm)	Cage depth (mm)	Cage width (mm)
4	Information ASM	Information ASM	Information ASM
86	Information ASM	Information ASM	Information ASM
87	Information ASM	Information ASM	Information ASM
xxxx	Information ASM	Information ASM	Information ASM
xxxx	Information ASM	Information ASM	Information ASM

If the transport of goods takes place outside the opening times of the goods filters, Security has to be engaged. The supply/removal of goods via the terminal is coordinated in the Terminal Works Consultation (WOT) and for Airside via the Works Coordination Airside (WCA).

5.7 Electric vehicles and equipment

In a select number of cases, it is permitted to use electric vehicles and equipment (EVW) in the terminal. The use of electric vehicles and equipment requires prior written permission from the client. Certain preconditions are placed on the use of electric vehicles and equipment. These preconditions are enclosed as Annex 3D. An EVW application form is also included in this annex.
The request is assessed by the Equipment & Information Management (EIM) department of Operations.

5.8 Parking and transport to the construction site

Parking must be done at the personnel parking spaces intended for this purpose (see Annex 3E).

The procedure for requesting parking passes is described in Annex 3I: Client registration form Staff Parking Schiphol.

The contractor must complete a parking application form and a SEPA authorization and submit these to Schiphol via parkeren@schiphol.nl. After the registration has been concluded at Access & Parking, subscription cards can be requested via parkeren@schiphol.nl. Delivery time of the parking passes is 5 working days. The application must state from which date parking is required and when it is no longer needed.

Personnel can travel with the Sternet bus from the car park to Schiphol Center. This is free as it is included in the Schiphol Annual Subscription (Jaarabonnement Schiphol, or JAS).

For more information about parking, see: https://www.schiphol.nl/nl/werken-op-schiphol/pagina/parkeren-met-een-schipholpas/

For more information about JAS, see: http://www.vcc-schiphol.nl/index.php/openbaar-vervoer/bus-tram-metro and here: https://www.connexxion.nl/schiphol-sternet/1239

5.9 Logistics to Airside on platforms, roads, carriageways/lanes and service roads

The operational starting points / preconditions below are established for (maintenance) work on Platforms, RH road, beltways, lanes, carriageways and service roads. All work may only commence once it has been coordinated via the WCA and approved. Before work commences, it must always be registered with the port authority. With regard to the demarcation of beltways, work may only start once the airport authority has approved the demarcation.

- RH road & beltway piers: It is possible to close 1x one side of the road between 14:00-05:30 hours for a maximum distance of 20 meters.
- RH road & beltway piers; 1x complete closure is possible between 22:00-05:00 hours, as long as an alternative route is available. Because a possible alternative route runs via the VOPs, these must be set up in good time. The processing time of this WCA process is >13 weeks.
- Beltway piers; at least 1 underpass operationally available per pier between 05:30-22:00 hours.
- Hoisting work that requires demarcation of the RH road or beltways, may only take place between 22:00 and 05:30 hours, with the restrictions as stated in points 1 & 2.
- Based on the VOP planning schedule (= max number of VOPs/gates out of service for work), work activities are planned by AO/S&D. This department also does the final checks regarding possible conflicts with other activities and investigates/determines possible clustering of work. If work cannot be carried out within the schedule stated earlier, A/AO/S&D will look for alternatives together with the project.
- Work for which baggage entry and exit points could be blocked may only be carried out between 22:00-04:00 hours and only in consultation with the user. A COP must be requested for these activities. An alternative must be offered to Operations and this must be communicated in good time to all users of the area, including emergency services in relation to possible deviations to approach routes.
- All service roads must always remain available for Operations, the Fire Department, emergency services, via alternative routes where necessary.
- Parking for operating assets is at the parking facilities provided.

Source: https://snbv.sharepoint.com/sites/intranet/services-informatie/Paginas/Bedrijfshandboek-AAS.aspx

6 Rented (office) space

To carry out work in these spaces, the following preconditions must be taken into account:

- Spaces remain operational.
- The work must be carried out at night, between 22:00-05:00 hours.
- Ceilings must be opened and closed after each shift.
- Inventory and floors must be covered after each shift and cleaned at shift-end.
- Work must be coordinated with users based on a detailed planning schedule / daily schedule / timesheets.
- Account must be taken of an intensive preparatory phase in terms of coordination with and informing users.
- If necessary, desks can be placed elsewhere, in the vicinity of the actual location. Flow must be assured here.

7 Other

7.1 Guidelines for working in baggage area

The baggage process is a complex and important process for the continuity of the airport. Carrying out projects that have an impact on this process requires coordination and preparation. The guidelines and preconditions for working in baggage are included in Annex 7B.

7.2 Freezing and halting work

During the implementation phase, there may be operational reasons to intervene in the work. Reasons for this may include:

1. An emergency situation;
2. an unsafe situation;
3. work being carried out in deviation from or without a permit.

In such cases, the work may be temporarily suspended by any Schiphol staff member (freezing). Once the preconditions relating to the halt have been met, the work may be resumed in consultation with Operations.

In certain cases, it may not be possible to continue the work. In these cases, the work may be halted. Halting work may only be done by the FMP in relation to the terminal, and the FMA in relation to Airside and the Baggage area.
Furthermore, the work can be halted by the project management.

In all cases of both freezing and halting, both the supervisor and the project manager of PLUS must be informed immediately. A report stating how and why must be submitted the following working day before 10:00 hours to both the supervisor and the project manager. Without these promptly submitted reports, it may not be possible to settle any stagnation costs.

8 Safety

To endorse the importance of health and safety, Schiphol has drawn up a number of documents emphasizing Schiphol's policies and additionally stating the key rules.

8.1 Safety policy

Schiphol Group places the health and safety of its people at the center of its operating processes, and places the prevention of injury and damage to or loss of operating assets above all other concerns. A safe and healthy (working) environment at Schiphol is the responsibility of everyone. Both the management and staff set an example and convey the importance of health and safety internally and externally. In this way, a strong safety culture is continually improved, taking account of the principles of just culture. Schiphol aims to ensure that unsafe situations are reported immediately and that everyone feels free to address others on unsafe conduct. And all that in a "no-blame" culture. Everyone also needs to value being addressed on unsafe conduct. This safety policy can be found in the enclosed policy statement (Annex 10B) and on the site www.schiphol.nl/veiligheid.

8.2 Golden Rules of Safety

In relation to projects at and around the airport, the key points for attention in terms of safety are summarized in the "Golden Rules of Safety" (see Annex 10A) and at www.schiphol.nl/veiligheid

The Project ensures that every employee has seen the safety instruction film as part of their project instruction. See www.schiphol.nl/veiligheid.