

T.a.v. dhr.

E-mail:

*Deze brief wordt alleen per e-mail verzonden*



Datum: 14 juli 2022  
kenmerk: ACN22-009  
onderwerp: Besluit op Woo-verzoek

Geachte heer,

Per e-mail van 23 juni 2022 heeft u een verzoek ingediend met een beroep op de Wet open overheid (Woo). In uw e-mailbericht verzoekt u kortheidshalve om documenten inzake de drukte op Schiphol, D-30 Joint Control (APOC), (addendum) capacity declaration(s) en S22.

#### Procesverloop

De ontvangst van uw verzoek is per e-mail bevestigd op 4 juli 2022.

Een van mijn medewerkers heeft u op 13 juli 2022 telefonisch gesproken.

Derde belanghebbenden zijn om een zienswijze gevraagd betreffende uw verzoek.

#### Wettelijk kader

Uw verzoek valt onder de reikwijdte van de Woo.

#### Inventarisatie documenten

Op basis van uw verzoek zijn meerdere documenten aangetroffen. Het gaat om 30 e-mails en e-mailketens (met of zonder bijlagen) en 2 Whatsapp-berichten. Deze documenten zijn als bijlage genummerd van 1 tot en met 32. Gemakshalve zijn de e-mails inclusief bijlagen gebundeld. Er zijn 3 e-mails aangetroffen betreffende een Kamerbrief en Kamervragen. De bijbehorende conceptantwoorden zullen niet openbaar gemaakt worden, aangezien de definitieve antwoorden zijn uitgesproken in de Tweede Kamer en derhalve openbaar zijn.

#### Zienswijze

Uw verzoek gaat over informatie van derden. Deze zijn belanghebbende bij mijn beslissing op uw verzoek. Daarom heb ik deze derde belanghebbenden van uw verzoek op de hoogte gebracht. Ook heb ik hun de mogelijkheid geboden een reactie te geven op uw verzoek.

Door de belanghebbenden zijn geen bezwaren tegen openbaarmaking ingediend, met uitzondering van persoonsgegevens.

## Besluit

Ik heb besloten - om de aangetroffen documenten waar uw Woo-verzoek op ziet - en welke niet reeds openbaar gemaakt zijn - openbaar te maken met inachtneming van artikel 5.1, tweede lid, onder e van de Woo. Dit betekent dat de persoonsgegevens uit de documenten zijn gelakt.

## Overwegingen

Op grond van artikel 5.1, tweede lid, onder e van de Woo, blijft het verstrekken van informatie achterwege, voor zover het belang van openbaarheid niet opweegt tegen het belang van de eerbiediging van de persoonlijke levenssfeer. In de verzochte documenten staan persoonsgegevens of informatie die raken aan de persoonlijke levenssfeer. Ik ben van mening dat ten aanzien van deze gegevens het belang dat de persoonlijke levenssfeer van de betrokkene wordt geëerbiedigd zwaarder moet wegen dan het belang van openbaarheid. Deze persoonsgegevens zijn dan ook geanonimiseerd in de documenten.

## Wijze van openbaarmaking

De stukken die met dit besluit voor eenieder openbaar worden, zullen binnen vijf werkdagen na dagtekening van deze brief op de website van ACNL worden gepubliceerd.

Ik vertrouw erop u hiermee voldoende te hebben geïnformeerd.

Hoogachtend,

Drs. Hugo Thomassen  
Managing Director  
Airport Coordination Netherlands

## **Bezwaar**

*Eenieder wiens belang rechtstreeks bij dit besluit betrokken is, kan tegen dit besluit binnen 6 weken na de dag van verzending bezwaar indienen bij ACNL middels het adres in de voettekst of per e-mail via [info@slotcoordination.nl](mailto:info@slotcoordination.nl)*

*Het bezwaarschrift dient te zijn ondertekend en ten minste het volgende te bevatten:*

- 1) de naam en het adres van de indiener;*
- 2) de dagtekening;*
- 3) een omschrijving van het besluit waartegen het bezwaar is gericht;*
- 4) de gronden van het bezwaar.*

*Een belanghebbende kan de voorzieningenrechter van de rechtbank in zijn/haar woonplaats verzoeken een voorlopige voorziening te treffen indien onverwijlde spoed, gelet op de betrokken belangen, dat vereist.*

1

[REDACTED]

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**Van:** [REDACTED]@coordination-committee.nl>  
**Verzonden:** vrijdag 17 juni 2022 16:31  
**Onderwerp:** 2nd Addendum Capacity Declaration AMS S22 and related Local Regulation + EIN S22 Addendum 03  
**Bijlagen:** S22 Capacity Declaration Amsterdam Airport Schiphol 2nd Addendum\_V1.0\_.pdf; 20220617 Local Regulation temporary capacity reduction.pdf; EIN addendum 03 - S22.pdf

Dear CCN members,

Below please find an e-mail from Amsterdam Airport Schiphol and an e-mail from ACNL, both concerning the S22 AMS Capacity Declaration, and two annexes:

- the 2nd Addendum CapDec AMS S22 itself, and the related
- Local Regulation "Management of a temporary reduction in available capacity".

Moreover, I have added the EIN S22 Addendum 03, as requested by Eindhoven Airport.

With kind regards,

[REDACTED]  
[REDACTED] Coordination Committee Netherlands (CCN)

e: [REDACTED]@coordination-committee.nl  
m: [REDACTED]  
w: <https://slotcoordination.nl/coordination-committee/>

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*In case you do not wish to receive CCN information or would like us to send it to someone else within your company, just let me know via a simple reply to this email.*

Forwarded messages:

**From:** [REDACTED]@schiphol.nl>  
**Subject:** 2nd Addendum Capacity Declaration AMS S22  
**Date:** 17 juni 2022 om 15:30:23 CEST  
**To:** [REDACTED]@coordination-committee.nl>, [REDACTED] (CCN)"  
<[REDACTED]@coordination-committee.nl>

Dear [REDACTED] dear [REDACTED]

Hereby I send you the 2nd addendum to the S22 Capacity Declaration for Amsterdam Airport Schiphol.

This addendum was also shared with ACNL and published on their website.

Can you please share this with the CCN members?

Yesterday, we have also sent an e-mail with the solution to the issue, identified by the CCN on June 15th, concerning airlines with a relatively high transfer rate.



We have not received any feedback on this e-mail, and therefore conclude that the solution as proposed can be applied.

The solution is further described in the memo that will be sent to you by ACNL.

I hope to have informed you sufficiently and thank the CCN for the input, knowledge and time.

We will keep you updated on the numbers for August as soon as we have the insights.

Met vriendelijke groet, kind regards,

[Redacted signature block]

Amsterdam Airport Schiphol

[Redacted email address]  
[Redacted email address]@schiphol.nl

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**From:** [Redacted]@slotcoordination.nl>  
**Subject:** Update on capacity situation AMS S22: Introduction of temporary 'Terminal Parameter'  
**Date:** 17 juni 2022 om 15:50:49 CEST  
**To:** "[Redacted] (CCN)" [Redacted]@coordination-committee.nl>

Dear [Redacted] CCN, dear [Redacted]

This afternoon ACNL published following news update and documents.

**Update on capacity situation AMS S22: Introduction of temporary 'Terminal Parameter'**

Airport Coordination Netherlands (ACNL) has received a second capacity declaration addendum for Amsterdam Airport Schiphol (AMS) for the current season, IATA season Northern Summer 2022 (S22). Please find the addendum [here](#).

AMS will introduce a temporary 'Terminal Parameter'. As a result, ACNL will contact airlines involved with the targeted seat capacity for their portfolio and the remaining task for adjustment as soon as possible. ACNL will use Local Regulation "[Management of a temporary reduction in available capacity](#)". This Local Regulation is based on Worldwide Airport Slot Board (WASB) best practice paper "Managing temporary reductions of airport capacity".

Airlines may request Force Majeure by email to: [monitoring@slotcoordination.nl](mailto:monitoring@slotcoordination.nl):

- Until and including allocation date 6 July 2022 based on D-30 Joint Control APOC process (see [ACNL Work Procedure Capacity situation Amsterdam Airport Schiphol \(AMS\) S22](#)).
- For slot allocations in the timeframe 7 July – 31 July 2022 based on the addendum capacity declaration of June 2022.

Questions may be submitted to [info@slotcoordination.nl](mailto:info@slotcoordination.nl)

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Please share with all CCN members.

Thank you & kind regards,  
Airport Coordination Netherlands (ACNL)

Airport Coordination Netherlands  
To the attention of [REDACTED]  
Evert van de Beekstraat 23  
1118 CL LUCHTHAVEN SCHIPHOL

**Capacity declaration summer  
season 2022: addendum 2**

[REDACTED]  
[REDACTED]  
[REDACTED]

17 juni 2022  
HB.2022.005

Dear Mr. [REDACTED]

Please find enclosed a second addendum to the capacity declaration of Amsterdam Airport Schiphol (AAS) which has been published by ACNL on September 30, 2021 for IATA Northern Summer 2022 (S22). This addendum includes a mandatory, temporary capacity reduction parameter applicable to all commercial passenger operations, in line with the WASB sector best practice (*"Managing temporary reductions of airport capacity"*) of July 17<sup>th</sup>, 2020. This parameter limits the volume of departing seats per day and is necessary to ensure a safe operational environment, proportionate to serve that goal. We trust that you will allocate the capacity to the aircraft operators in accordance with the limitations and requirements as specified in the capacity declaration and related addenda.

For AAS, as communicated in our previous addendum, the operational impact of the recovery of traffic figures after the Covid-19 pandemic is unprecedented and exceptional. The crisis has severely affected the extent to which we can facilitate this recovery in operational terms. I hereby refer to the capacity declaration of S22 in which AAS has reserved the right to introduce additional measures to regulate operational capacity in-season in the event of exceptional circumstances, such as the situation at hand. For the upcoming months of July and August, we foresee capacity restraints which, from the viewpoint of public safety and operational integrity, force us to take additional measures to those already taken, since the demand for airport capacity amply exceeds what AAS has available. Therefore, I request ACNL to impose a mandatory capacity reduction for commercial passenger operations at AAS.

This 'Temporary Terminal Parameter' shall be effective from July 7<sup>th</sup> up to and including August 28<sup>th</sup> and shall consist of 2 consecutive periods as defined in the addendum. This addendum only defines the values for the first period, up to and including July 31<sup>st</sup>. Currently, the values for the other days are estimated. The capacity limitation shall be set for each individual period and will be communicated with you at least 3 weeks before the start of that period.

I would like to stress that this is an unprecedented situation, unfortunately forcing us to take these steps. The additional parameter is mandatory, providing ground to ACNL and coordinators worldwide for granting force majeure to those operations that are cancelled and meet the prerequisites in this period.

We trust in the continuing cooperation with you and our airline partners, but nevertheless reserve the right to introduce additional parameters if necessary. The impact of these steps is evaluated continuously.

Yours sincerely,

[REDACTED]  
ROYAL SCHIPHOL GROUP

*Enclosure: 2<sup>nd</sup> addendum capacity declaration Amsterdam Airport Schiphol; Summer 2022.*

## 2<sup>nd</sup> Addendum capacity declaration Amsterdam Airport Schiphol; IATA summer 2022

The capacity declaration for summer 2022 shall take the following additional provisions into account:

- A 'Temporary Terminal Parameter' applies to flight operations with service type codes J / C / G / S / Q / B / R / O / L.
- This 'Temporary Terminal Parameter' equals a limitation of the volume of departing seats per day in the months of July and August (July 7<sup>th</sup> up to and including August 28<sup>th</sup>), expressed on basis of calendar days.

July 2022							
Mon	Tue	Wed	Thu	Fri	Sat	Sun	week
4	5	6	7	8	9	10	27
	N/A		95,500	100,500	88,500	96,500	
11	12	13	14	15	16	17	28
93,000	89,000	87,500	91,000	95,500	83,000	91,000	
18	19	20	21	22	23	24	29
89,000	86,500	85,000	89,500	97,000	83,000	91,500	
25	26	27	28	29	30	31	30
93,500	90,500	88,500	94,500	99,500	87,000	95,500	

August 2022							
(current estimation, to be published definitively per July 7 <sup>th</sup> )							
Mon	Tue	Wed	Thu	Fri	Sat	Sun	week
1	2	3	4	5	6	7	31
101,500	99,500	98,000	102,500	110,000	94,000	101,500	
8	9	10	11	12	13	14	32
104,500	103,000	101,500	106,000	114,000	98,500	106,500	
15	16	17	18	19	20	21	33
112,000	110,500	107,000	112,000	123,500	105,000	113,500	
22	23	24	25	26	27	28	34
112,000	110,000	108,000	111,000	124,500	105,000	111,500	

Note 1: This parameter is designed as a temporary measure to deal with the current imbalance of the operational supply and demand that is a consequence of the recovery of the traffic figures after the Covid-19 pandemic. The parameter in this addendum is projected to end at August 28<sup>th</sup>. The parameter is mandatory. Following the WASB sector best practice, this provides a ground to ACNL for granting 'force majeure'. AAS will take all reasonable steps to provide sufficient capacity to facilitate airline demand after the period for which this parameter is designed.

Note 2: the 'Temporary Terminal Parameter' does not affect nor replace the declared Operational Limitations as stated in the capacity declaration of S22 for other operations or periods than mentioned in this addendum



## LOCAL REGULATION

### INTRODUCTION

1. This Local Regulation sets out the process for managing periods of reduced capacity as a result of measures implemented by government, regulatory authorities or the airport managing body.

### PRINCIPLES OF TEMPORARY AIRPORT CAPACITY REDUCTIONS

2. The competent authority will explain the rationale for the revised airport capacity parameters and provide them to the Coordinator as soon as practical after having consulted with the Coordination Committee Netherlands.
3. In the consultation with the Coordination Committee Netherlands the competent authority will advise the period impacted.
4. All stakeholders are encouraged to consider the use of innovative solutions or technologies to limit the need for temporary capacity reductions when possible.
5. Any mandatory schedule reductions must be spread across all affected airlines that utilise the infrastructure, in a fair, transparent, and non-discriminatory manner by a slot coordinator acting independently. Air services whose handling does not require the affected infrastructure will not be impacted by the temporary capacity reduction.

### COORDINATOR ACNL

6. ACNL considers measures for concerned (series of) slots to be applicable after publication of a capacity declaration addendum on ACNL's website. ACNL will not anticipate on a publication of such addendum.
7. Online portals may be temporarily disabled or message filters used to prevent Slot Clearance Requests (SCR) from being automatically processed.
8. ACNL will give an indication of the required reductions by carrier as soon as possible after the revised capacity parameters are received. The reference date used for the schedule reduction will depend on the timing of the temporary reduction of airport capacity:
  - a. If the revised capacity parameters are received after the Historic Baseline Date (HBD), schedule reductions will be based on slot allocations held one day after the revised capacity parameters are published;
  - b. If the revised capacity parameters are received after the publication of the seasonal capacity parameters but before or at the Historic Baseline Date (HBD), schedule reductions will be based on slot allocations held at the Historic Baseline Date (HBD).
9. The required schedule reductions will be measured based on a defined time period where congestion occurs and/or as a total per day, providing that a fair distribution of cancellations across carriers is ensured. Capacity reductions may be based on the peak week within the affected period to identify the maximum capacity reduction required.
10. The required schedule reduction will also consider as a reference the percentage share held by a carrier at the Slot Allocated List (SAL). For example, if carrier A held 70% of capacity in the 0900 hour at initial coordination then they should hold 70% of the reduced capacity in the same hour after the capacity reduction, whenever feasible.
11. ACNL will aim to satisfy as much demand as possible based on the revised capacity parameters and treat all (affected) types of service equally. In this regard, ACNL will provide insight about remaining capacity to the airlines for the purpose of avoiding schedule reductions.
12. Airlines with a single frequency per day will be protected wherever possible, however may be subject to a seat capacity cap to achieve the temporary capacity reduction. ACNL may consider

further consultations with the Coordination Committee Netherlands if further guidance regarding the reallocation of capacity is required.

13. All airlines will be given an opportunity to retime flights if so required. ACNL will advise a date that retime requests should be submitted. After this date, the Coordinator will process the requests to ensure a fair distribution across carriers. After this process has been completed, all subsequent changes will be processed on a first come, first served basis.
14. Any increase in available capacity will be allocated fairly across all carriers impacted by reductions. Priority will be given to those impacted by the greatest proportional reductions as a result of their limited operations at the impacted airport.
15. For the purpose of transparency, ACNL will inform relevant parties:
  - a. The temporary capacity parameters, including supporting analysis.
  - b. The total number of slots/seats that need to be cancelled
  - c. Details of the required reductions by carrier
  - d. Compliance in adhering to the temporary capacity reduction by carrier

#### AIRLINES

16. The airlines will decide which flights to cancel or retime into available capacity to meet the reduction in airport capacity. For reductions in passenger throughput limits, the airline may choose to meet the restriction in other ways, for example by capping the aircraft seat capacity instead of cancelling a flight.
17. Cancellations due to the temporary airport capacity reduction should be sent to ACNL at the earliest opportunity.

#### AIRPORT

18. The airport managing body will balance capacity with demand and regularly communicate with the Coordination Committee Netherlands. Where possible, lead times and preparations to open facilities should be shared with relevant stakeholders.

#### HISTORIC PRECEDENCE

19. Slots cancelled as a result of temporarily reduced capacity parameters will be treated as justified non-utilization use-it or lose-it rule. Force Majeure requests according to normal procedure (see ACNL Policy Rule Force Majeure for Use-it or Lose-it Rule published at [www.slotcoordination.nl](http://www.slotcoordination.nl)). Reference should be made to "Local Regulation temporary capacity reduction". Supporting documents are not required. ACNL makes random enquiries at the airport managing body or airline.
20. Alleviation will only be granted to slots returned in advance of the planned operation.
21. During the validity of the temporary capacity reduction, ACNL will relax its limitations on re-times counting towards utilisation of slots.
22. New slots allocated after the temporary reduction in airport capacity will only be allocated after the operational limit is reached and initially be allocated on a non-historic basis.

#### COMPLIANCE

23. Airlines are required to return slots that they do not intend to operate as soon as possible so they can be allocated to other carriers. Late return of slots that are not intended for use may prevent the application of any alleviation of the use-it or lose-it rule to the series concerned.
24. If an airline fails to comply with this Local Regulation, the airport managing body or the coordinator are entitled to consider appropriate action. This may result in an airline being unable to operate during the period in which the temporary capacity applies.
25. ACNL may consider further action, particularly in line with Article 14(4) of the EU Slot Regulation or WASG chapter 9, should an airline fail to operate to the times allocated.

#### SCOPE

26. This Local Regulation will apply as needed in the current and future scheduling seasons but will expire immediately on the capacity of the airport reaching the declared capacity.
27. For the avoidance of doubt, the adoption of this Local Regulation is not intended to be a long term replacement for the normal capacity declaration.

2



[REDACTED]

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**Van:** [REDACTED]<[REDACTED]@coordination-committee.nl>  
**Verzonden:** woensdag 25 mei 2022 17:45  
**Onderwerp:** Addendum capacity declaration Amsterdam Airport Schiphol NS22  
**Bijlagen:** S22 Amsterdam Airport Schiphol Addendum Capacity Declaration signed HB.pdf;  
20220525 WP Capacity situation AMS S22 v1.0.pdf

Dear CCN members,

Below please find a message and its attachments from Amsterdam Airport Schiphol and ACNL.

With kind regards,

[REDACTED]  
[REDACTED] Coordination Committee Netherlands (CCN)

e: [REDACTED]@coordination-committee.nl  
m: [REDACTED]  
w: <https://slotcoordination.nl/coordination-committee/>

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Begin doorgestuurd bericht:

**Van:** [REDACTED] <[REDACTED]@schiphol.nl>  
**Onderwerp:** Addendum capacity declaration Amsterdam Airport Schiphol NS22  
**Datum:** 25 mei 2022 om 17:06:40 CEST  
**Aan:** "[REDACTED] (CCN)" <[REDACTED]@coordination-committee.nl>, [REDACTED]  
[REDACTED]@coordination-committee.nl>

Dear CCN Board, [REDACTED]

After the consultation yesterday of the proposal by Amsterdam Airport Schiphol to introduce a "Temporary Operational Limit" as a lock on the door for passenger operations at Schiphol in the upcoming months, we have followed the CCN advice.

We have shared the proposed addendum and an amended version of the corresponding ACNL working procedure with the CDSC members as was agreed during the meeting. Hereby we want to thank them for their input and questions, which we have incorporated and answered.

Attached you will find the signed version of the addendum and the last version of the ACNL working procedure that is related to the addendum.

An additional message to all CCN airline members.

- The "Temporary Operational Limit" is one measure we take, but more importantly we need to work together to match capacity and demand in the upcoming months.

- Therefore, we would like to stress the importance of the D-30 process that we have started. Through the D-30 process you will be informed on the capacity issues and specifics.
- The information will also incorporate outlooks towards July and August.
- Your Airline Partnership Manager will also contact you with requests to cancel, re-time or relocate slots. Please contact them should you have any questions.
- Also, we urge you not to upgauge your flights or increase your seat numbers in any other way, given the limited capacity for departing passengers.
- Please coordinate with the airport before changing your flight times.

Met vriendelijke groet, kind regards,

Airport Coordination Netherlands  
To the attention of [REDACTED]  
Evert van de Beekstraat 23  
1118 CL LUCHTHAVEN SCHIPHOL

**Addendum capacity declaration  
IATA summer season 2022**

[REDACTED]  
[REDACTED]  
[REDACTED]

25 mei 2022  
HB.2022.004

Dear [REDACTED]

Please find enclosed an addendum to the capacity declaration of Amsterdam Airport Schiphol (AAS) that has been published by ACNL on September 30, 2021 for IATA Northern Summer 2022 (S22). We trust that you will allocate the slots to the aircraft operators in accordance with the limitations and requirements as specified in the capacity declaration and this addendum. The enclosed addendum applies to Commercial Aviation operations.

As you are aware, the aviation sector is struggling to recover from the effects of Covid-19. For AAS, the impact on the operational situation is unprecedented and exceptional. Where market demand is currently booming, the crisis has severely affected the extent to which we can facilitate the swift recovery from an operational perspective. For the upcoming months of June and August, we foresee challenges which, from the viewpoint of operational integrity, force us to take additional measures. As a first step, we want to prevent the expected operational issues to become even larger and we therefore request ACNL to stop re-allocating slots that airlines return as part of their regular business.

Therefore, we decided to introduce an additional, temporary, operational parameter to the capacity declaration of S22 which shall be effective for the period June 1<sup>st</sup> up and to including August 28<sup>th</sup>. I hereby refer to the capacity declaration in which AAS has reserved the right to introduce additional measures to regulate operational capacity in-season in the event of exceptional circumstances such as the situation at hand. I would like to stress that this is an unprecedented situation, unfortunately forcing us to take these steps. The additional parameter will provide ACNL a ground not to re-allocate slots during this period, that were returned to the slot pool, to commercial passenger slots.

Part of the measures that are currently being taken is a call for flight cancellations by airlines on busy periods in order to decrease accumulation of passenger volumes present in the terminal at the same moment. We trust in their continuing ability to cooperate but nevertheless reserve the right to introduce additional parameters if necessary. During the month of June, an evaluation of these steps will take place.

Yours sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]

ROYAL SCHIPHOL GROUP

Enclosure: Addendum capacity declaration Amsterdam Airport Schiphol; Summer 2022.

## Addendum capacity declaration Amsterdam Airport Schiphol; IATA summer 2022

The capacity declaration for summer 2022 shall take the following additional provisions into account:

- A 'Temporary Operational Limit' applies for flight operations with service type codes J / C / G / S / Q / B / R / O / L.
- The 'Temporary Operational Limit' equals a volume limitation of 90,000 slots and applies for the period of June 1<sup>st</sup>, 2022, up to and including August 28<sup>th</sup>, 2022.

Note: the 'Temporary Operational Limit' does not affect nor replace the declared Operational Limitations as stated in the capacity declaration of S22 for other operations or periods than mentioned in this addendum.

## Working Procedure Capacity situation Amsterdam Airport Schiphol (AMS) S22

Discipline: Slot Allocation  
Airport: Amsterdam Airport Schiphol (AMS)  
Season: IATA season Northern Summer 2022 (S22)  
Effective as of: Publication date of addendum to capacity declaration S22 by airport managing body  
Version: 1.0  
Date: May 25, 2022

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### 1. Introduction

- 1.1. In the CCN meeting of 24 May 2022 Amsterdam Airport Schiphol (AMS) announced the introduction of an additional coordination parameter (operational limit) and to implement a process to balance demand and capacity (referred as "D-30 Joint Control APOC") for S22. In this working procedure, ACNL provides guidance how ACNL will act.
- 1.2. This working procedure is supplementary to the ACNL Working Procedure Slot Allocation S22, latest version, as published at [www.slotcoordination.nl](http://www.slotcoordination.nl)

### 2. Preparation

- 2.1. ACNL considers measures for concerned (series of) slots to be applicable after publication of a capacity declaration addendum on ACNL's website. ACNL will not anticipate on a publication of such addendum.
- 2.2. After acknowledging the receipt of a capacity declaration addendum, a lead time of 3 business days is required by ACNL for technical implementation.

### 3. Process

ACNL will act in the following way:

Concerning Measure 1 "Lock on the door" (capacity declaration addendum)

- New slot requests and slot requests on the waiting list will be processed according to the newly applicable temporary operational limit for the Service Types Codes (STCs) applicable to this operational limit and for the period concerned effective date (1 June 2022), based on WASG 10.14.1.

- Change requests for attributes that are irrelevant to the temporary operational limit e.g. in departure/arrival, destination/origin, aircraft type and number of seats will remain processed.
- In the event of an overnight delay (next calendar date) slots may be revised and kept making use of the following (SCR formatted) instruction:

**Option 1:**

```
SCR
//BLOCK
S22
24MAY
AMS
DXX123 28JUL 300332 1200ABC J
NXX123A 29JUL 300332 0700ABC J
SI
GI
```

**Option 2:**

```
SCR
S22
24MAY
AMS
CXX123 28JUL 300332 1200ABC J
RXX123A 29JUL 300332 0700ABC J
SI
GI
```

- In case of a diversion for which a slot is required, the airline may use the flexibility within its own slot portfolio (as no new slot quota are available).
- To facilitate this working procedure, the online coordination webservice [www.e-airportslots.aero](http://www.e-airportslots.aero) will be suspended until further notice. During this period requests can only be sent through [scr@slotcoordination.nl](mailto:scr@slotcoordination.nl). ACNL will process messages as soon as possible. The time stamp of receipt of the requests is taken and retrospective requests are not accepted.

Concerning Measure 2 “D-30 Joint Control APOC” (not part of the capacity declaration addendum):

- An airline may request Force Majeure (FM) for the use-it or lose-it rule for (series of) slots at AMS that were identified at HBD in case of a cancellation for operations until and included 28 August 2022. The basis for these cancellations must be the result of the process named as “D-30 Joint Control APOC process”. FM requests according to normal



procedure (see ACNL Policy Rule Force Majeure for Use-it or Lose-it Rule published at [www.slotcoordination.nl](http://www.slotcoordination.nl)). Reference should be made to “**D-30 Joint Control APOC AMS S22**”. Supporting documents are not required. ACNL makes random enquiries at the airport managing body or airline.

#### 4. Final provisions

4.1. This working procedure has been drafted by ACNL on the basis of the information that was available at the date above. When this information changes this working procedure may be reviewed or amended. This working procedure may not at all time reflect all current facts and circumstances.

#### 5. Revision log

Version	Date	Changes w.r.t to previous version
V1.0	25 May 2022	First version after CCN meeting 24 May 2022

3



[REDACTED]

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**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** vrijdag 20 mei 2022 15:43  
**Aan:** [REDACTED] (CCN); [REDACTED]  
**CC:** [REDACTED]  
**Onderwerp:** CCN documents S22 extraordinary meeting  
**Bijlagen:** 20220524\_CCN\_S22 Operational limit.pdf; 20220524 CCN ACNL Working method  
Lock on the door AMS S22 DRAFT v0.2.pdf

Dear [REDACTED]

Thank you in advance for hosting an extraordinary CCN meeting on such short notice.  
Attached you will find the S22 Operational Limit presentation from Schiphol.  
The aim of the presentation is to inform and consult the CCN concerning the steps and process, in order to match capacity with demand, given the major task we face as a sector this summer.

We are requesting your advice concerning the presented steps and positive advice on the "Temporary Operational Limit", that we want to implement as soon as possible as "a lock on the door".

ACNL has asked me to also provide you with their concept Working Method concerning the "lock on the door", which they can present during the meeting.

Please share these documents with your members upfront.

Should there be any questions please do not hesitate to contact me.

Met vriendelijke groet, kind regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
Amsterdam Airport Schiphol

[REDACTED]  
[REDACTED]@schiphol.nl

**AO&AP / PPI /  
Airport & Airline Solutions**

# **Summer '22 operational limit & measures**

**For CCN - extraordinary meeting**

24 MAY 2022

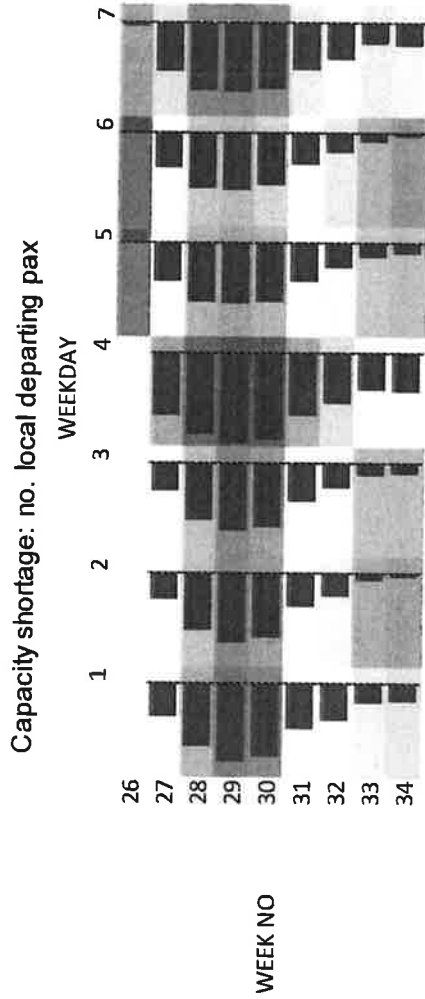
## **Schiphol**

Welcome to Amsterdam Airport

# SUMMER 2022 expectations

Major capacity shortages expected during summer holidays for local departing passengers

- Based on most recent insights
- Assuming high productivity and maximum effort security companies
- Disregarding waiting times
- Below: shortages compared to expected delivery
- Hence; we expect major capacity shortages and immediate action of all involved is required

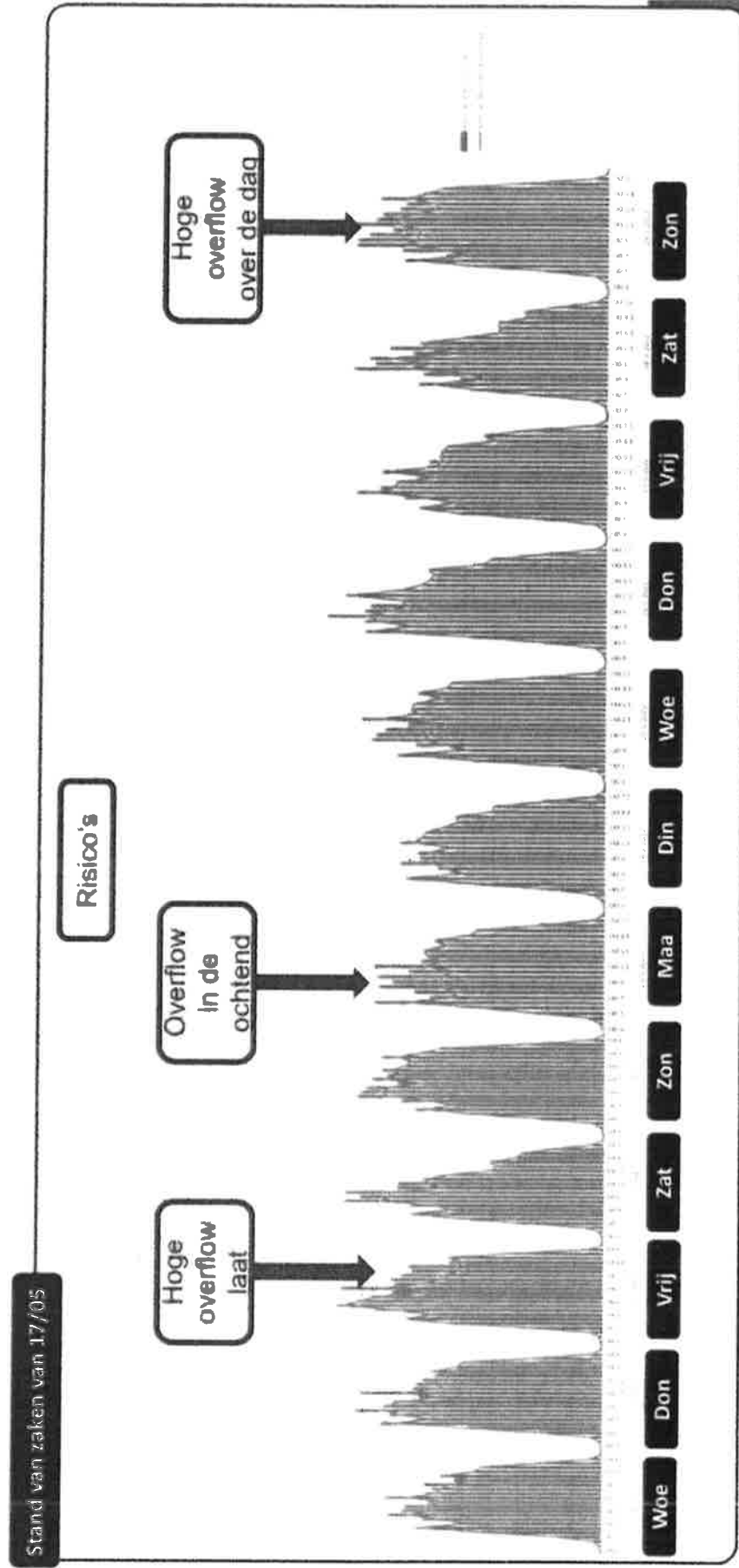


# SUMMER 2022 expectations - continued

The upcoming weeks towards the summer holidays already provide their challenges and close cooperation to balance demand and capacity

APOC BRIEFING 19 MEI

## UPDATE STAND VAN ZAKEN SECURITY VERTREKFILTERS KOMENDE 12 DAGEN



# PROPOSED MEASURES SUMMER 2022

## 1. "Lock on the door"

Contain issue

- Despite all operational issues, new S22 slots are still being allocated. Also, during peak moments/peak periods, which increases operational challenges compared to the latest forecasts.
- In order to safeguard the operational integrity for the summer operations, a "lock on the door" is necessary in order to stop the reallocation of new slots.
- For this, Schiphol proposes an additional Operational Limit, and thus request ACNL to stop allocating new slots.
- **For this, guidance from the OSO is requested and the CCN will be consulted a.s.a.p. accordingly.**
- ACNL will clarify the impact of this measure, including the potential impact on historic rights, through a working procedure.

## 2. D-30 Joint Control APOC

Manage issue

- In order to prevent rigorous last-minute measures due to demand exceeding capacity, a rolling D-30 capacity management cycle is performed by the APOC.
- Schedule optimisation or operational measures will be aligned with the airlines through the Partnership Managers.

## 3. Regulation: operational parameter

- In case the D-30 APOC process is deemed insufficient, a new temporary capacity regulation will be introduced as support to the process.
- This will be in the shape of a "security parameter" or amending the runway parameter.
- This operational parameter is regarded an "ultimum remedium" but prepared in parallel as a contingency measure.

## 4. Evaluation of "lock on the door" & D30 process

Improve

- Mid-July 2022, at the latest, the effectiveness of the D-30 process and "lock on the door" will be evaluated
- Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may remain throughout the summer season, be replaced (by another parameter) or deleted.

# 1. LOCK ON THE DOOR

## 1. "Lock on the door"

- In order to stop the allocation of new slots, whilst the sector is working together on measures to match the demand during the summer season with available capacity, a "lock on the door" is required.

Proposed "lock on the door":

- A "Temporary Operational Limit" for flights with service types J / C / G / S / Q / B / R / O / L.
- To establish a limit a reduction of roughly 30% of allocated slots is assumed.\*
- The "Temporary Operational Limit" will be **90,000 slots**
- This limit is applicable for the upcoming period of 1<sup>st</sup> June up to and including 28<sup>th</sup> August 2022 (~weeks 22-34).
- Mid-July at the latest a decision is requested upon possible extension, deletion or amendment of this limit.

\* Note that there will be no forced withdrawal of slots. This is assumed as bottom line.

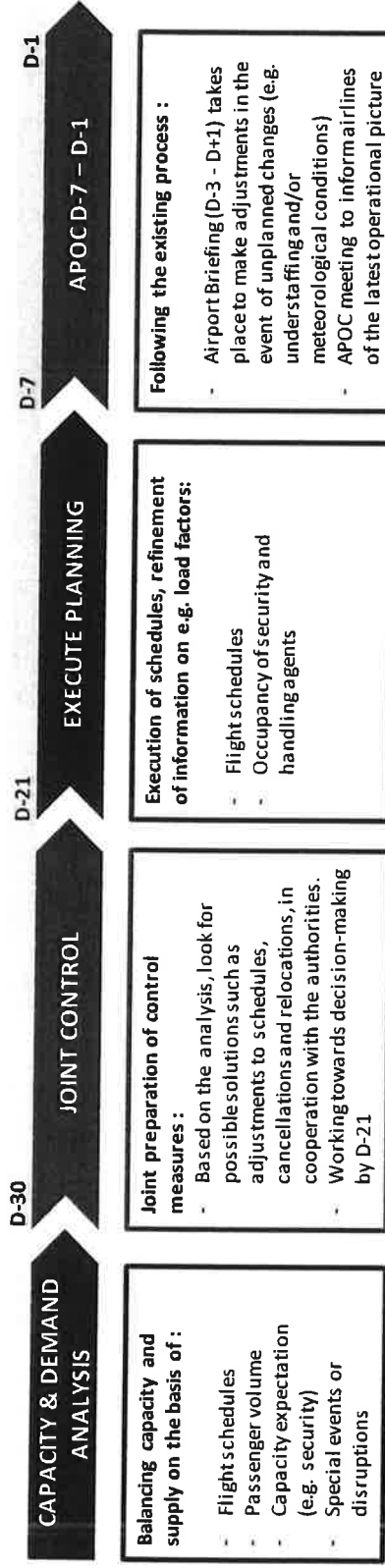
Week	Slots total	Slots max
22	9,233	8,793
23	9,387	8,946
24	9,491	9,046
25	10,103	9,664
26	10,152	9,710
27	10,389	9,937
28	10,394	9,959
29	10,405	9,975
30	10,412	9,983
31	10,401	9,973
32	10,412	9,983
33	10,475	10,045
34	10,580	10,141

## 2. D-30 JOINT CONTROL APOC

Summer 2022: earlier analysis of capacity and demand from D-30 through the APOC

### Principles

- Aim: to avoid last-minute and rigorous measures because passenger volumes exceed processing capacities.
- Towards the summer, jointly and earlier, namely four weeks before departure (D-30), identify the moments when capacity will be insufficient in relation to the expected passenger volume.
- In a new APOC meeting, in addition to the operational update, the first analysis for 30 days ahead is also discussed. Subsequently, the Partnership Manager discusses possible schedule adjustments, cancellations or other solutions for each airline. Kick-off on 12 May.
- Information is refined towards the day of operation (rolling process). Until then we work with the best information available. Sharing more specific information is therefore important.



## **2. D-30 JOINT CONTROL APOC - continued**

- It is of paramount importance to make sure the D-30 joint control process in the APOC will be successful, and operational measures and schedule optimisations or cancellations deliver the necessary relief.
- Airlines are requested to contribute when asked to optimise schedules, cancel or relocate flights to meet the target capacity:
  - Airlines will be contacted by their Airline Partnership Manager with requests, or establish contact with their APM themselves
  - The requests and reactions are confirmed via e-mail (also in relation to establishing FM)
  - Schiphol will keep track of requests, changes and cancellations in order to evaluate effectiveness
  - Changes in demand be used in updated weekly D-30 cycle (rapid feedback)
- In case the D-30 process does not adequately result in meeting the target capacity, additional regulating parameters may be applied as a support to the process (see next slide)
- **Also, the members of the CCN are requested to deliver their solutions or options in order to achieve a better match between the available capacity and demand.**



# 3. ADDITIONAL REGULATING PARAMETERS (CONTINGENCY)

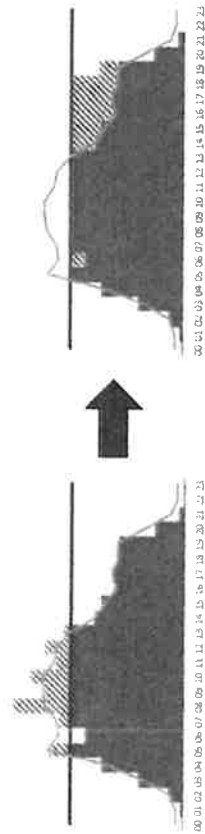
## 3. Regulation: operational parameter

In case additional regulation during S22 is necessary, there are two options for additional regulating parameters (as a last resort)

1. # departing seats / 60 minutes
2. Reduction of runway capacity

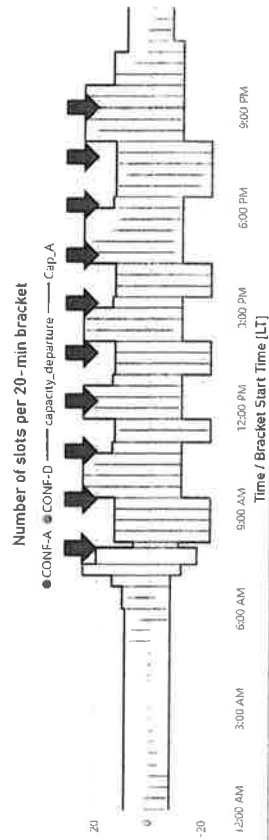
### # departing seats per 60 minutes

- Norm based on expected maximum capacity
- Parameter allows for optimisation towards off-peaks
- Parameter is similar to EIN or RTM situation and technically feasible within slot allocation tooling



### Reduction of runway capacity

- Lowering 20 and/or 60 minutes runway capacity with xx%
- Similar parameter as temporary parameter FRA
- Technically feasible within slot allocation tooling
- An exemption for freight will be applied



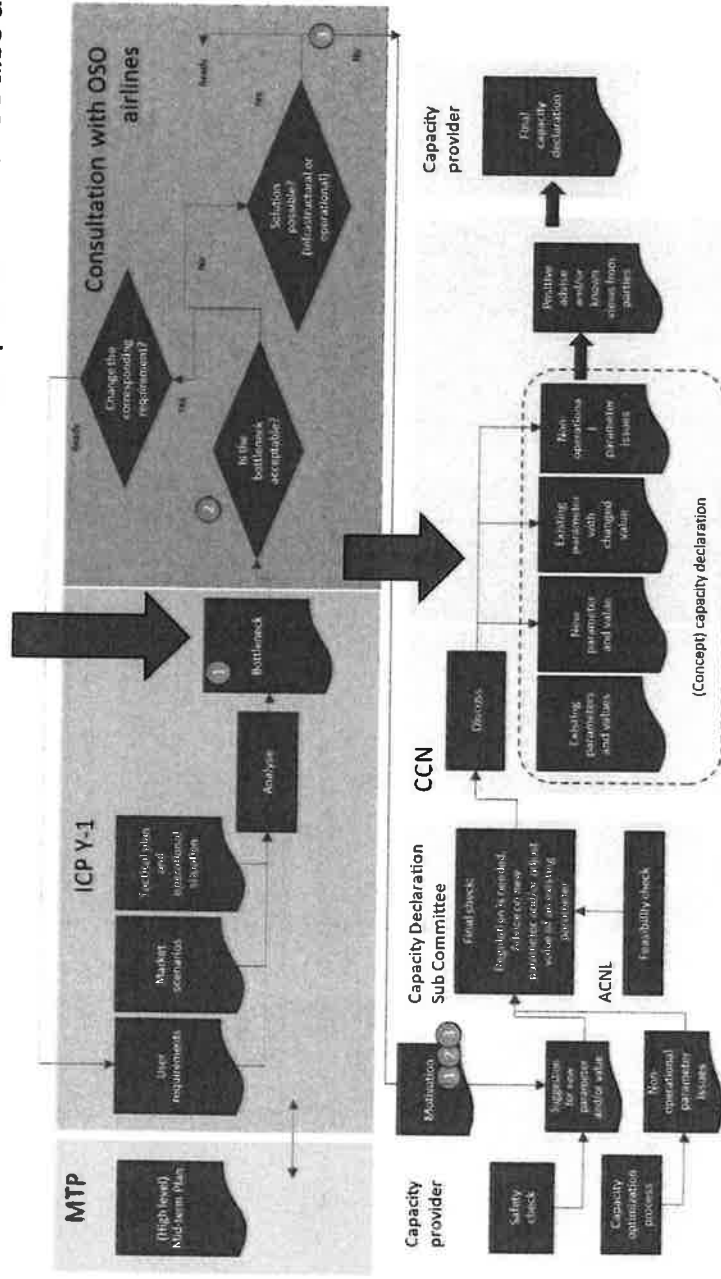
## 4. EVALUATION D-30 & “LOCK ON THE DOOR”

### 4. Evaluation of “lock on the door” & D-30 process

- Mid-July 2022 (at the latest) the effectiveness of the D-30 process and “lock on the door” will be evaluated
- Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may prolonged throughout the summer season, amended, be replaced (by another parameter) or deleted.
- The OSO will be requested for guidance.
- The CCN will be consulted

# APPENDIX: GOVERNANCE OSO

- OSO ToR:
  - The OSO is responsible for: [...] Finding (operational) solutions for expected capacity bottlenecks (from ICP Y-1, capacity analysis or environmental regulation), to prevent the necessity of new or more stringent capacity parameters (both operational and environmental). This includes discussing trade-offs between traffic volume and quality of service and performance. See also appendix 2.



## APPENDIX: Capacity Declaration S22

### Operational parameters

COVID-19 has caused the aviation industry to be in a global crisis and the path to recovery is tentative and uncertain. The demand levels and patterns of demand currently are and will most likely remain uncertain for the oncoming season. At the same time, the operational capacity availability is highly dependent on COVID-19 mitigation measures and regulations imposed to control the spreading of the virus. New information might require capacity providers and airline operators to implement additional operational measures or to regulate capacity operationally. **As a last resort, additional or more stringent operational capacity parameters can be declared after the initially declared operational capacity. This might occur pre- or in-season.** If necessary, Amsterdam Airport Schiphol will adhere to relevant regulations, legislation and the best practice posed by the Worldwide Airport Slot Board (WASB). Schiphol will consult the Coordination Committee Netherlands, LVNL and ACNL of anticipated changes in declared capacity, wherever possible at least two weeks before declaring such change(s).

# APPENDIX: EU Slotregulation 95/93 and WASG

## EU Slotregulation 95/93

### Artikel 6

#### Coördinatieparameters

1. Op een gecoördineerde luchthaven draagt de verantwoordelijke lidstaat er zorg voor dat de parameters voor de toewijzing van slots tweemaal per jaar worden vastgesteld, waarbij rekening wordt gehouden met alle relevante technische, operationele en milieubeperkingen en de eventuele veranderingen die hierin zijn opgetreden.

Hierbij wordt uitgegaan van een objectieve analyse van de mogelijkheden om het luchtverkeer te verwerken, rekening houdend met de verschillende types verkeer op de luchthaven, de congestie van het luchtverkeer die tijdens de coördinatieperiode waarschijnlijk zal optreden en de capaciteitssituatie.

## WASG edition 1

### 6 DEMAND AND CAPACITY MANAGEMENT

#### 6.1 DEMAND AND CAPACITY ANALYSIS

6.1.1 The airport managing body or other competent body shall ensure that a thorough demand and capacity analysis, using commonly recognized best practice methods, is regularly conducted. The analysis should be completed in a timely manner to enable an official capacity declaration for coordination for each IATA season. At a minimum the analysis should be conducted whenever there are significant changes in airport infrastructure, operational practices, or patterns of demand.

6.1.2 The analysis should objectively consider the ability of the airport infrastructure to accommodate demand at applicable service levels, such as queue times, levels of congestion, and delay, while taking into account relevant airspace limitations set by local ATC authorities. This analysis should provide all relevant capacity limits of the runway(s), apron, terminal(s), and other airport facilities as deemed necessary.

#### 6.10 REDUCTION IN AIRPORT CAPACITY

6.10.1 If a planned capacity reduction is unavoidable the Coordination Committee must be consulted during the decision process and as soon as possible before any reduction of capacity occurs. In all cases, airlines' historic slots must be honored. The coordinator, or other competent body, must communicate the capacity change to all relevant stakeholders well in advance of each scheduling season as soon as possible and at least 14 days and not later than 7 days before the Initial Submission Deadline for the SC.

6.10.2 Unplanned capacity reductions may occur which are impossible to discuss in advance with the Coordination Committee. If the reduction is ongoing, however, the Coordination Committee must be consulted as soon as possible regarding the impact of the ongoing reduction on future operations. In all cases, airlines' historic slots must be honored.

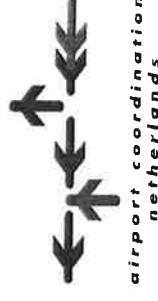
6.10.3 A capacity reduction after the Initial Submission Deadline, or a capacity reduction that cannot accommodate historic slots must be avoided except in exceptional circumstances.

# ACNL Working method Lock on the door AMS S22

CCN, 24 May 2022

DRAFT <sup>v0.2</sup>

# ACNL slot provisions temporary capacity reduction AMS S22



## Steps:

1. Adding temporary operational limit for pax. Main goal: lock on the door to limit the problem size and to safeguard outcomes D-30 Joint Control APOC process.
2. Implement D-30 Joint Control APOC. Main goal: effective capacity management cycle.
3. Optional: adding coordination parameters for a temporary limit for seats/runway. Main goal: to set target for capacity reduction.

## Preparation

- ACNL will consider revised airport capacity parameter (in this case operational limit) after publication of a capacity declaration addendum. ACNL will not anticipate by suspending allocation of slots prior publication of such addendum.

## Slot allocation provisions

- Step 1: New slot requests, slots request on the waiting list and changes to allocated slots will be processed according to the revised coordination parameter for the period concerned. Changes in departure/arrival, destination/origin, aircraft type and number of seats will be processed.
- Step 2: D-30 Joint Control APOC process will be supported by force majeure (FM) for the use-it-or-lose-it-rule. At AMS, FM may be requested for (series of) slots in case of a cancellation for operations as outcome of the D-30 process until and included 28 August. Effective date as well as extension after 28 August to be determined by ACNL. FM requests according to normal procedure. At the other end of the route within Europe, FM may be requested for (series of) slots in case of mandatory cancellations due to revised airport capacity parameters (as shown by the procedures as dealt with in the CCN).
- Step 3: to be elaborated in case a coordination parameter is introduced.

4



[REDACTED]

---

**Van:** [REDACTED]  
**Verzonden:** dinsdag 14 juni 2022 06:27  
**Aan:** [REDACTED]  
**Onderwerp:** FW: APOC briefings nog niet ontvangen  
**Bijlagen:** 220613 APOC briefing week 24.pdf

FYI.

**Van:** [REDACTED]@slotcoordination.nl>  
**Verzonden:** maandag 13 juni 2022 16:29  
**Aan:** [REDACTED]@slotcoordination.nl>  
**Onderwerp:** FW: APOC briefings nog niet ontvangen

FYI

**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** maandag 13 juni 2022 16:26  
**Aan:** [REDACTED]@slotcoordination.nl>  
**Onderwerp:** RE: APOC briefings nog niet ontvangen

Beste [REDACTED]

Excuses, ik zie dat ik jouw eerdere bericht nog niet beantwoord heb.  
Ik ga er achter aan. Ikzelf kreeg wel updates vanuit APOC maar dat waren de verkeerde.  
Hierbij de laatste briefing, die vandaag 12:34 is gedeeld.

Gr [REDACTED]

**From:** [REDACTED]@slotcoordination.nl>  
**Sent:** Monday, 13 June 2022 13:54  
**To:** [REDACTED]@schiphol.nl>  
**Subject:** RE: APOC briefings nog niet ontvangen

Beste [REDACTED]

Tot op heden heeft ACNL nog altijd geen APOC briefings ontvangen.

Zou je kunnen nagaan waarom de ACNL adressen nog niet zijn toegevoegd aan de mailing list?

Gr,  
[REDACTED]


**Van:** [REDACTED]  
**Verzonden:** vrijdag 10 juni 2022 15:43  
**Aan:** [REDACTED]@schiphol.nl>  
**Onderwerp:** APOC briefings nog niet ontvangen

Beste [REDACTED]

Bij ACNL monitoring zijn nog geen APOC briefings ontvangen.

Klopt het dat er geen briefings zijn uitgestuurd of staat [monitoring@slotcoordination.nl](mailto:monitoring@slotcoordination.nl) niet in de verzendlijst?

Met een vriendelijke groet,  
Best regards,

  
Slotcoördinator



*airport coordination  
netherlands*

Tel.: 

Mob.: 

Evert van de Beekstraat 23  
1118 CL Schiphol  
The Netherlands



**APOC | Airport Operations Centre**  
June 13th 2022



**Schiphol**

Welcome to Amsterdam Airport

## APOC BRIEFING JUNE 13TH, 2022

# BACKGROUND AND INTRODUCTION:

### Goal APOC Briefing;

Avoid last minute and rigorous (safety) measures because passenger volume exceeds security throughput

### How does it work;

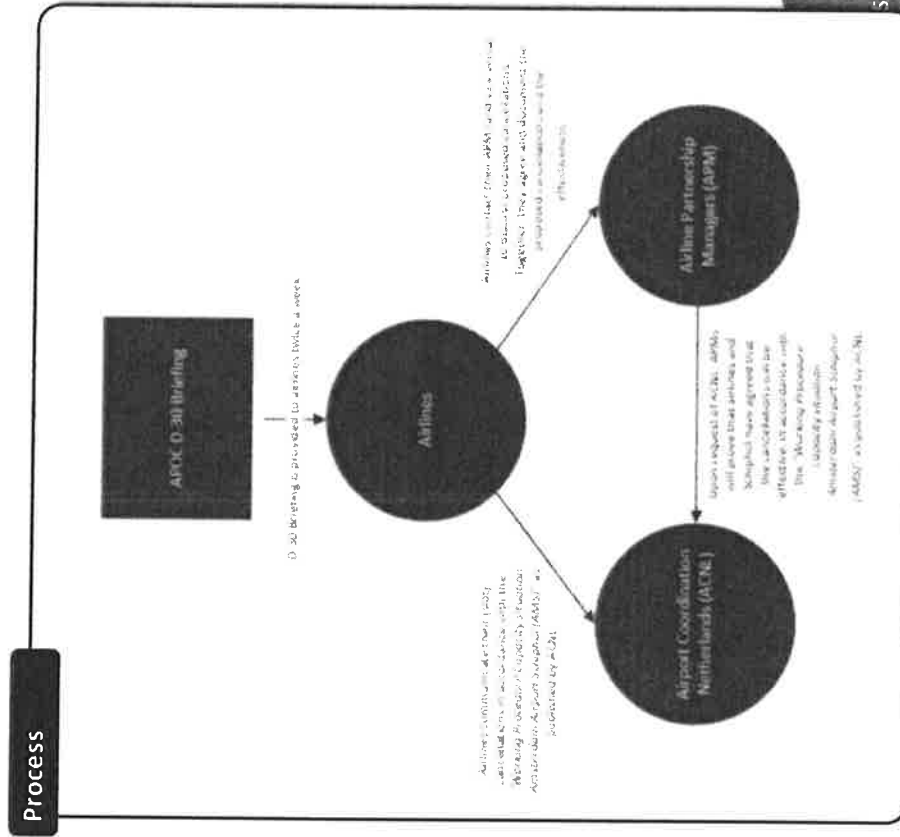
- Looking earlier and jointly towards the summer forecast and together determine when the capacity will be insufficient compared to the expected passenger supply, i.e., 4 weeks ahead (D-30),
- Information is refined towards the day of operation (on-going process), until then, we work with the best information available.
- Sharing accurate and specific data (passenger numbers / flights) is of high importance in order to make the right decisions
- Subsequently, the Partnership Manager and -or Customer Support Manager coordinates with APOC and airlines about any schedule adjustments or other solutions in order to achieve a feasible and safe operation.

### Note;

Figures in this presentation are based on forecasts and can therefore still change (positive and negative). In addition, the realization on the day of execution may also be different. Figures presented only represent OD-departing process.

### Note;

Figures are based on FACT Short Term Forecast version 22.8.6

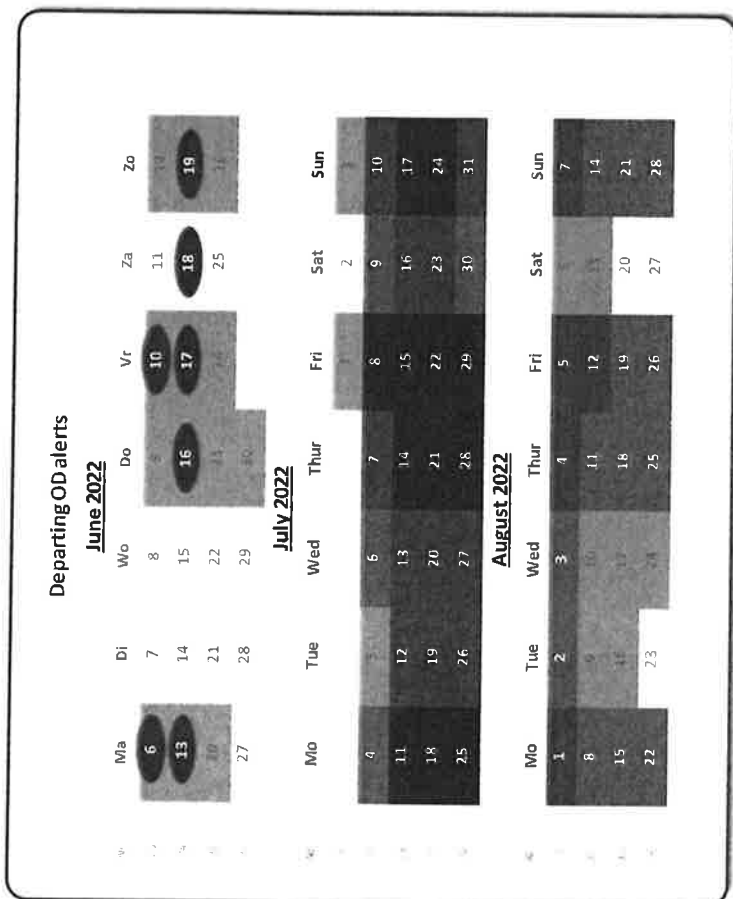


# SUMMER CALENDER 090622 VERSION S22.8.6\_WK23

**Legenda**

60-65k Departing OD PAX
65-70K Departing OD PAX
70-75K Departing OD PAX
>75 Departing OD PAX
Critical security occupation >6000 pax too much

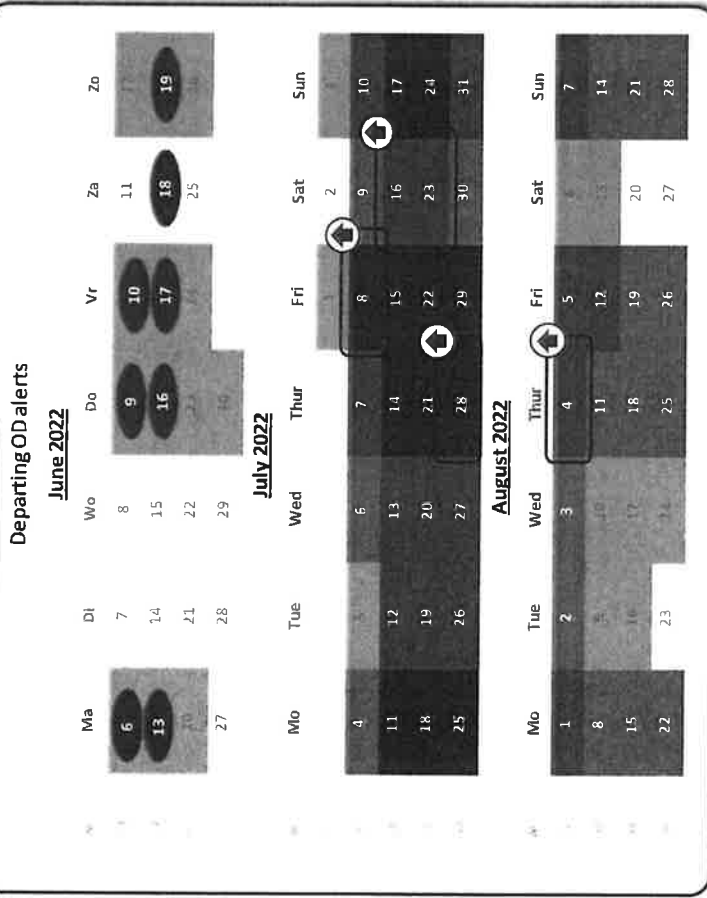
**Disclaimer. Occupancy security 12 days ahead at the moment**



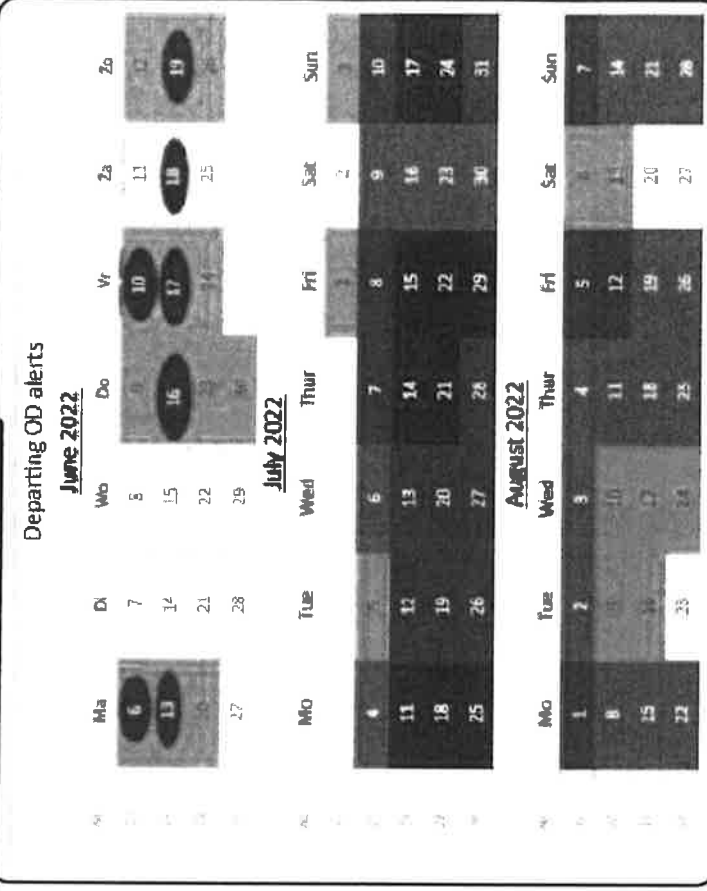
**Note; Figures in this presentation are based on forecast and can therefore still change (positive and negative). In addition, the realization on the day of execution may also be different.**

# SUMMER CALENDER 090622 VERSION S22.8.6\_WK23

Update: APOC Briefing 09-06-2022



APOC Briefing 8-06-2022



Legenda

Increase to last version  
 Decrease to last version

## SUMMER CALENDER 090622 VERSION S22.8.6 WK23

- The arrival alerts is meant as awareness of busy arrival days; not all these passengers will touch a process
- The transfer alerts are based on transfer passengers who must pass EF or GH filter

### Legenda

>5500 unscreened Arriving TRF	70k-75k aanlopende OD passagiers
>6000 unscreened Arriving TRF	>75k aanlopende OD passagiers
Geen data beschikbaar	

### Arriving OD alerts

#### June 2022

	Ma	Tue	Wed	Thur	Fri	Sat	Sun	Za	Zo
06									
07	6	7	8	9	10	11	12	13	14
08	13	14	15	16	17	18	19	20	21
09	20	21	22	23	24	25	26	27	28
10	27	28	29	30					

#### July 2022

	Mo	Tue	Wed	Thur	Fri	Sat	Sun
06							
07							
08	4	5	6	7	8	9	10
09	11	12	13	14	15	16	17
10	18	19	20	21	22	23	24
11	25	26	27	28	29	30	31

#### August 2022

	Mo	Tue	Wed	Thur	Fri	Sat	Sun
06							
07							
08	1	2	3	4	5	6	7
09	8	9	10	11	12	13	14
10	15	16	17	18	19	20	21
11	22	23	24	25	26	27	28
12	29	30	31				

### Arriving TRF alerts

#### June 2022

	Ma	Tue	Wed	Thur	Fri	Sat	Sun
06							
07							
08	6	7	8	9			
09	13	14	15	16			
10	20	21	22	23	24	25	26
11	27	28	29				

#### July 2022

	Mo	Tue	Wed	Thur	Fri	Sat	Sun
06							
07							
08	4	5	6	7	8	9	10
09	11	12	13	14	15	16	17
10	18	19	20	21	22	23	24
11	25	26	27	28	29	30	31

#### August 2022

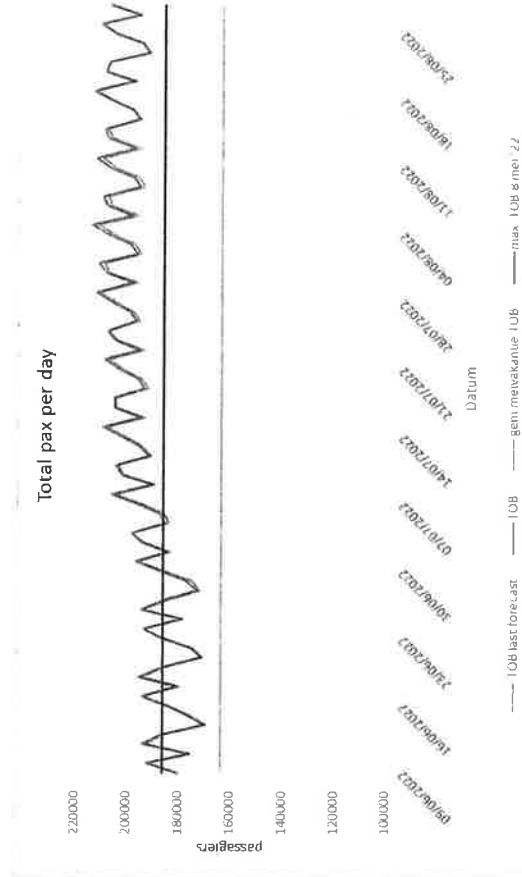
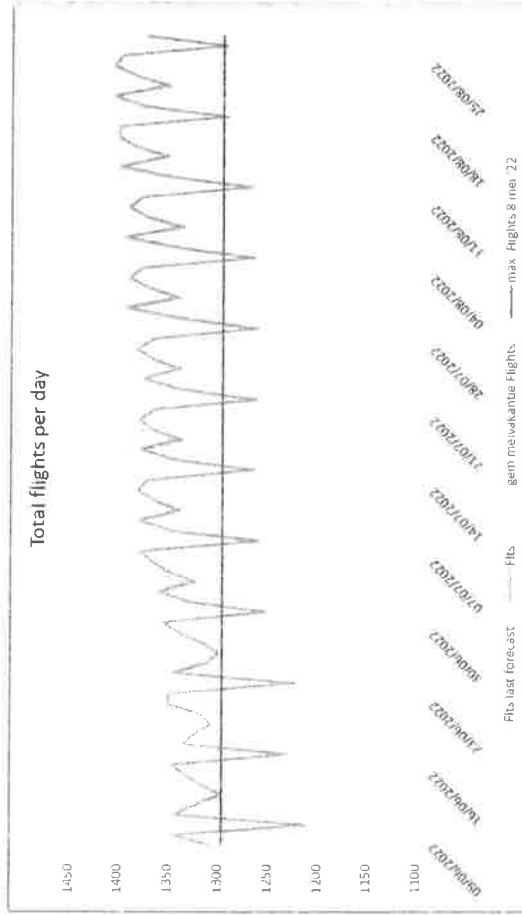
	Mo	Tue	Wed	Thur	Fri	Sat	Sun
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07							
08	1	2	3	4	5	6	7
09	8	9	10	11	12	13	14
10	15	16	17	18	19	20	21
11	22	23	24	25	26	27	28
12	29	30	31				

## APOC BRIEFING JUNE 13TH, 2022

### TOTALS (VERSION S22.8.6\_WK23)

#### Flights and Total passengers per day

- Minimal difference between last weeks forecast and this weeks update. This indicates that the measures (Slots, Replacement to Regionals) didn't have a significant effect.



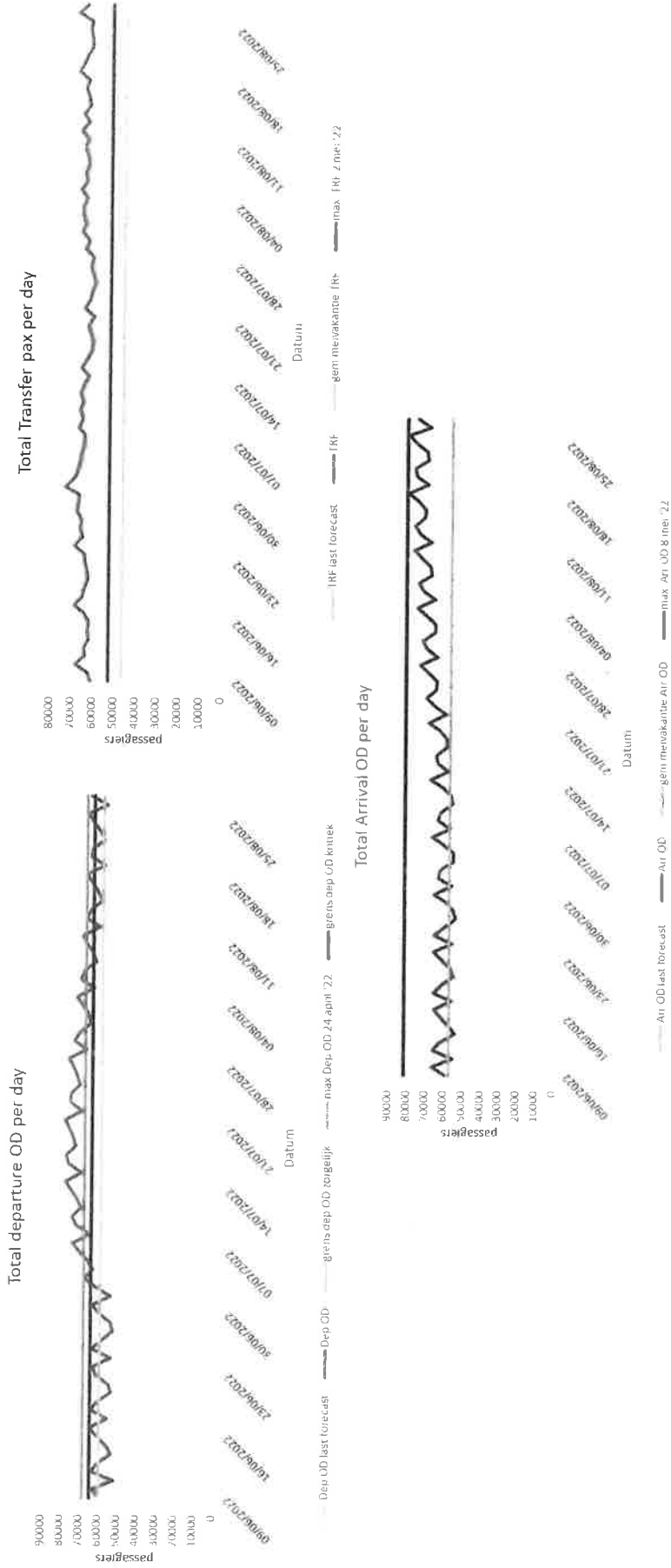


APOC BRIEFING JUNE 13TH, 2022

## SPLIT PASSENGERFLOWS VERSION S22.8.6\_WK23

### Departure, Transfer and Arrival

- Minimal difference between last weeks forecast and this weeks update. This indicates that the measures (Slots, Replacement to Regionals) didn't have a significant effect.



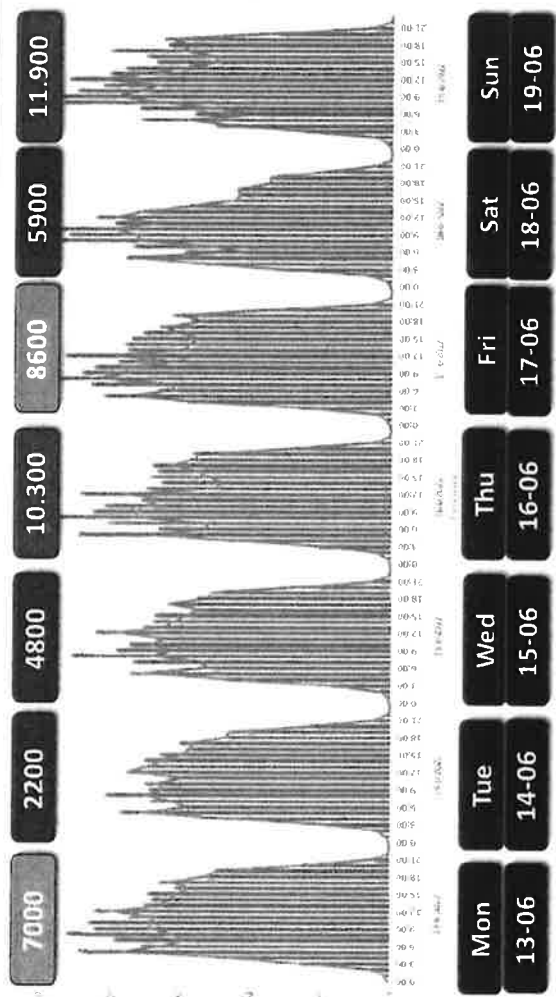
# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 24: JUNE 13 TILL 19<sup>TH</sup>

Overview next week for departure:

Capacity figures based on an update from June 10th:

	0:00	2:00	4:00	6:00	8:00	10:00	12:00	14:00	16:00	18:00	20:00	22:00	Total
Ma	0	0	800	1300	2300	1200	400	600	400	0	0	0	7000
Di	0	0	300	900	800	100	200	500	200	0	0	0	2200
Wo	0	100	1200	2100	1900	400	700	100	100	100	0	0	4800
Do	0	100	400	1400	1800	800	1500	1700	900	100	0	0	10300
Vi	0	100	100	1900	1400	1200	1500	1900	600	100	0	0	8600
Za	0	0	900	2200	2200	1400	300	0	0	0	0	0	5900
Zo	0	0	900	1900	2200	1700	1100	1700	2000	400	0	0	11900



200K 167K 170K 177K 165K 194K 180K 195K  
100K 60K 60K 60K 60K 60K 60K 60K  
OK 60K 54K 65K 60K 60K 60K 60K

122K 114K 115K 118K 125K 136K 135K  
1,000 1,286 1,316 1,333 1,346 1,230 1,236  
0

100K 68K 64K 65K 77K 72K  
OK

OD Arr OD Dep Transfer  
• Cargo in Positioning • Pax • Pak-Cargo only

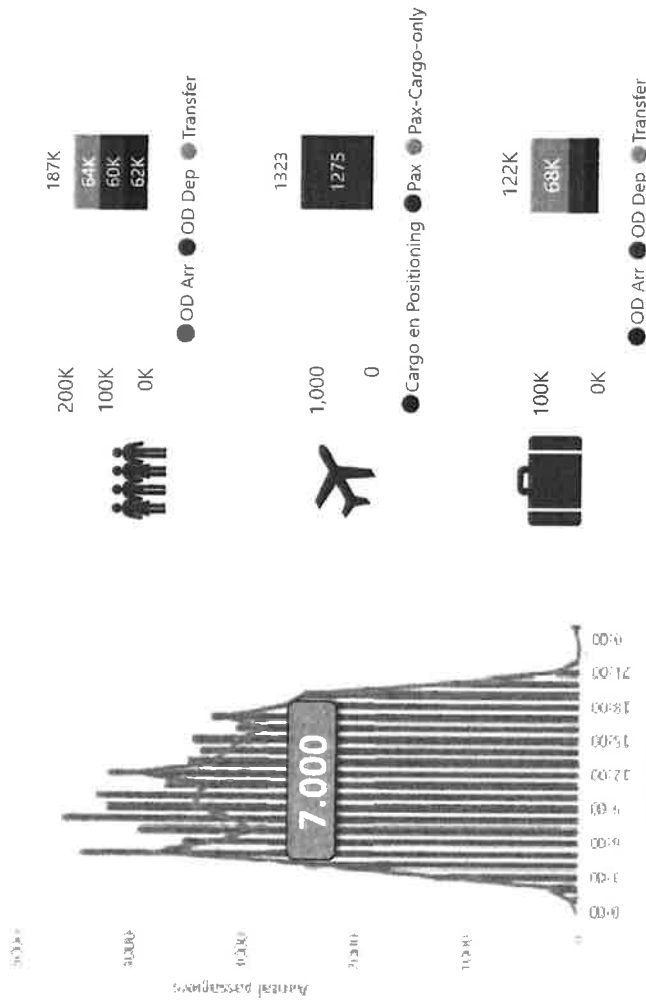
Mo Tue Wed Thu Fri Sat Sun

# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 24: MONDAY, JUNE 13<sup>TH</sup> 2022

Source: June 10<sup>th</sup>

60K-65K departing OD passengers



### Analysis:

#### Developments compared to previous analysis:

- Passenger overflow raises from 6,900 to 7,000

#### Overview of the day:

- Capacity bottleneck in the morning
- Critical Point: 06:00-10:00 LT
- OD ARR & Transfer balanced, OD DEPP lower

#### Remark:

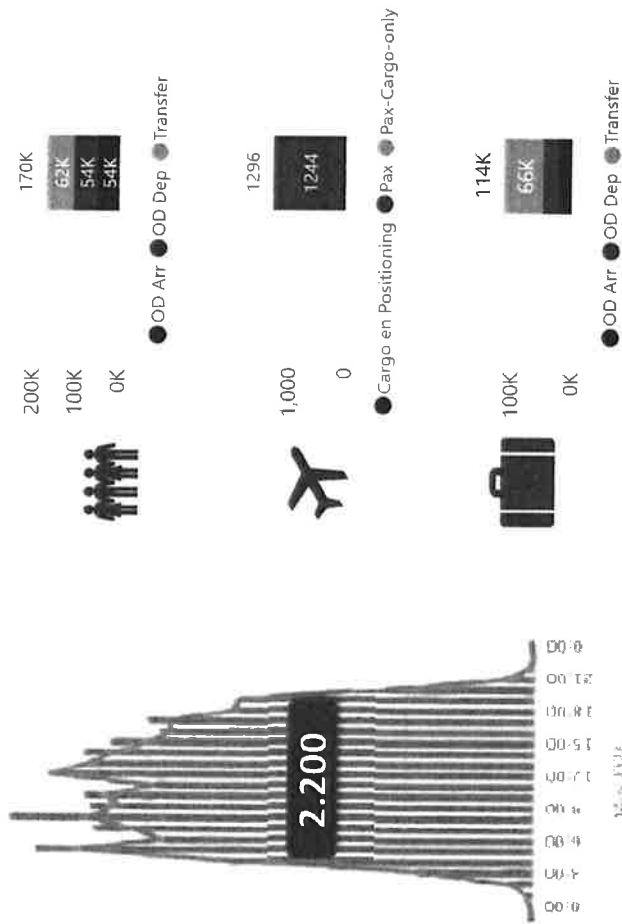
- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 24: TUESDAY, JUNE 14<sup>TH</sup> 2022

Source: June 10<sup>th</sup>



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow drops from 3,200 to 2,200

**Overview of the day:**

- Capacity bottleneck in the morning
- Critical Point: no major bottleneck
- Transfer dominant, OD ARR & OD DEPP balanced

**Remark:**

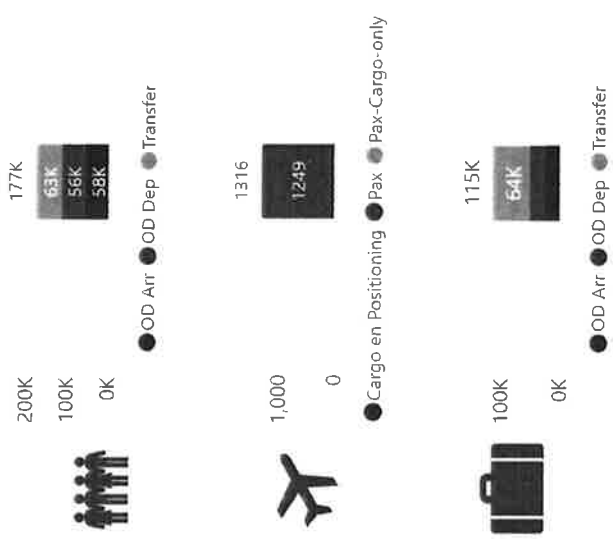
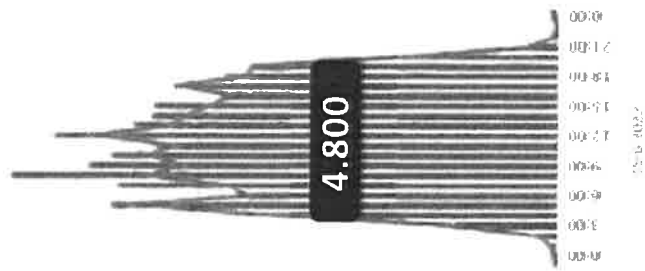
- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 24: WEDNESDAY, JUNE 15TH 2022

Source: June 10 th



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow drops from 5.000 to 4.800

**Overview of the day:**

- Capacity bottleneck in the morning
- Critical Point: 08:00-10:00 LT
- Transfer dominant, ODD DEP slightly higher than OD ARR

**Remark:**

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up

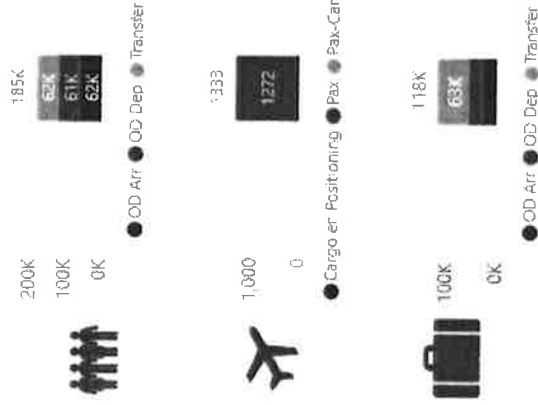
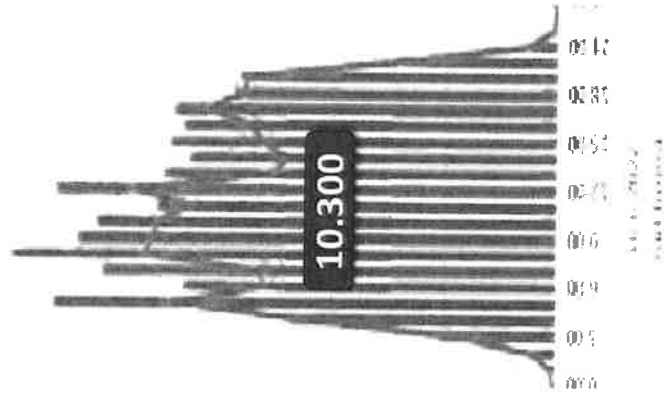


## 7 DAY OUTLOOK

# OVERVIEW DEPARTURE WEEK 23: THURSDAY, JUNE 9TH 2022

Source: June 10 th

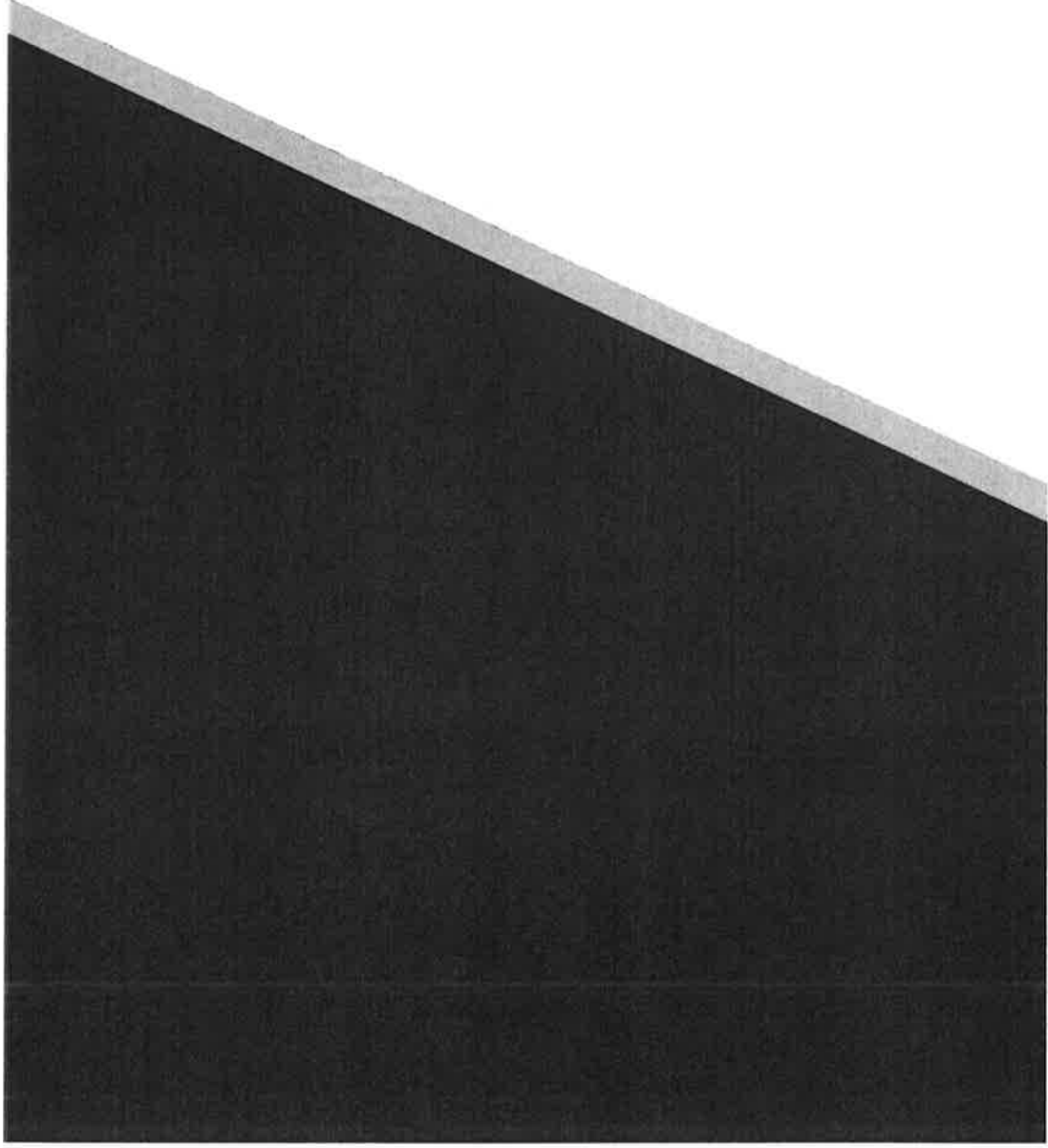
50K-65K departing OD passengers



### Analysis:

- Developments compared to previous analysis:**
- Passenger overflow higher
- Overview of the day:**
- Capacity bottleneck in the morning
  - Overflow spread over the day
  - Transfer dominant and ODD DEP dominant
- Remark:**
- Actual passenger numbers may differ
  - Security staff planning may change over time
  - Process is depended on other processes and passenger show-up





# APOC. Let's do it together!

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World Trade Centre, Schiphol  
[apoc@schiphol.nl](mailto:apoc@schiphol.nl)

## Schiphol



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Facility of the European Union

5



[REDACTED]

---

**Van:** [REDACTED]  
**Verzonden:** maandag 30 mei 2022 17:26  
**Aan:** [REDACTED]  
**Onderwerp:** FW: APOC D-30 proces  
**Bijlagen:** 220530 APOC Airport Briefing.pdf

FYI

**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** maandag 30 mei 2022 16:22  
**Aan:** [REDACTED]@slotcoordination.nl>  
**CC:** [REDACTED]@schiphol.nl>  
**Onderwerp:** RE: APOC D-30 proces

Hoi [REDACTED]

Ik beantwoord je vraag even in het Engels, mocht het nodig zijn om e.e.a. door te sturen.

Attached you will find the airport briefing.

This airport briefing is sent out two times a week, informing airlines on the expected capacity issues. It contains both a short-term analysis of the expected shortages in pax per day, as well as a longer-term analysis (until August 28), showing on which days the total amount of pax exceeds our capacity. The number in the daily analyses show the surplus of local departing passengers, which are above the capacity.

After sending out this information there are two options:

- 1 Airlines contact the airport with a proposal for cancellations
- 2 Our Airline Partnership Manager contacts airlines with the request of cancelling, relocating or changing flights, in order to meet with capacity. This is done for both the urgent upcoming days, as well as requests for the full period in general. After this request the airline will respond with its proposal.

We respond to the airline, confirming receipt.

Given the capacity issues on the day in the short-term as well as throughout the day until August 28, we see that any cancellation helps with improving our operational performance.

The feedback that we receive from the airlines on their actions, is taken into account for the next analysis cycle where we update whether shortages still occur.

For that, we urge them not only to manage their slots in accordance with your working procedure, but also to inform us with a schedule update.

This is a continuous PDCA process, in which we keep updating both the improvements in capacity as well as the reductions in demand.

BR [REDACTED]

**From:** [REDACTED]@slotcoordination.nl>  
**Sent:** Monday, 30 May 2022 11:59  
**To:** [REDACTED]@schiphol.nl>  
**Cc:** [REDACTED]@schiphol.nl>

**Subject:** APOC D-30 proces

**Importance:** High

Hi [REDACTED]

Is er een procesbeschrijving van het APOC D-30 proces beschikbaar?

Voor ons goed enig inzicht te hebben hoe de procesgang verloopt en i.r.t. de JNUS aanvraag die hierna kan volgen bij ACNL.

Dank alvast.

Best regards,

[REDACTED]

[REDACTED]

Airport Coordination Netherlands



*airport coordination  
netherlands*

Office + 31 (20) 4059730

Mobile: [REDACTED]

**APOC | Airport Operations Centre**  
May 2022

# APOC BRIEFING ~~MAY~~ 30 UPDATE FORECAST WEEK 22

**Schiphol**

Welcome to Amsterdam Airport



**APOC BRIEFING MAY 30, 2022**

## **BACKGROUND AND INTRODUCTION:**

**Goal APOC Briefing;**

- **Avoid last minute and rigorous (safety) measures because passenger volume exceeds security throughput**

**How:**

- **Looking earlier and jointly towards the summer forecast and together determine when the capacity will be insufficient compared to the expected passenger supply, i.e. 4 weeks ahead (D-30),**
- **Information is refined towards the day of operation (on-going process), until then, we work with the best information available.**
- **Sharing accurate and specific data (passenger numbers / flights) is of high importance in order to make the right decisions**
- **Subsequently, the Partnership Manager and -or Customer Support Manager coordinates with APOC and airlines about any schedule adjustments or other solutions in order to achieve a feasible and safe operation.**

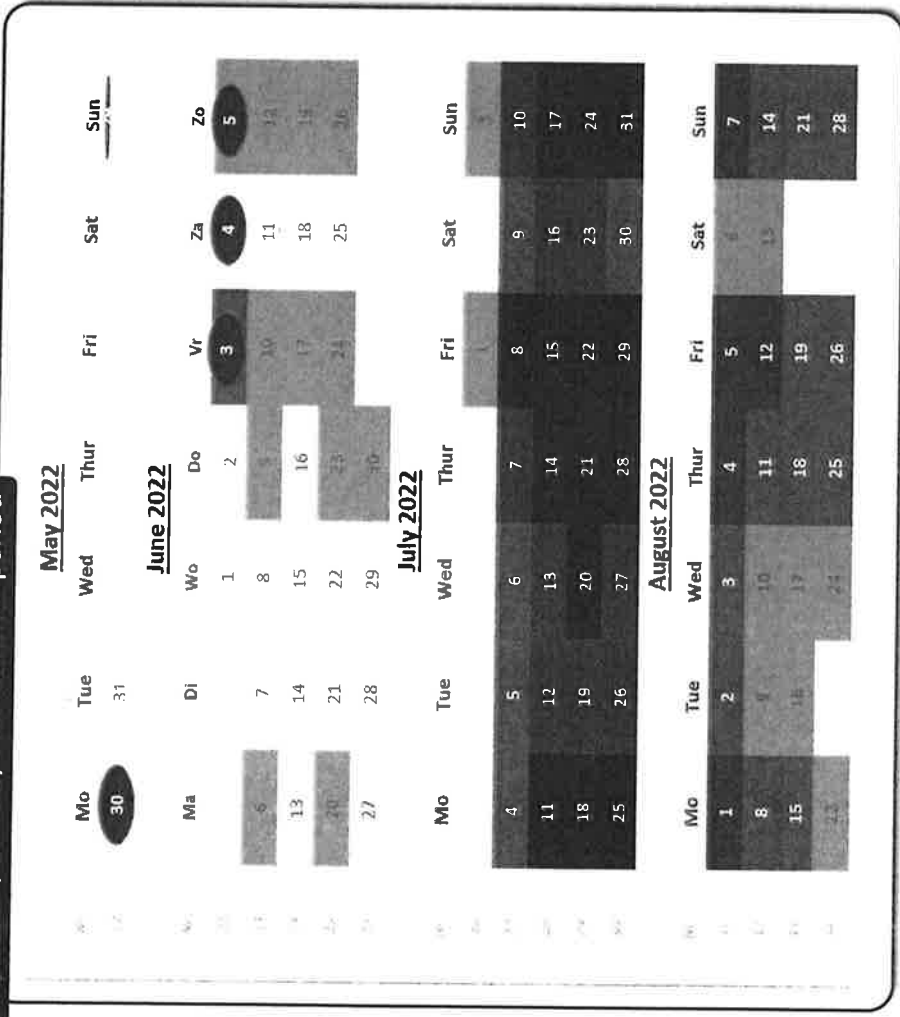
**Note;**

**Figures in this presentation are based on forecasts and can therefore still change (positive and negative). In addition, the realization on the day of execution may also be different. Figures presented only represent OD-departing process. Transfer and OD-arrival are not taken into account (at the moment) in this presentation.**

# APOC BRIEFING MAY 30, 2022

## LOOKING TOWARDS THE SUMMER PERIOD

### Expected peak days for summer period



### Legend

60-65K Departing OD PAX
65-70K Departing OD PAX
70-75K Departing OD PAX
>75K Departing OD PAX
Critical security occupation

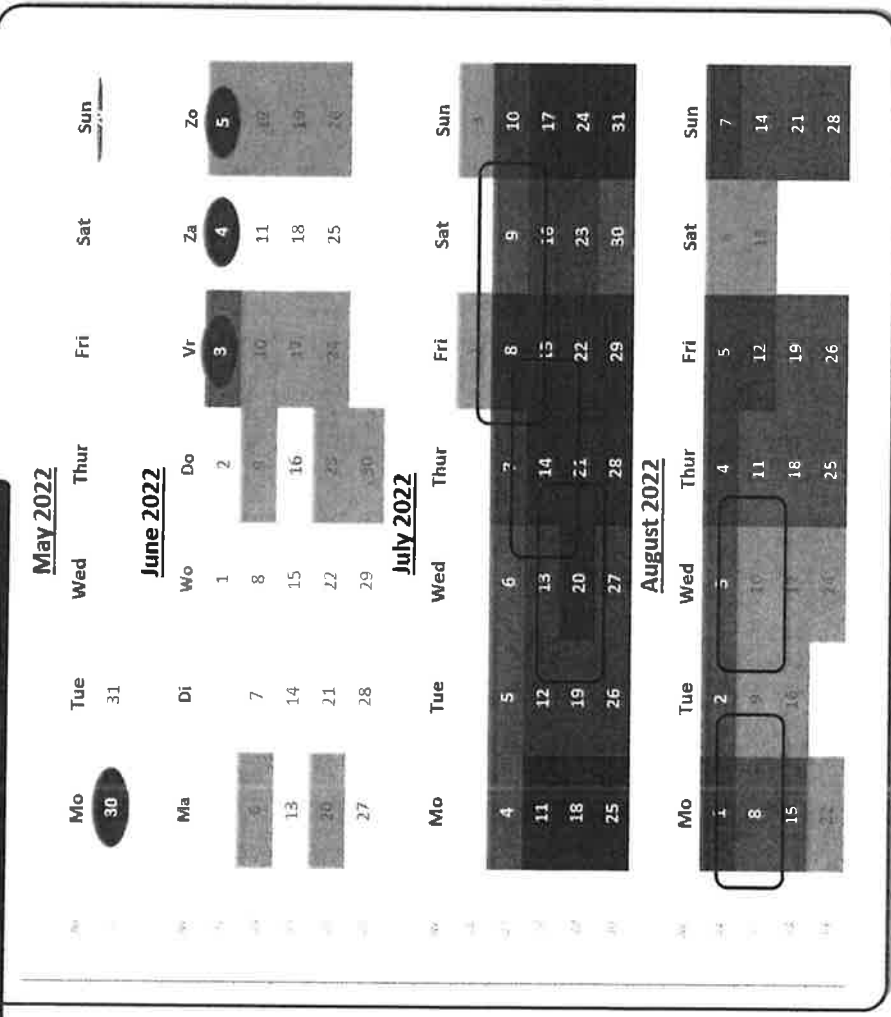
**Disclaimer. Occupancy security 12 days ahead at the moment**

Note; Figures in this presentation are based on forecast and can therefore still change (positive and negative). In addition, the realization on the day of execution may also be different.

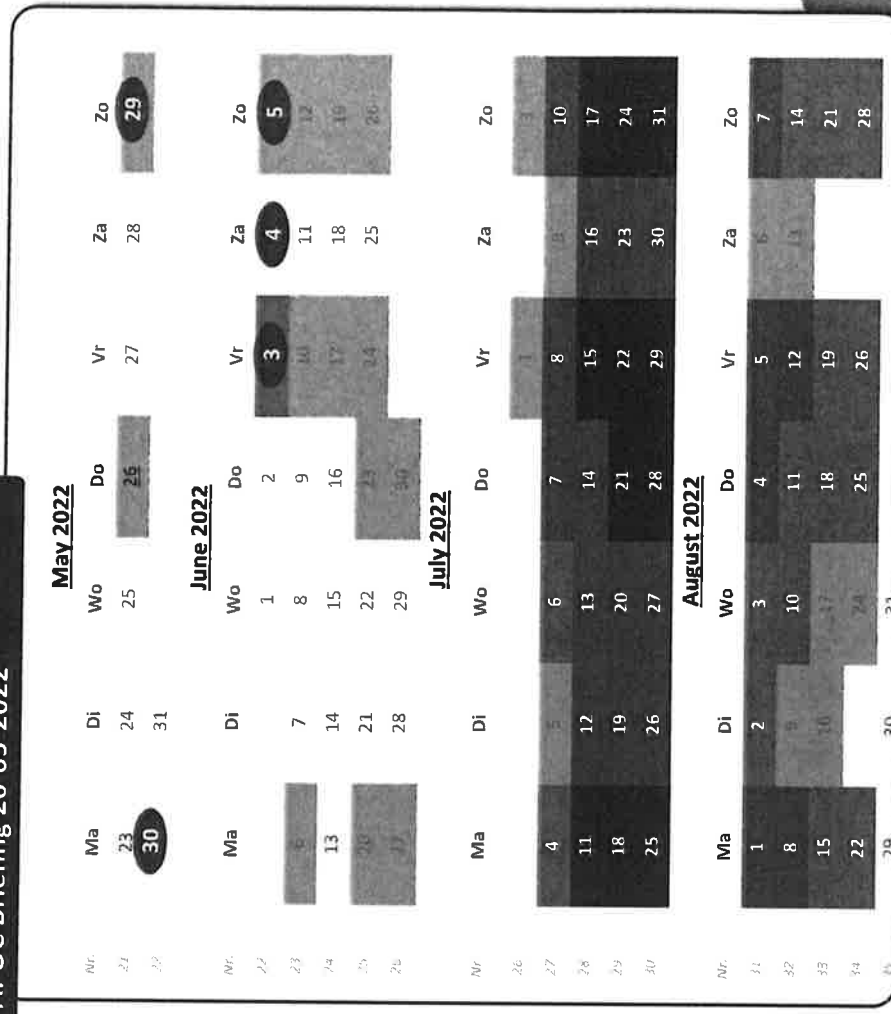
# APOC BRIEFING MAY 30, 2022

## LOOKING TOWARDS THE SUMMER PERIOD

Update: APOC Briefing 30-05-2022



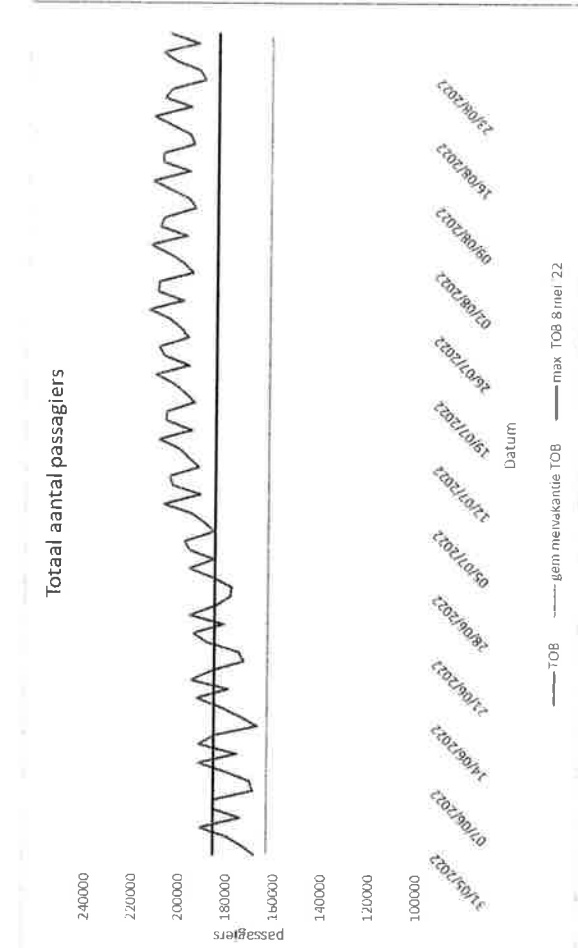
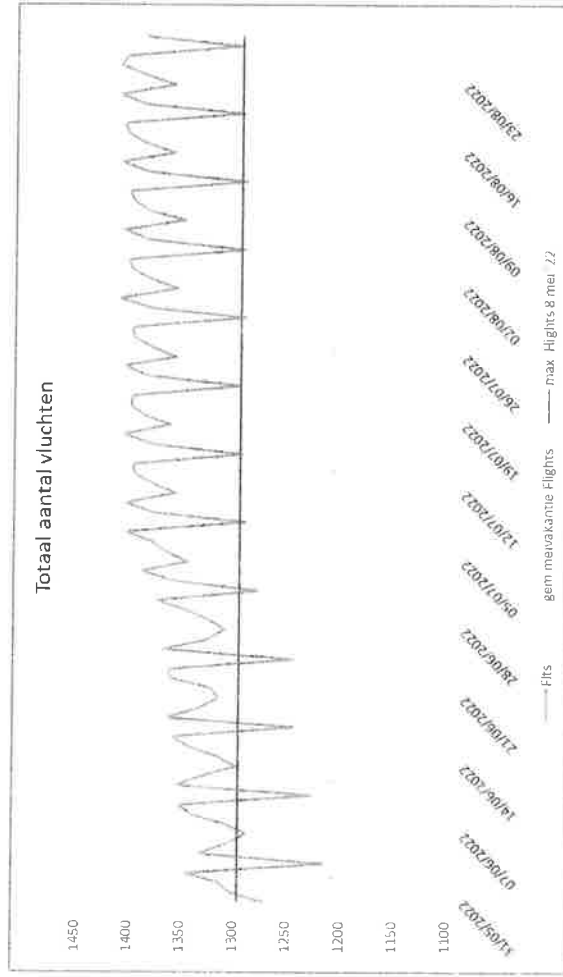
APOC Briefing 26-05-2022



# APOC BRIEFING 30 MEI

## TOTALEN

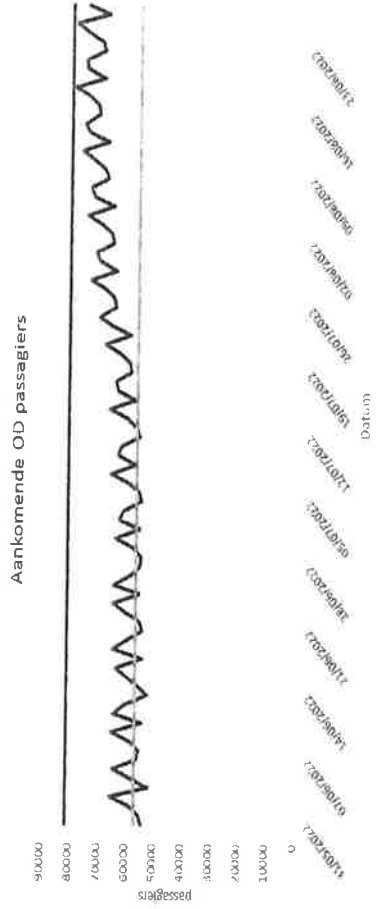
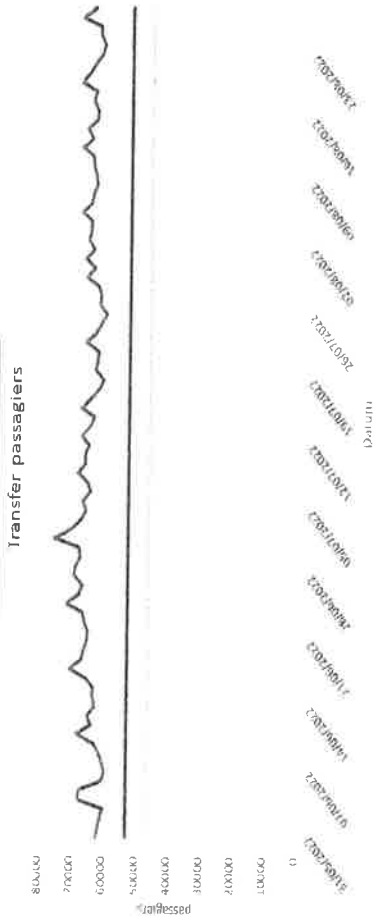
### Vluchten en passagiers



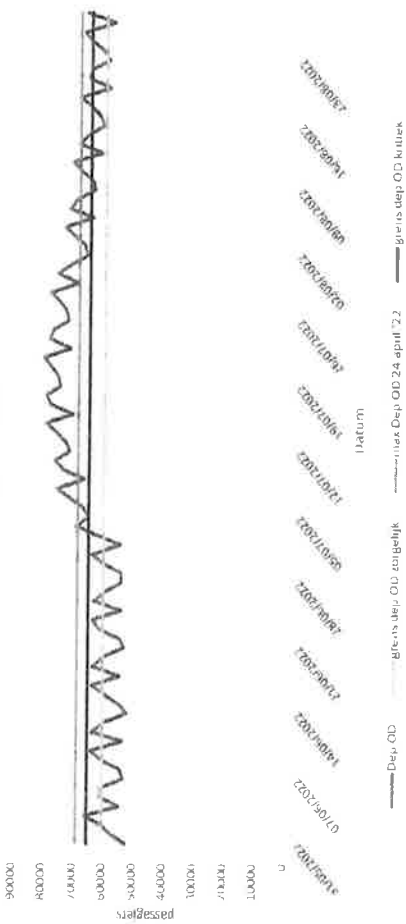
# APOC BRIEFING 30 MEI

## SPLITSING PASSAGIERSFLOWS

### Vertrek, transfer en aankomende passagiers



### Vertrekkende OD passagiers

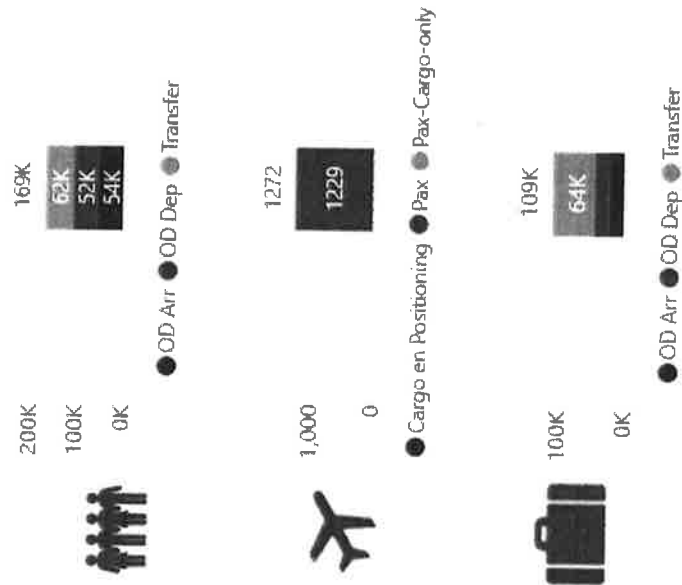
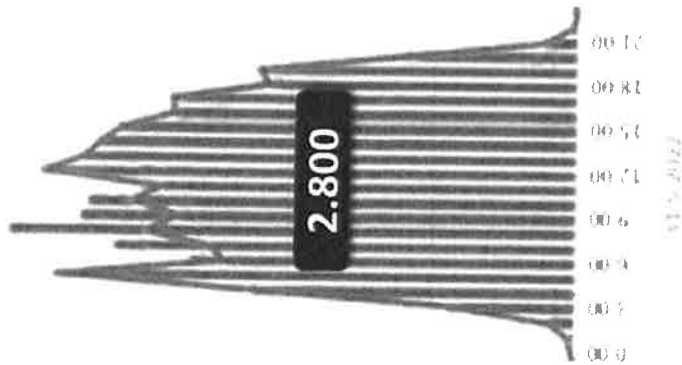




# 7 DAY OUTLOOK

## OVERVIEW WEEK 22: TUESDAY, MAY 31TH 2022

Source: 27-05



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow higher

**Overview of the day:**

- Capacity bottleneck in the morning
- Critical Point: 08:00-10:00LT
- Transfer dominant, OD ARR & OD DEPP balanced

**Remark:**

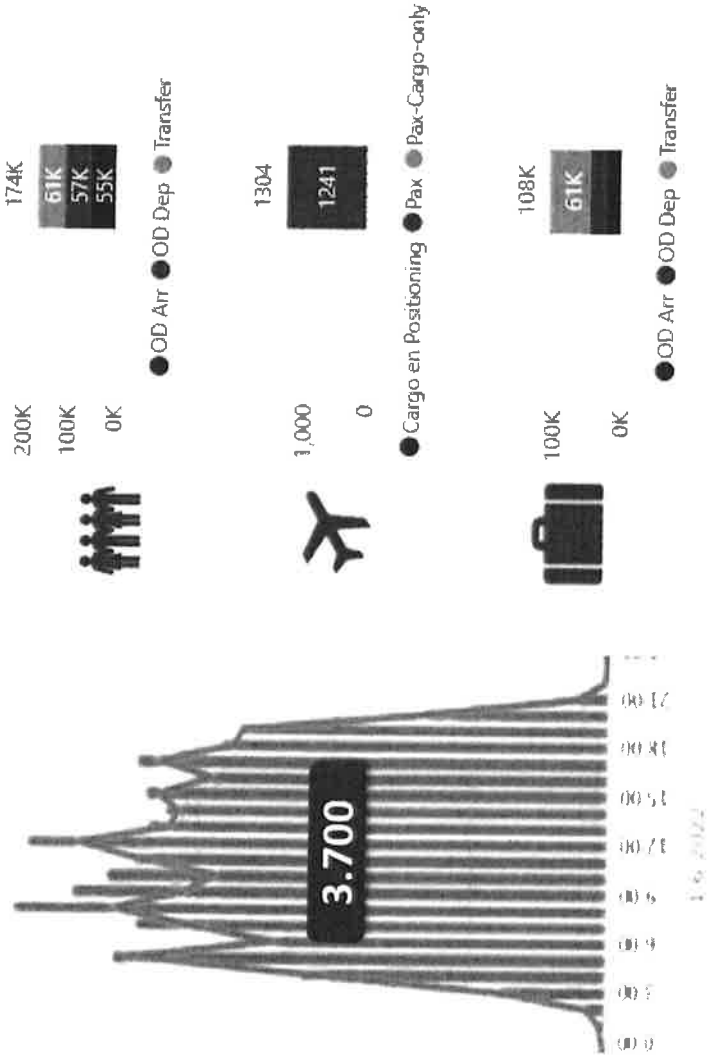
- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



# 7 DAY OUTLOOK

## OVERVIEW WEEK 22: WEDNESDAY, JUNE 1ST 2022

Source: 27-05



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow slightly lower

**Overview of the day:**

- Capacity bottleneck in the morning
- Critical Point: 08:00-10:00LT
- Transfer dominant

**Remark:**

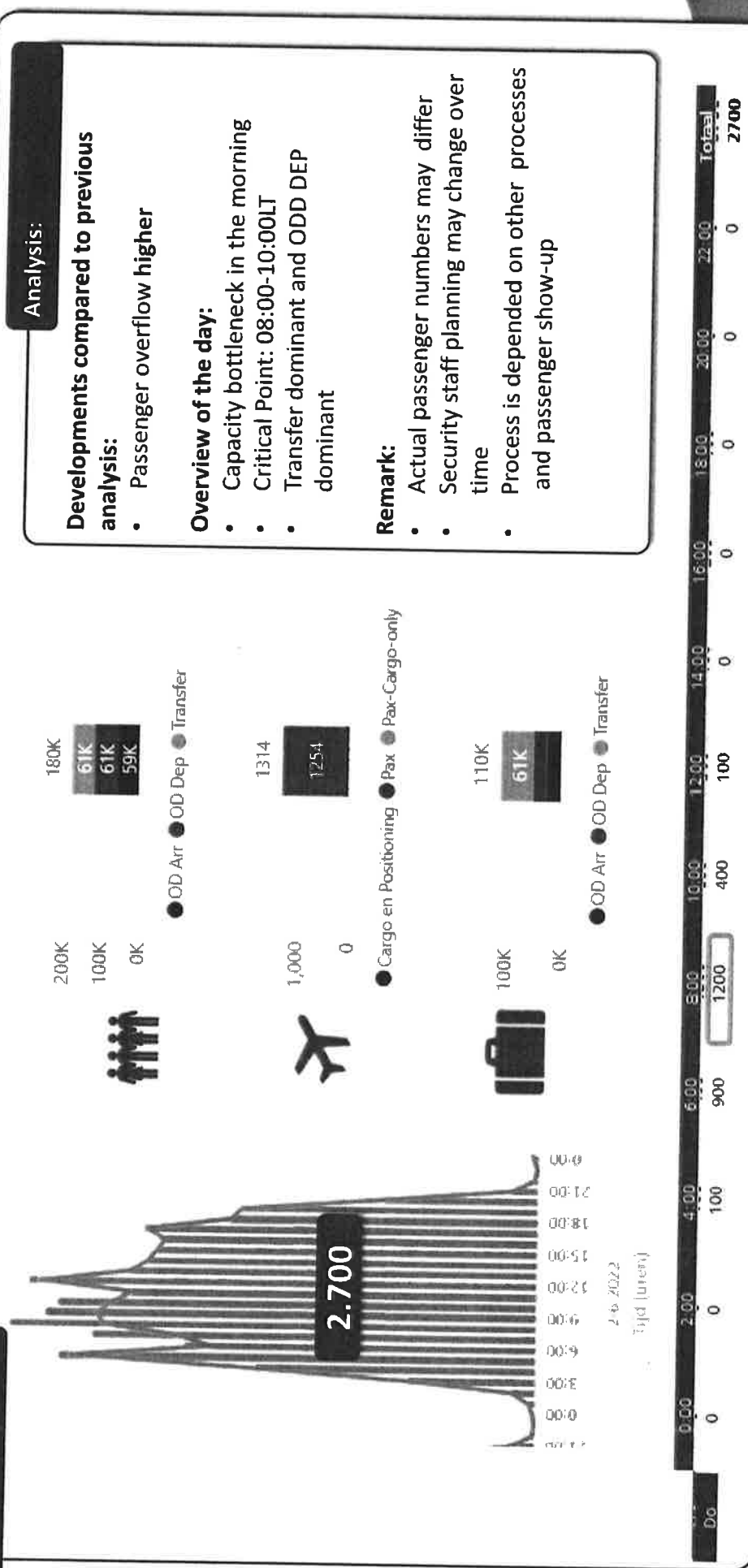
- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



# 7 DAY OUTLOOK

## OVERVIEW WEEK 22: THURSDAY, JUNE 2ND 2022

Source: 27-05



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow higher

**Overview of the day:**

- Capacity bottleneck in the morning
- Critical Point: 08:00-10:00LT
- Transfer dominant and ODD DEP dominant

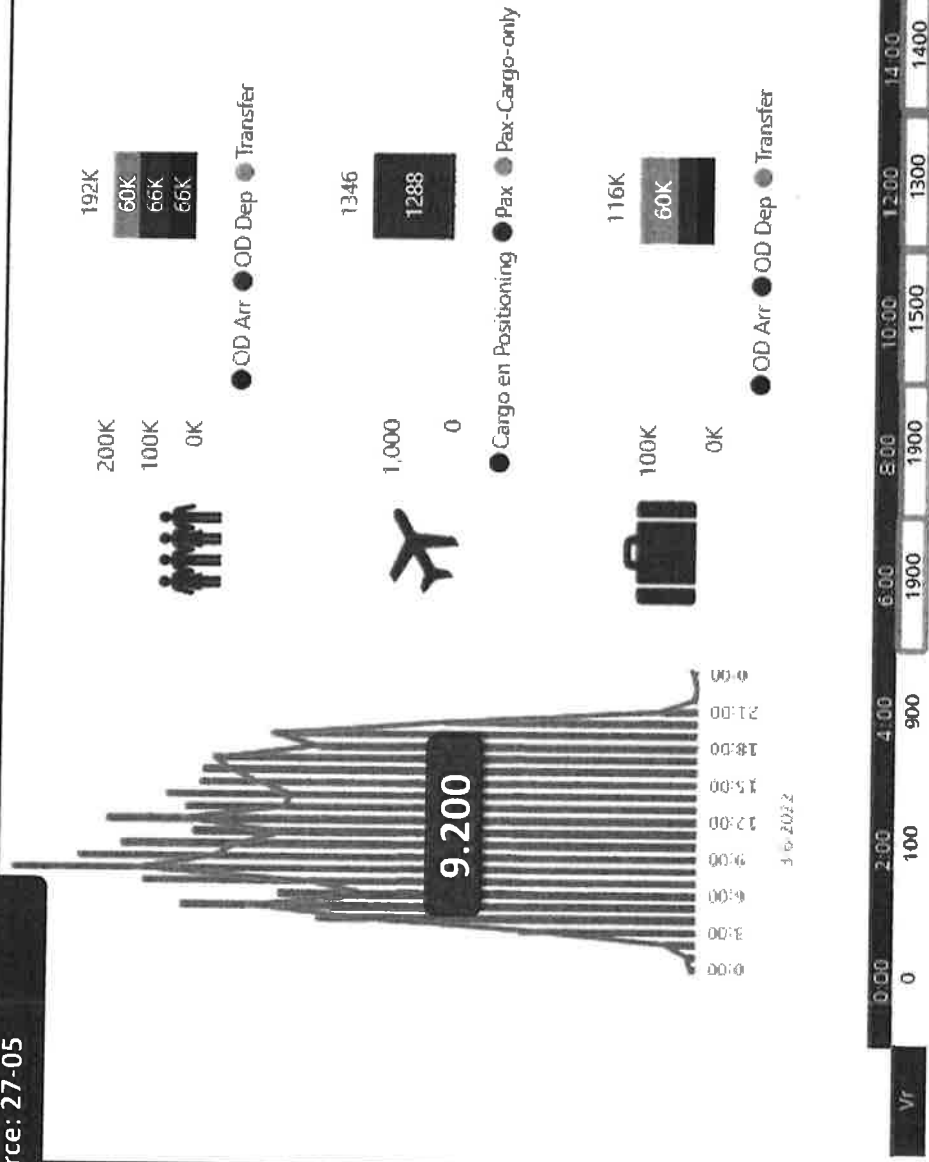
**Remark:**

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up

# 7 DAY OUTLOOK

## OVERVIEW WEEK 22: FRIDAY, JUNE 3RD 2022

Source: 27-05



### Analysis:

#### Developments compared to previous analysis:

- Passenger overflow higher

#### Overview of the day:

- Capacity bottleneck in the morning and afternoon
- Critical Point: 06:00-16:00LT
- ODD DEP dominant, Transfer and OD ARR balanced

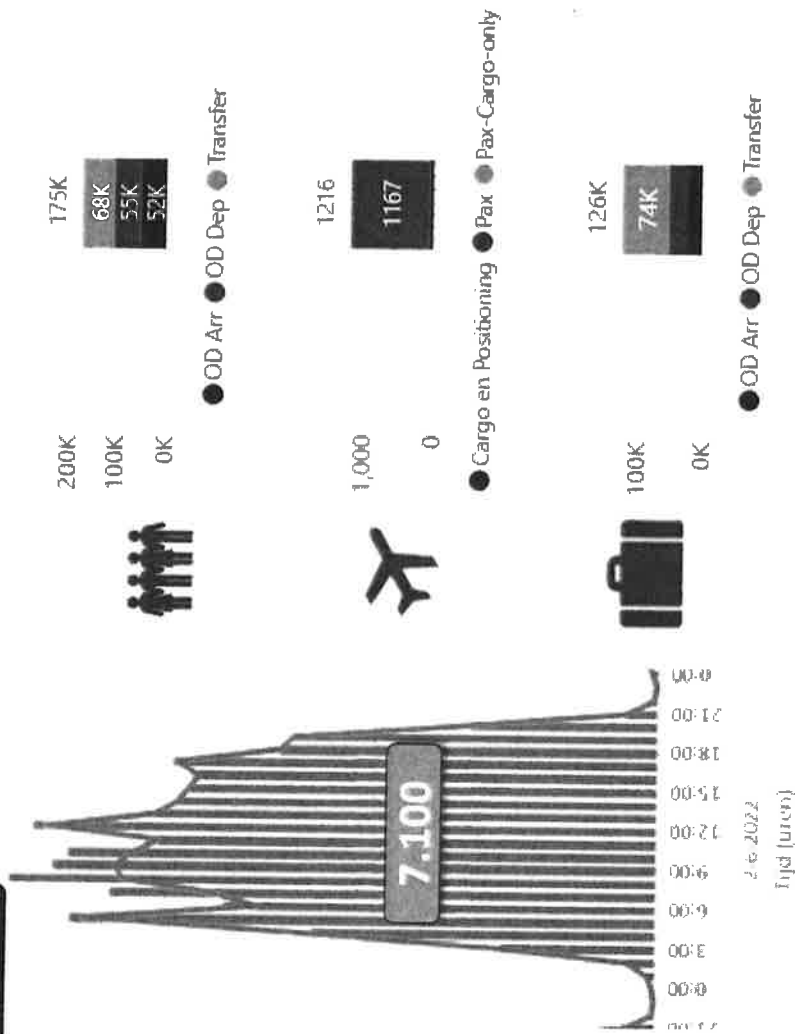
#### Remark:

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up

# 7 DAY OUTLOOK

## OVERVIEW WEEK 22: SATURDAY, JUNE 4TH 2022

Source: 27-05



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow higher

**Overview of the day:**

- Capacity bottleneck in the morning
- Critical Point: 08:00-12:00LT, special focus 06:00-10:00LT
- Transfer dominant

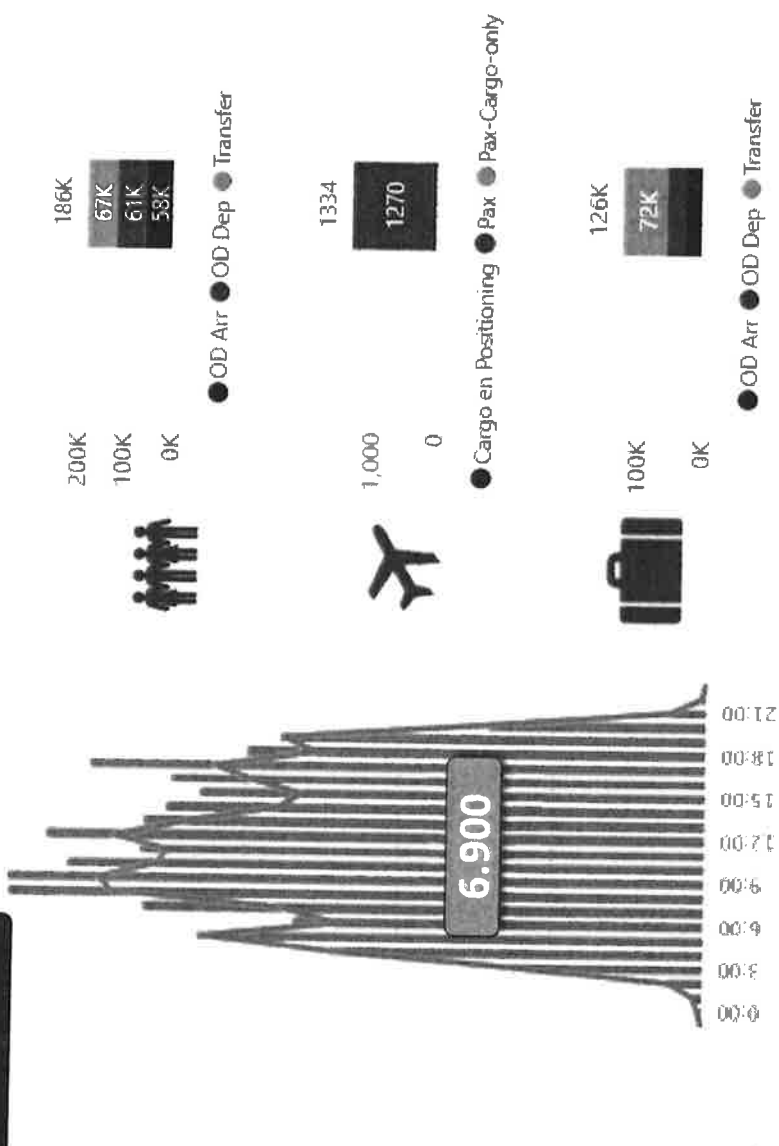
**Remark:**

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up

# 7 DAY OUTLOOK

## OVERVIEW WEEK 22: SUNDAY, JUNE 5TH 2022

Source: 27-05



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow slightly higher

**Overview of the day:**

- Capacity bottleneck in the morning and afternoon
- Critical Point: 06:00-10:00LT and 14:00-18:00LT
- Transfer dominant

**Remark:**

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



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World Trade Centre, Schiphol  
[apoc@schiphol.nl](mailto:apoc@schiphol.nl)

## Schiphol



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Facility of the European Union

6



[REDACTED]

---

**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** donderdag 9 juni 2022 10:36  
**Aan:** [REDACTED]  
**Onderwerp:** FW: bevestiging slot waiver

Hi [REDACTED]

Zie bijgaand. Kan jij dit bevestigen?

Grt. [REDACTED]

**Van:** [REDACTED]@sunwebgroup.com>  
**Verzonden:** donderdag 9 juni 2022 10:19  
**Aan:** [REDACTED]@schiphol.nl>; [REDACTED]@schiphol.nl>  
**Onderwerp:** bevestiging slot waiver

Beste [REDACTED] en/of [REDACTED]

Hopelijk kan één van jullie mij helpen. Zoals dinsdag aangekondigd proberen wij 2 van de 4 full charter series die wij bij SkyExpress gecontracteerd hebben, om te zetten van AMS naar regio. Nu lijkt het erop dat Sky de slots voor RTM kan krijgen, echter Sky Express wil dit pas doorzetten als zij officieel bericht van de AMS-slot coördinatie hebben gekregen dat deze omzetting valt binnen de slot waiver, zodat zij de rechten op deze slots voor volgend jaar niet verliezen. Bij wie moet ik zijn om deze bevestiging naar Sky te laten sturen?

Alvast dank voor jullie reactie.

Met vriendelijke groet / Kind regards,

[REDACTED]  
[REDACTED]



**Visiting address**  
Bahialaan 2, Rotterdam,  
The Netherlands

**Postal address**  
PO Box 1439, 3000 BK Rotterdam,  
The Netherlands



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Please consider your environmental responsibility. Before printing this e-mail message ask yourself whether you really need a hard copy.



7

[REDACTED]

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**Van:** [REDACTED]  
**Verzonden:** donderdag 23 juni 2022 23:51  
**Aan:** [REDACTED]  
**CC:** [REDACTED]  
**Onderwerp:** FW: stukken APOC briefing 23 juni  
**Bijlagen:** minutes APOC Briefing 23 juni.pdf; 220622 APOC briefing week 25 en 26.pdf

@ [REDACTED] nog steeds geen updates voor [REDACTED], zou je weer willen rappelleren? Dankje.

**Van:** apoc\_supervisor <apoc\_supervisor@schiphol.nl>  
**Verzonden:** donderdag 23 juni 2022 06:23  
**Aan:** apoc\_supervisor <apoc\_supervisor@schiphol.nl>  
**Onderwerp:** stukken APOC briefing 23 juni

Goedemiddag,

Hierbij de stukken van de APOC meeting van heden ochtend.

Graag de stukken intern gebruiken en niet verder verspreiden.

Hartelijke groet,

[REDACTED]  
[REDACTED]  
APOC Supervisor  
Airport Operations Centre (APOC)  
*Fridays out of office*

Evert van de Beekstraat 202, 1118 CP Schiphol, The Netherlands  
P.O. Box 7501, 1118 ZG Schiphol, The Netherlands, schiphol.nl

# Schiphol

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## Verslag APOC D-30 briefing

*Aanwezigen: Easy Jet, Emirates, Corendon, Transavia, SAOC en Axxicom*

*Afwezigen:*

### APOC

- Welkom
- Het doel van deze meeting is het doorkijken naar de komende periode (D-30), waarbij we zo vroeg mogelijk delen wat er op ons afkomt. Hoe eerder we hier stappen voor ondernemen, hoe minder rigoureuus er moet worden ingegrepen. We doen dit op basis van de informatie die nu beschikbaar is. We missen regelmatig data, dus bij deze ook het verzoek om informatie zo goed mogelijk te delen. Als er aan de voorkant niks gebeurt, zijn we gedwongen tot grote ingrepen, zoals een regulatie op D-0 bijvoorbeeld, dit in verband met safety.
- Note: het verzoek om de informatie in deze meeting niet te delen met externe partijen.
- De zomerkalender is aangepast aan de hand van de laatste forecast. In die forecast zitten ook de nieuwste boekingsdata en er is een marge voor last-minute boekingen.
- Doorkijkend naar komende week is er voor de kalender geen update meer geweest. Elke woensdag komt er een nieuwe passagiers forecast voor de kalender. Dit geldt ook voor de transfer en arrival kalender. Er wordt op dit moment naar gekeken of het vaker in de week kan, zodat we een beter beeld hebben, echter is dat op dit moment nog niet mogelijk. [REDACTED] geeft aan dat er druk aan wordt gewerkt zodat dit uiteindelijk mogelijk is.
- De security cijfers zijn dinsdag geüpdatet en deze zijn gedaald. Per dag wordt er uitgelegd wat de overflow van de passagiers zijn. Doorkijkend naar het weekend, ligt het zwaartepunt met name op de zondag (7500 pax). Elke dinsdag en vrijdag krijgen we een update vanuit het beeld van Security (de overflow). Hierdoor wordt er de komende dagen nog het e.e.a. bijgesteld qua getallen.
- Capaciteit knelpunten vanuit de Luchthaven;
  - Baan 09-27 zal er nog 2 dagdelen niet beschikbaar zijn i.v.m. gepland werk. Zoals het er nu voor staat (afhankelijk van meteo) op vrijdag 24-06 en op zondag 26-06. Vandaag (23-06) wordt dat in de COBRA verder afgestemd.
  - Bagage buffer storing geweest, lijkt nu weer stabiel.
- De vooruitblik naar de komende dagen geeft aan dat er bij de afhandelaren geen grote bijzonderheden op voorhand te melden zijn.
- De taskforce is bezig om de punten op te pakken om de zomer, en waar mogelijk ook de korte termijn, de operatie te assisteren met de verbeterpunten. Voor deze zomer zijn de Flamingo's in het leven geroepen, dit is de benaming van kantoorpersoneel welke wordt ingezet in de operatie om te ondersteunen.

### Airlines

- Geen vragen

**APOC | Airport Operations Centre**  
June 23th 2022



# APOC BRIEFING JUNE 20TH UPDATE FORECAST WEEK 25 EN 26

**Schiphol**

Welcome to Amsterdam Airport

## APOC BRIEFING JUNE 27TH, 2022

# BACKGROUND AND INTRODUCTION:

### Goal APOC Briefing;

Avoid last minute and rigorous (safety) measures because passenger volume exceeds security throughput

### How does it work;

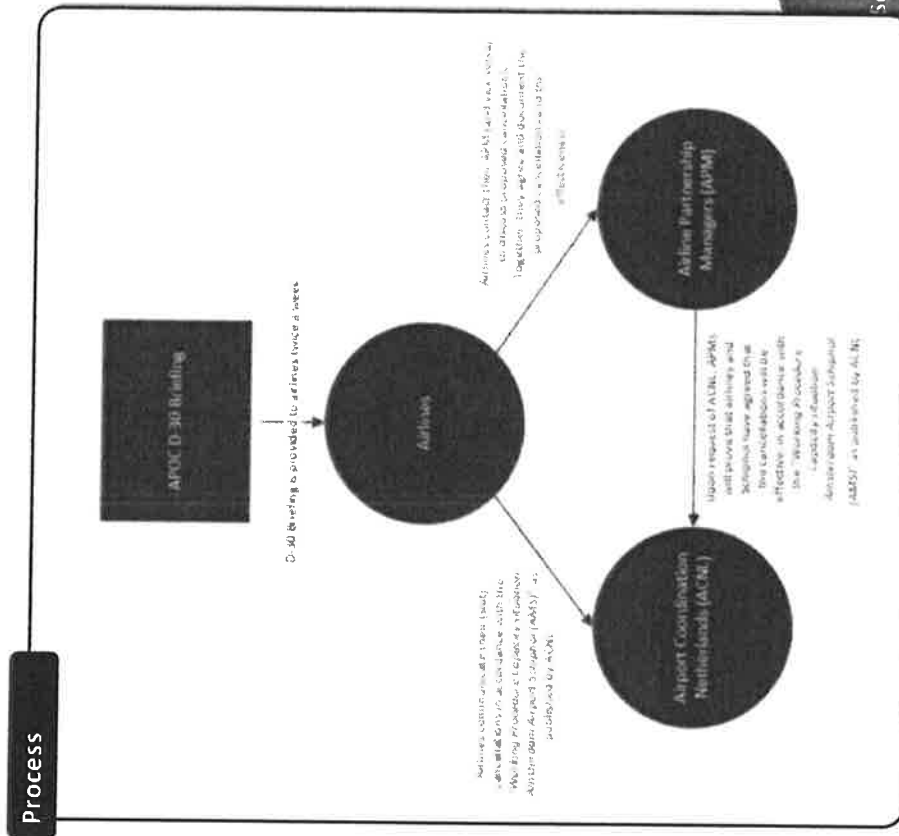
- Looking earlier and jointly towards the summer forecast and together determine when the capacity will be insufficient compared to the expected passenger supply, i.e., 4 weeks ahead (D-30),
- Information is refined towards the day of operation (on-going process), until then, we work with the best information available.
- Sharing accurate and specific data (passenger numbers / flights) is of high importance in order to make the right decisions
- Subsequently, the Partnership Manager and -or Customer Support Manager coordinates with APOC and airlines about any schedule adjustments or other solutions in order to achieve a feasible and safe operation.

### Note;

Figures in this presentation are based on forecasts and can therefore still change (positive and negative). In addition, the realization on the day of execution may also be different. Figures presented only represent OD-departing process.

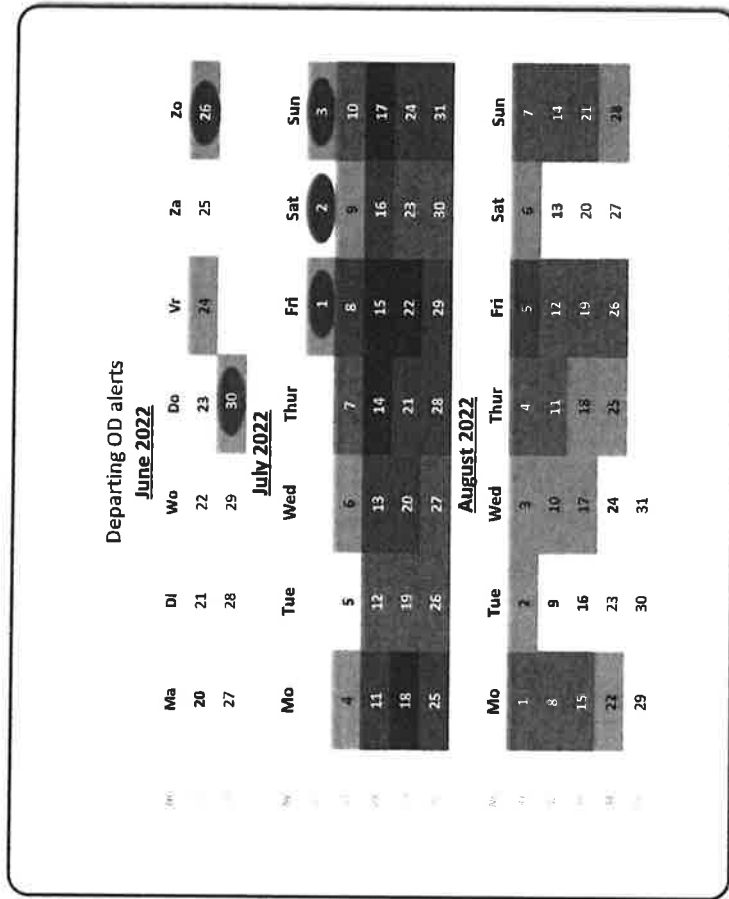
### Note;

Figures are based on FACT Short Term Forecast version 22.8.8





# SUMMER CALENDER 270622 VERSION S22.8.8\_WK25



## Legenda

60-65k Departing OD PAX
65-70K Departing OD PAX
70-75K Departing OD PAX
>75 Departing OD PAX
Critical security occupation
>8000 pax too much

**Disclaimer. Occupancy security 12 days ahead at the moment**



Dag welke gekwalificeerd wordt als kritisch op basis van een integraal beeld (o.a. meteo, bezetting ketenpartijen intern / extern etc)

Note: Figures in this presentation are based on forecast and can therefore still change (positive and negative). In addition, the realization on the day of execution may also be different.

SUMMER CALENDER 270622 VERSION S22.8.8\_WK25

Update: APOC Briefing 23-06-2022

Departing OD alerts

June 2022						
	Di	Wo	Do	Vr	Za	Zo
Mo	20	21	22	23	24	25
Tue	27	28	29	30		26
July 2022						
	Tue	Wed	Thur	Fri	Sat	Sun
Mo	4	5	6	7	8	9
Tue	11	12	13	14	15	16
Wed	18	19	20	21	22	23
Thu	25	26	27	28	29	30
Fri					1	2
Sat						3
Sun						10
Mon						17
Tue						24
Wed						31
August 2022						
	Mo	Tue	Wed	Thur	Fri	Sat
Mo	1	2	3	4	5	6
Tue	8	9	10	11	12	13
Wed	15	16	17	18	19	20
Thu	22	23	24	25	26	27
Fri	29	30	31			
Sat						7
Sun						14
Mon						21
Tue						28

Legenda

↑ Increase to last version

↓ Decrease to last version

APOC Briefing 16-06-2022

Departing OD alerts

June 2022						
	Ma	Di	Wo	Do	Vr	Za
Mo	13	14	15	16	17	18
Tue	20	21	22	23	24	25
Wed	27	28	29	30		19
Thu						26
July 2022						
	Mo	Tue	Wed	Thur	Fri	Sat
Mo	4	5	6	7	8	9
Tue	11	12	13	14	15	16
Wed	18	19	20	21	22	23
Thu	25	26	27	28	29	30
Fri						2
Sat						10
Sun						17
Mon						24
Tue						31
August 2022						
	Mo	Tue	Wed	Thur	Fri	Sat
Mo	1	2	3	4	5	6
Tue	8	9	10	11	12	13
Wed	15	16	17	18	19	20
Thu	22	23	24	25	26	27
Fri	29	30	31			
Sat						7
Sun						14
Mon						21
Tue						28



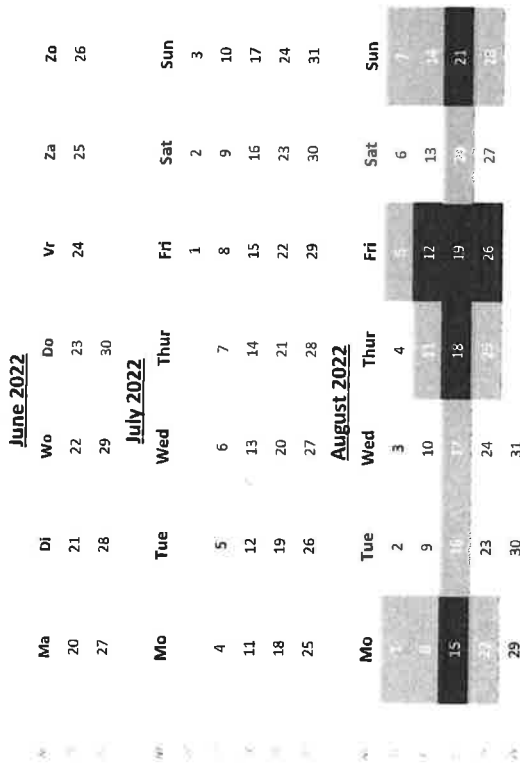
## SUMMER CALENDER 270622 VERSION S22.8.8 WK25

- The arrival alerts is meant as awareness of busy arrival days; not all these passengers will touch a process
- The transfer alerts are based on transfer passengers who must pass EF or GH filter

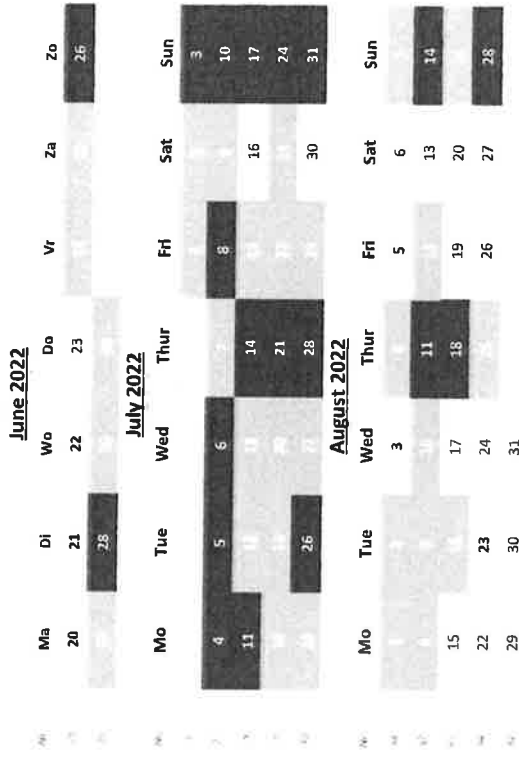
### Legenda

>5500	70K/75K
unscreened Arriving TRF	aankomende OD passagiers
>6000	>75K
unscreened Arriving TRF	aankomende OD passagiers
Geen data beschikbaar	

### Arriving OD alerts



### Arriving TRF alerts

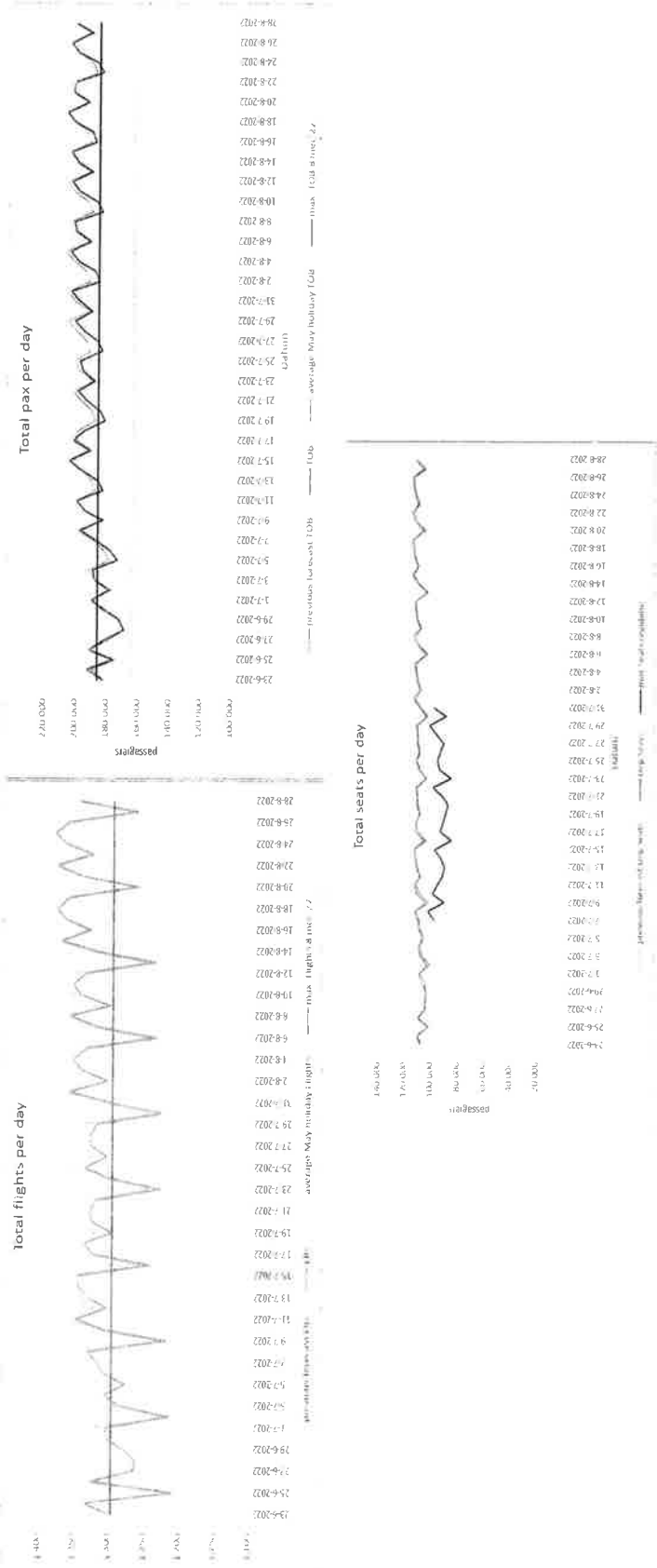


# APOC BRIEFING 270622 VERSION S22.8.8\_WK25

## TOTALS

### Flights and Total passengers per day

■ Difference between last weeks forecast and this weeks update is -0.9% for flights and -1.0% for total passengers. This shows that current measures are not helping enough yet.

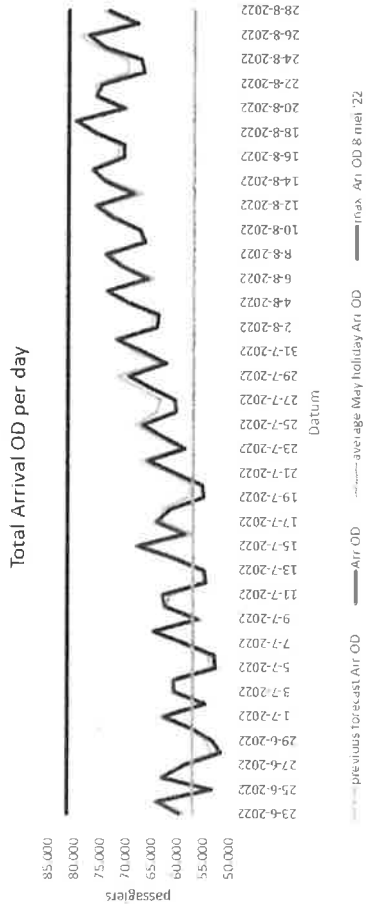
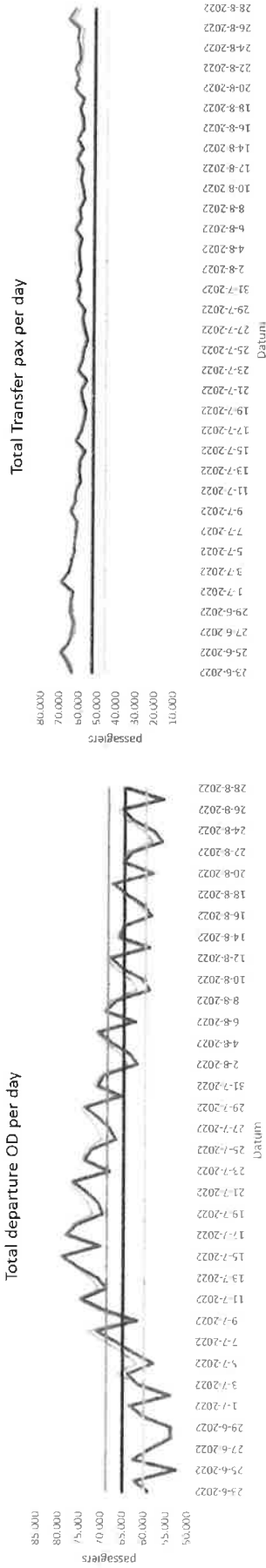


# APOC BRIEFING 270622 VERSION S22.8.8\_WK25

## SPLIT PASSENGERFLOWS

### Departure, Transfer and Arrival

▪ Difference between last weeks forecast and this weeks update is -0.8% for Arr OD; -1.6% for dep OD and -0.6% for Transfer. This shows that current measures are not helping enough yet.



# 7 DAY OUTLOOK

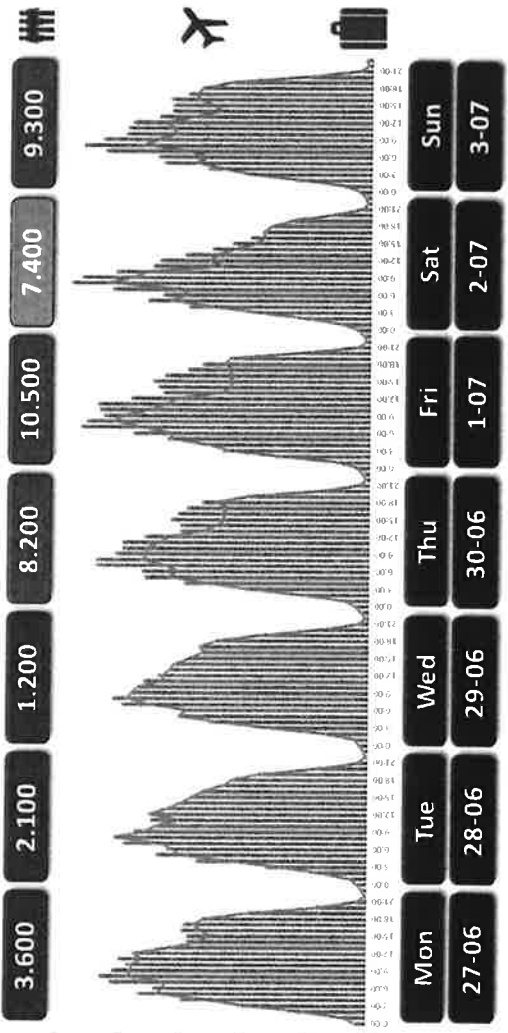
## OVERVIEW DEPARTURE WEEK 26: JUNE 27 TO JULY 3

Overview next week for departure:

### CAPACITY FIGURES BASED ON AN UPDATE FROM JUNE 21

	0:00	2:00	4:00	6:00	8:00	10:00	12:00	14:00	16:00	18:00	20:00	22:00	Total
Ma	0	0	600	1000	700	400	0	500	400	0	0	0	3600
Di	0	100	900	600	100	400	0	0	0	0	0	0	2100
Wo	0	0	100	500	200	300	100	0	0	0	0	0	1200
Do	0	0	700	1700	1200	900	700	1400	1400	200	0	0	8200
Vi	0	100	100	1500	700	1900	1700	2400	1700	400	0	0	10500
Za	0	100	700	1400	1400	1600	1300	700	200	0	0	0	7400
Zo	0	100	700	2100	1800	1500	1100	1400	600	0	0	0	9300

Pax VF-1, VF-2, VF-3, en VF-4 vs. security bare minimum scenario



# 7 DAY OUTLOOK

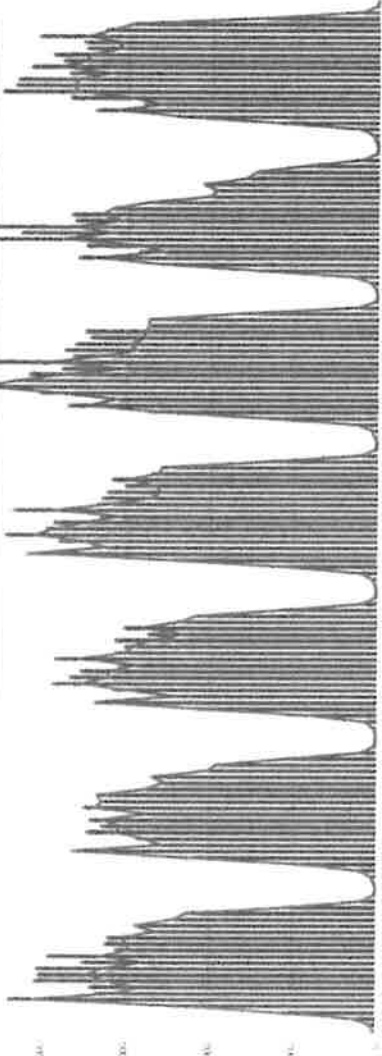
## OVERVIEW DEPARTURE WEEK 25: JUNE 20 TILL 26<sup>TH</sup>

Overview next week for departure:

Capacity figures based on an update from June 14th:

	0.00	2.00	4.00	6.00	8.00	10.00	12.00	14.00	16.00	18.00	20.00	22.00	Totaal
Ma	0	0	1400	3000	3100	1900	1500	900	400	0	0	0	12200
Di	0	0	700	1900	2900	1100	800	1200	600	0	0	0	9700
Wo	0	0	1000	2700	4000	2700	2100	1200	100	100	0	0	13900
Do	0	0	1000	900	600	800	900	400	400	0	0	0	5000
Vr	0	100	2300	2500	2500	1900	2200	2200	1200	0	0	0	14900
Za	0	100	2800	3000	3000	1900	1000	100	0	0	0	0	11900
Zo	0	100	2100	3700	3700	1900	1400	1700	1500	100	0	0	16200

12.200 9.200 13.900 5.000 14.900 11.900 16.200



Mon 20-06 Tue 21-06 Wed 22-06 Thu 23-06 Fri 24-06 Sat 25-06 Sun 26-06

200K 186K 171K 175K 187K 190K 179K 156K  
 100K 61K 63K 65K 64K 62K 64K 64K  
 3K 61K 58K 57K 61K 66K 58K 65K

● Old Arr ● Old Dep ● Transfer

1324 1308 1316 1357 1349 1224 1344

1000 0

● Carpo en Positioning ● Pax ● Pax-Carpo-only

123K 117K 116K 121K 127K 136K 135K  
 100K 65K 67K 65K 65K 68K 77K 72K  
 3K

● Old Arr ● Old Dep ● Transfer

Mo Tue Wed Thu Fri Sat Sun

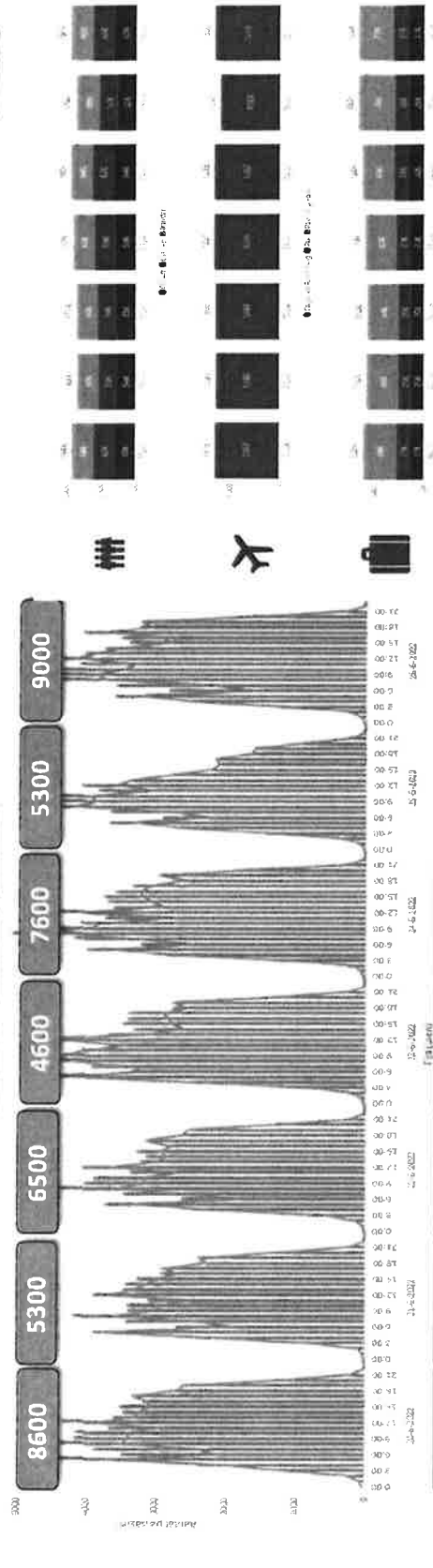
# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 25: JUNE 20 TILL 26<sup>TH</sup>

Overview next week for departure:

Capacity figures based on an update from June 17th:

	0:00	2:00	4:00	6:00	8:00	10:00	12:00	14:00	16:00	18:00	20:00	22:00	Totaal
Ma	0	100	1000	2800	1900	1400	700	600	100	0	0	0	8600
Di	0	100	200	1800	1000	1000	400	600	200	0	0	0	5300
Wo	0	100	400	1700	1700	1400	600	600	0	0	0	0	6500
Do	0	200	100	700	300	100	500	1400	1100	200	0	0	4600
Vr	0	300	400	1700	900	1300	1100	1200	600	100	0	0	7600
Za	0	0	400	1600	1400	1400	500	0	0	0	0	0	5300
Zo	0	0	400	2600	1800	1700	600	900	900	100	0	0	9000



Day	Capacity
Mon	20-06
Tue	21-06
Wed	22-06
Thu	23-06
Fri	24-06
Sat	25-06
Sun	26-06

Day	Capacity
Mo	Tue
Wed	Thu
Fri	Sat
Sun	

# 7 DAY OUTLOOK

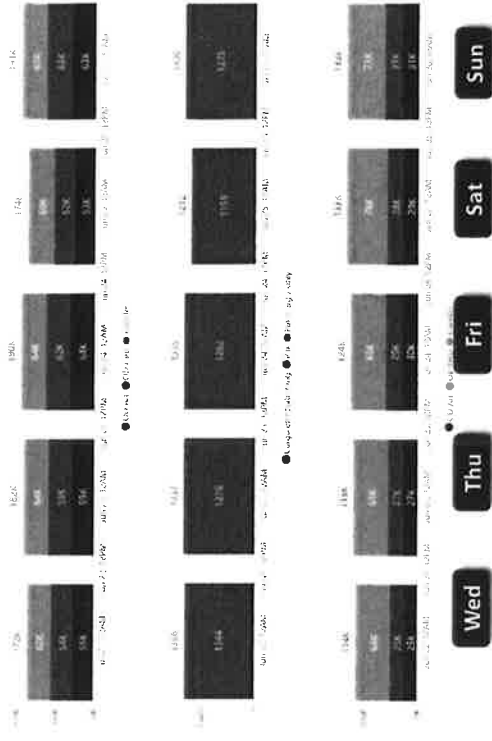
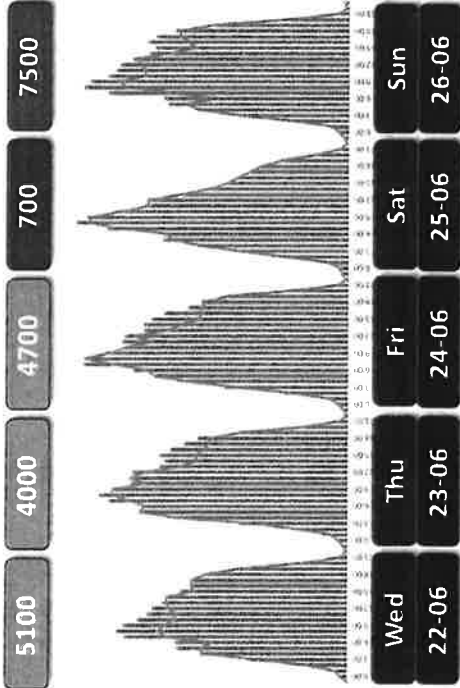
## OVERVIEW DEPARTURE WEEK 25: JUNE 20 TO JUNE 26

Overview next week for departure:

### CAPACITY FIGURES BASED ON AN UPDATE FROM JUNE 21

	0:00	2:00	4:00	6:00	8:00	10:00	12:00	14:00	16:00	18:00	20:00	22:00	Totaal
Ma	0	0	0	0	0	0	0	0	0	0	0	0	0
Di	0	0	0	0	0	0	0	0	0	0	0	0	0
Wo	0	100	400	1400	1400	1200	400	200	0	0	0	0	5100
Do	0	200	0	400	200	200	600	1200	1000	200	0	0	4000
Vr	0	300	0	700	100	500	600	1500	900	100	0	0	4700
Za	0	0	100	200	300	100	0	0	0	0	0	0	700
Zo	0	0	300	2000	1200	1200	400	1100	1200	100	0	0	7500

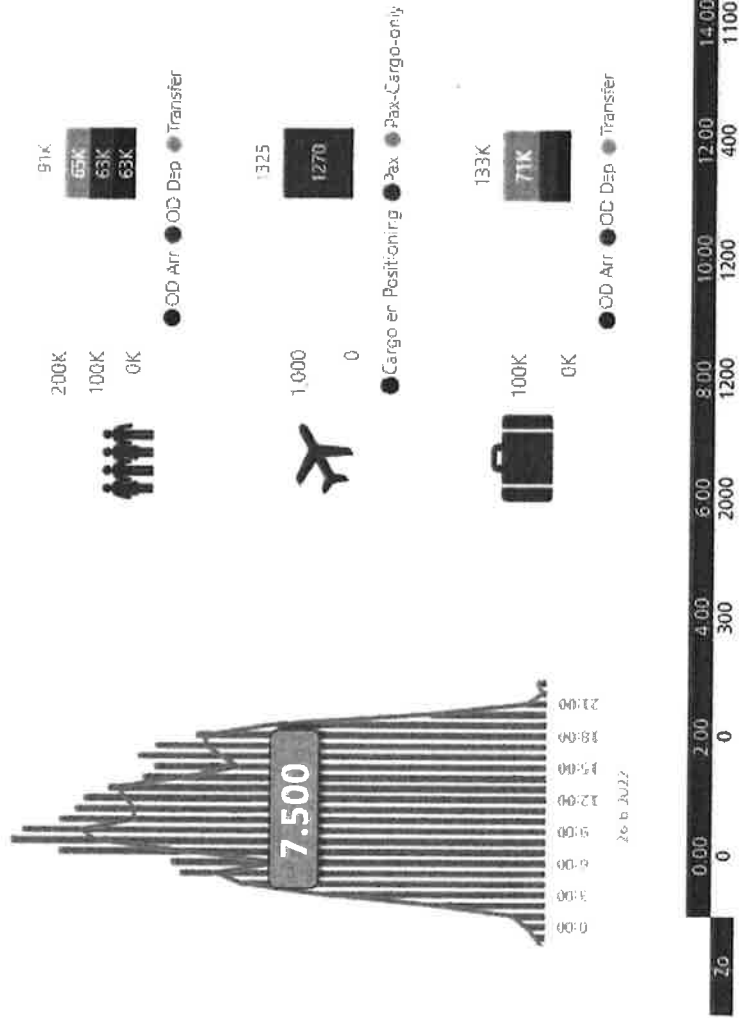
Pax VF-1, VF-2, VF-3, en VF-4 vs. security bare minimum scenario



# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 25: SUNDAY, JUNE 26 2022

Source: June 22



### Analysis:

#### Developments compared to previous analysis:

- Passenger overflow drops from 9.000 to 7.500

#### Overview of the day:

- Capacity bottleneck in the afternoon
- Critical Point: 06:00-12:00 LT & 14:00-18:00 LT
- Transfer, OD ARR & OD DEPP balanced

#### Remark:

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up

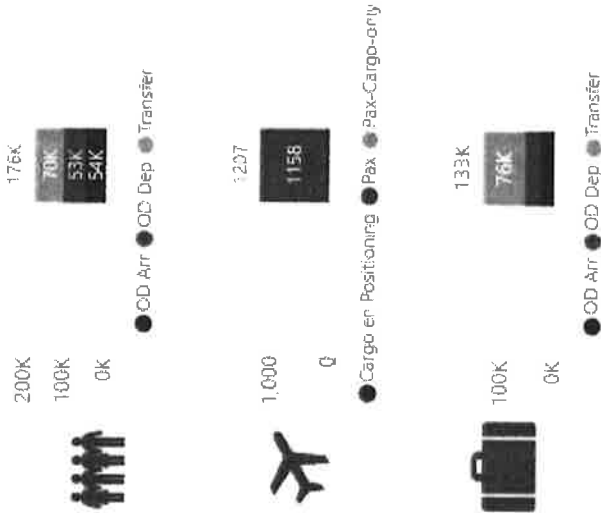
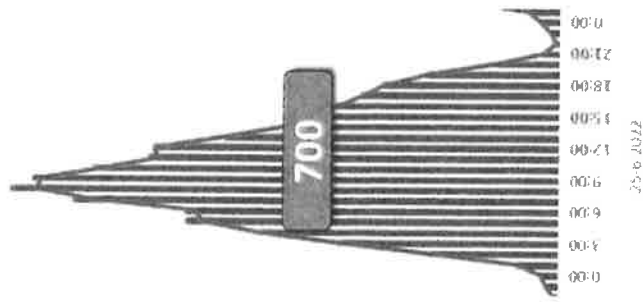




# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 25: SATURDAY, JUNE 25 2022

Source: June 22



### Analysis:

#### Developments compared to previous analysis:

- Passenger overflow drops from 5.300 to 700

#### Overview of the day:

- Capacity bottleneck in the morning
- Critical Point: 06:00-10:00 LT
- Transfer is dominant, OD ARR & OD DEPP balanced

#### Remark:

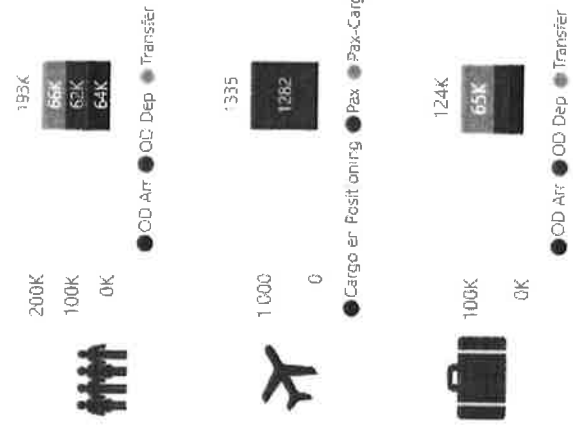
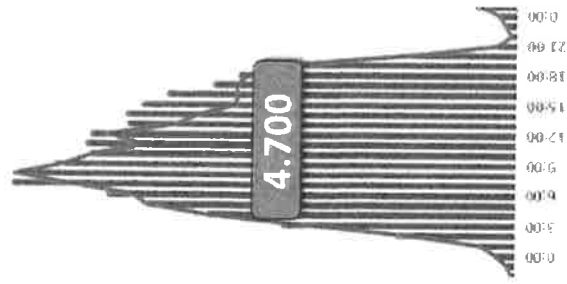
- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 25: FRIDAY, JUNE 24 2022

Source: June 22



### Analysis:

#### Developments compared to previous analysis:

- Passenger overflow drops from 7.600 to 4.700

#### Overview of the day:

- Capacity bottleneck in the afternoon
- Critical Point: 14:00-16:00 LT
- Transfer, OD ARR & OD DEPP balanced

#### Remark:

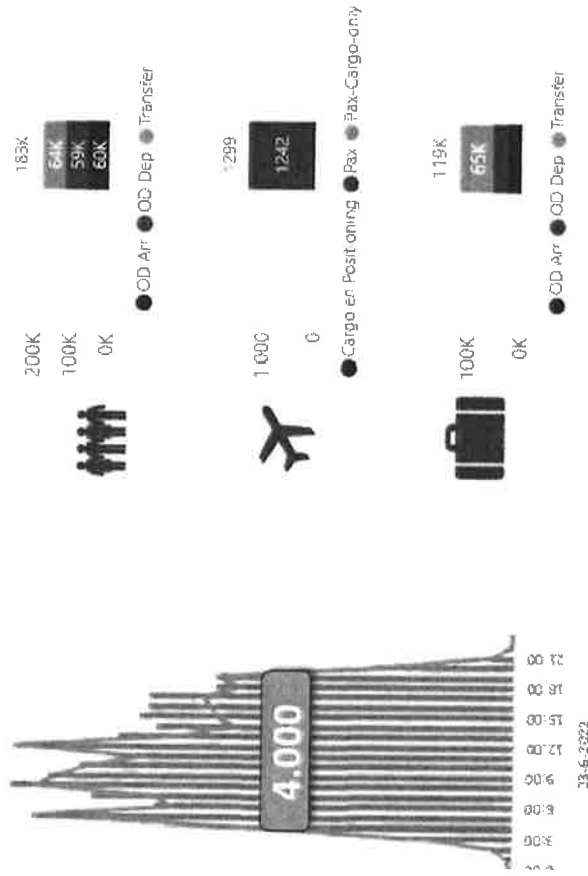
- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 25: THURSDAY, JUNE 23 2022

Source: June 22



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow drops from 7.800 to 4.000

**Overview of the day:**

- Capacity bottleneck in the morning
- Critical point: 14:00-18:00 LT
- Transfer dominant and ODD DEP/OD ARR are balanced

**Remark:**

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



8

[REDACTED]

---

**Van:** Monitoring  
**Verzonden:** maandag 27 juni 2022 14:56  
**Aan:** [REDACTED]  
**Onderwerp:** FW: stukken APOC briefing 27 juni  
**Bijlagen:** 220627 APOC briefing week 26-gecomprimeerd.pdf; minutes APOC Briefing 27 juni.pdf

FYI

**Van:** apoc\_supervisor <apoc\_supervisor@schiphol.nl>  
**Verzonden:** maandag 27 juni 2022 12:50  
**Aan:** apoc\_supervisor <apoc\_supervisor@schiphol.nl>  
**Onderwerp:** stukken APOC briefing 27 juni

Goedemiddag,

Hierbij de stukken van de APOC meeting van heden ochtend 27 juni.

Graag de stukken intern gebruiken en niet verder verspreiden.

Hartelijke groet,

[REDACTED]  
[REDACTED]  
APOC Supervisor  
Airport Operations Centre (APOC)  
*Fridays out of office*

Evert van de Beekstraat 202, 1118 CP Schiphol, The Netherlands  
P.O. Box 7501, 1118 ZG Schiphol, The Netherlands, schiphol.nl



# Schiphol

Welcome to Amsterdam Airport

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**Verslag APOC D-30 briefing**

*Aanwezigen: Easy Jet, TUI, Corendon, Delta, Axxicom en Menzies*

*Afwezigen:*

**APOC**

- Welkom
- Het doel van deze meeting is het doorkijken naar de komende periode (D-30), waarbij we zo vroeg mogelijk delen wat er op ons afkomt. Hoe eerder we hier stappen voor ondernemen, hoe minder rigoureuus er moet worden ingegrepen. We doen dit op basis van de informatie die nu beschikbaar is. We missen regelmatig data, dus bij deze ook het verzoek om informatie zo goed mogelijk te delen. Als er aan de voorkant niks gebeurt, zijn we gedwongen tot grote ingrepen, zoals een regulatie op D-0 bijvoorbeeld, dit in verband met safety.
- Note: het verzoek om de informatie in deze meeting niet te delen met externe partijen.
- De zomerkalender is aangepast aan de hand van de laatste forecast. In die forecast zitten ook de nieuwste boekingsdata en er is een marge voor last-minute boekingen.
- Doorkijkend naar komende week is er voor de kalender afgelopen woensdag weer update geweest welke we nu kunnen delen. Dit geldt ook voor de transfer en arrival kalender. Er wordt op dit moment naar gekeken of het vaker in de week kan, zodat we een beter beeld hebben, echter is dat op dit moment nog niet mogelijk. [REDACTED] heeft aan dat er druk aan wordt gewerkt zodat dit uiteindelijk mogelijk is.
- De security cijfers zijn vrijdag geüpdatet voor aankomende week (wk 26). Per dag wordt er uitgelegd wat de overflow van de passagiers zijn. Doorkijkend naar aankomende week wordt het vanaf donderdag 30 juni drukker qua overflow pax. Donderdag 7.900 pax, vrijdag 11.000 pax, zaterdag 7.900 pax en zondag 10.400 pax.  
Elke dinsdag en vrijdag krijgen we een update vanuit het beeld van Security (de overflow). Hierdoor wordt er de komende dagen nog het e.e.a. bijgesteld qua getallen.
- Capaciteit knelpunten vanuit de Luchthaven;
  - Op de baan 09-27 (Buitenveldertbaan) zijn afgelopen vrijdag werkzaamheden geweest. De werkzaamheden zijn goed verlopen en hierdoor zal de baan komende week niet weer buiten diensten worden genomen voor werkzaamheden.
- De vooruitblik naar de komende dagen geeft aan dat de afhandelaars steeds meer last krijgen van ziekmeldingen (zowel door werkdruk als Covid gerelateerd).
- De taskforce is bezig om de punten op te pakken om de zomer, en waar mogelijk ook de korte termijn, de operatie te assisteren met verbeterpunten. Voor deze zomer zijn de Flamingo's in het leven geroepen, dit is de benaming van kantoorpersoneel welke wordt ingezet in de operatie om te ondersteunen. Deze komen op rooster zodat de bezetting beter te reguleren is.

**Airlines**

- [REDACTED] Corendon stelde de vraag qua OD pax lokaal vertrekkend aankomende vrijdag (63k) en zondag (61k)

**APOC | Airport Operations Centre**  
June 27th 2022



# APOC BRIEFING JUNE 27TH UPDATE FORECAST WEEK 26

**Schiphol**

Welcome to Amsterdam Airport

## APOC BRIEFING JUNE 27TH, 2022

### BACKGROUND AND INTRODUCTION:

#### Goal APOC Briefing;

Avoid last minute and rigorous (safety) measures because passenger volume exceeds security throughput

#### How does it work;

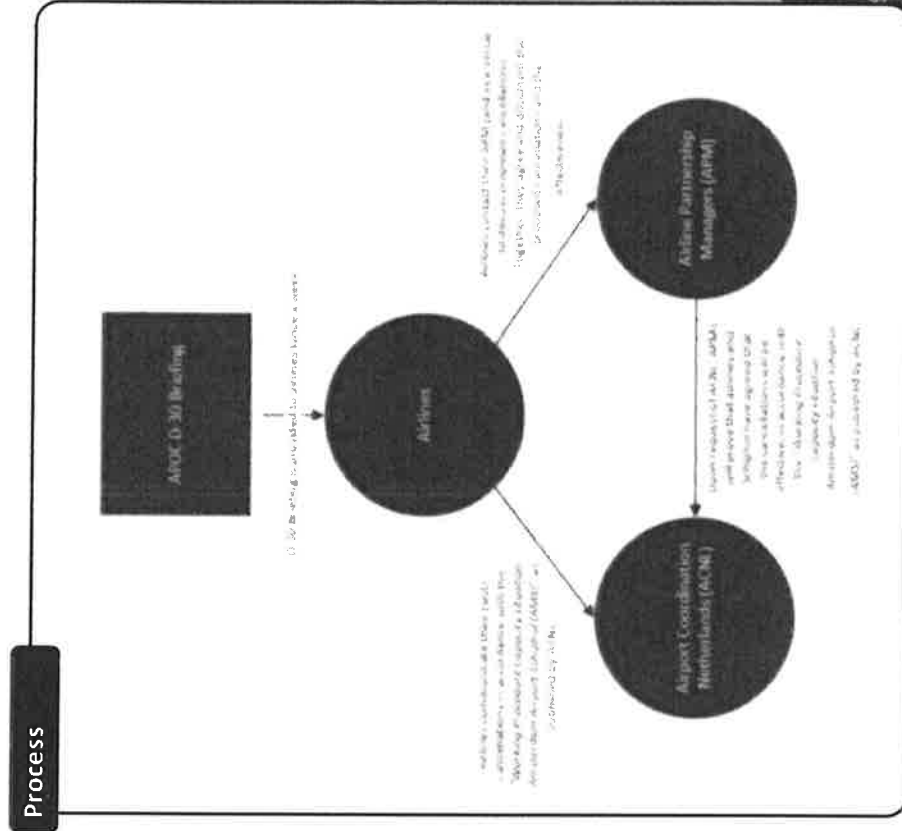
- Looking earlier and jointly towards the summer forecast and together determine when the capacity will be insufficient compared to the expected passenger supply, i.e., 4 weeks ahead (D-30),
- Information is refined towards the day of operation (on-going process), until then, we work with the best information available.
- Sharing accurate and specific data (passenger numbers / flights) is of high importance in order to make the right decisions
- Subsequently, the Partnership Manager and -or Customer Support Manager coordinates with APOC and airlines about any schedule adjustments or other solutions in order to achieve a feasible and safe operation.

#### Note;

Figures in this presentation are based on forecasts and can therefore still change (positive and negative). In addition, the realization on the day of execution may also be different. Figures presented only represent OD-departing process.

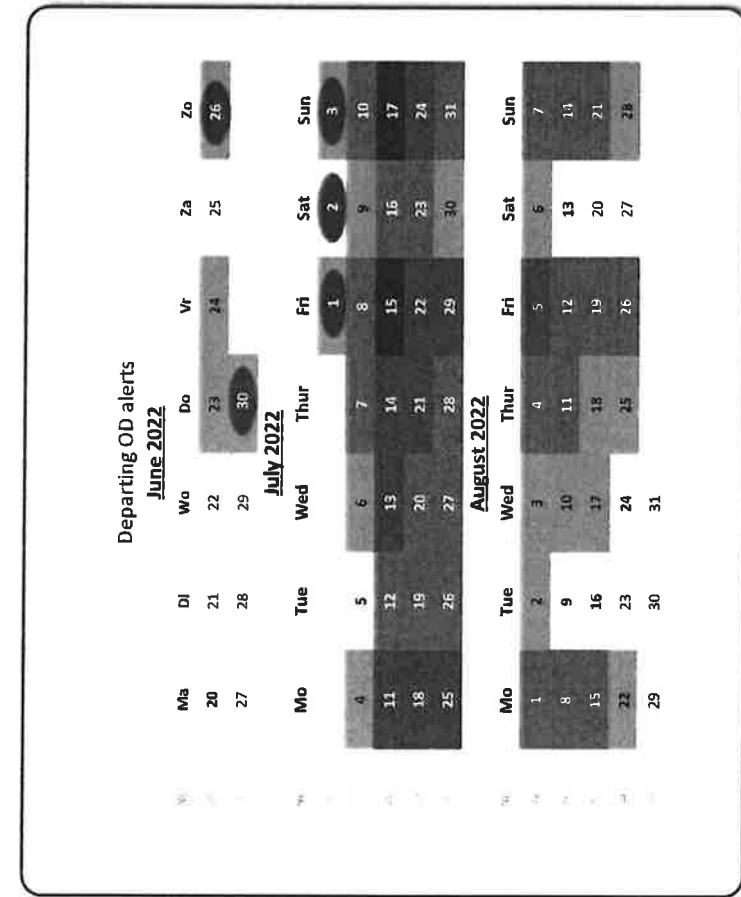
#### Note;

Figures are based on FACT Short Term Forecast version 22.8.8a





# SUMMER CALENDER 270622 VERSION S22.8.8A\_WK25



Legenda

60-65k Departing OD PAX
65-70K Departing OD PAX
70-75K Departing OD PAX
>75 Departing OD PAX
Critical security occupation
>6000 pax too much

Disclaimer. Occupancy security 12 days ahead at the moment



Dag welke gekwalificeerd wordt als kritisch op basis van een integraal beeld (o.a. meteo, bezetting ketenpartijen in t/m / extern etc)

Note; Figures in this presentation are based on forecast and can therefore still change (positive and negative). In addition, the realization on the day of execution may also be different.

# SUMMER CALENDER 270622 VERSION S22.8.8A\_WK25

Update: APOC Briefing 23-06-2022

Departing OD alerts

June 2022						
Ma	Di	Wo	Do	Vr	Za	Zo
20	21	22	23	24	25	26
27	28	29	30			
July 2022						
Mo	Tue	Wed	Thur	Fri	Sat	Sun
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
August 2022						
Mo	Tue	Wed	Thur	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APOC Briefing 16-06-2022

Departing OD alerts

June 2022						
Ma	Di	Wo	Do	Vr	Za	Zo
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			
July 2022						
Mo	Tue	Wed	Thur	Fri	Sat	Sun
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
August 2022						
Mo	Tue	Wed	Thur	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Legend

↑ Increase to last version

↓ Decrease to last version

## SUMMER CALENDER 270622 VERSION S22.8.8A WK25

- The arrival alerts is meant as awareness of busy arrival days; not all these passengers will touch a process
- The transfer alerts are based on transfer passengers who must pass EF or GH filter

### Legenda

<55000	>100-75%
unscreened Arriving TRF	unscreened OD passengers
>50000	>75%
unscreened Arriving TRF	unscreened OD passengers

Geen data beschikbaar

### Arriving OD alerts

June 2022						
Ma	Di	Wo	Do	Vr	Za	Zo
20	21	22	23	24	25	26
27	28	29	30			
July 2022						
Mo	Tue	Wed	Thur	Fri	Sat	Sun
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
August 2022						
Mo	Tue	Wed	Thur	Fri	Sat	Sun
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

### Arriving TRF alerts

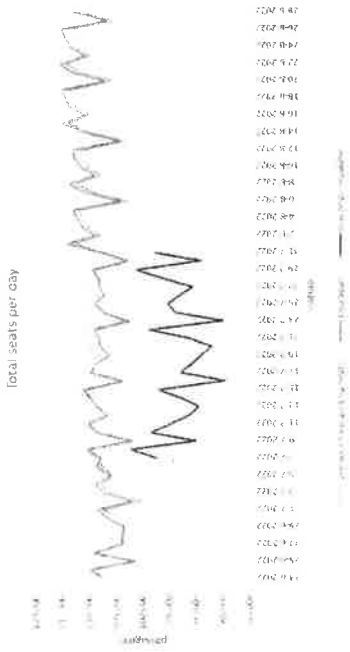
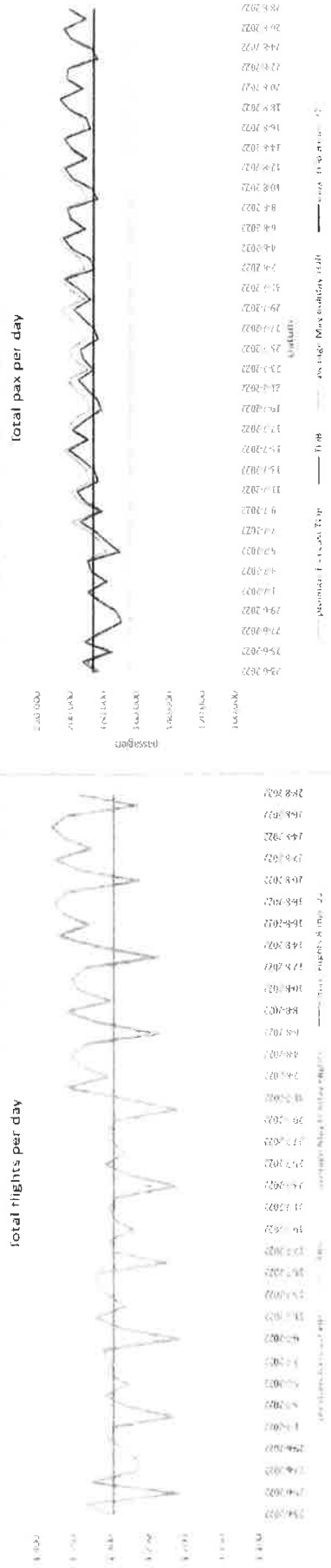
June 2022						
Ma	Di	Wo	Do	Vr	Za	Zo
20	21	22	23	24	25	26
July 2022						
Mo	Tue	Wed	Thur	Fri	Sat	Sun
25	26	27	28	29	30	31
August 2022						
Mo	Tue	Wed	Thur	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

# APOC BRIEFING 270622 VERSION S22.8.8A\_WK25

## TOTALS

### Flights and Total passengers per day

- Difference between last weeks forecast and this weeks update is -1.6% for flights and -1.5% for total passengers.

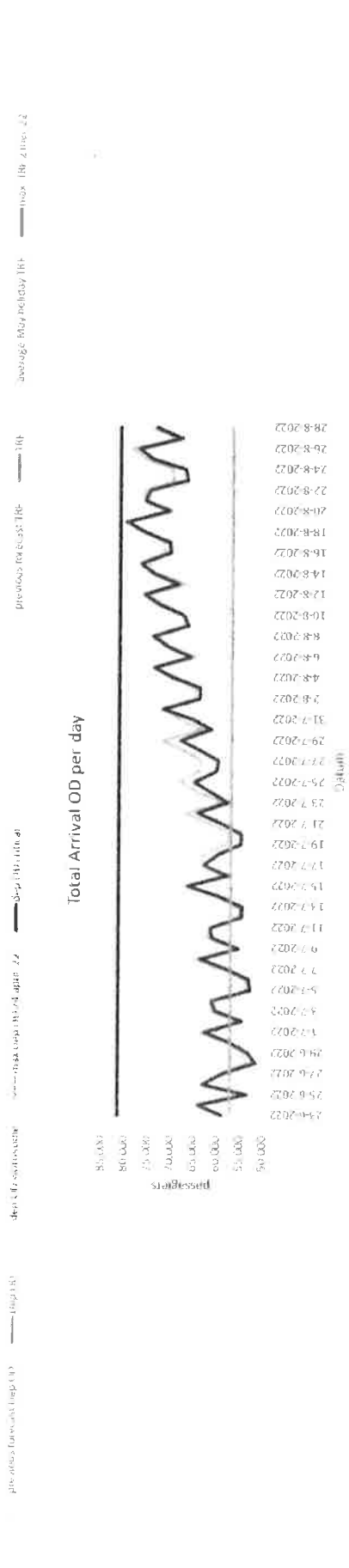
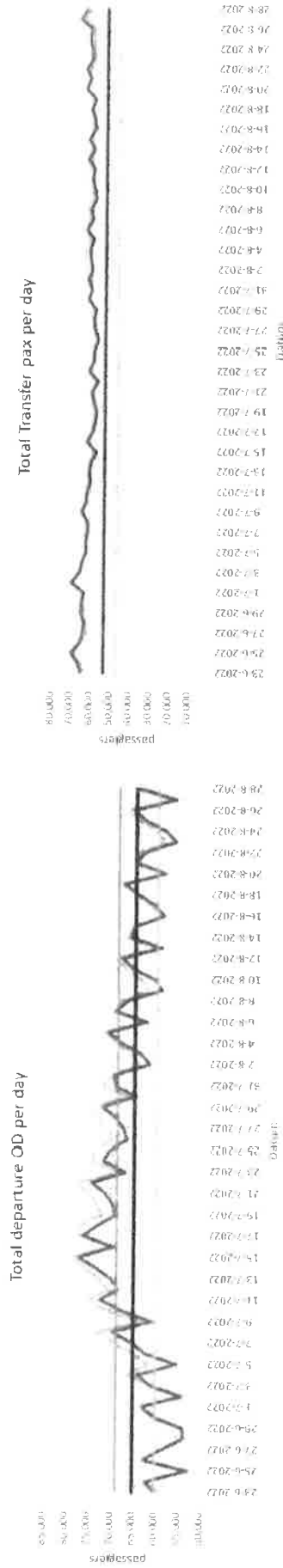


# APOC BRIEFING 270622 VERSION S22.8.8A\_WK25

## SPLIT PASSENGERFLOWS

### Departure, Transfer and Arrival

■ Difference between last weeks forecast and this weeks update is -1.4% for Arr OD; -2.5% for dep OD and -0.5% for Transfer.



# 7 DAY OUTLOOK

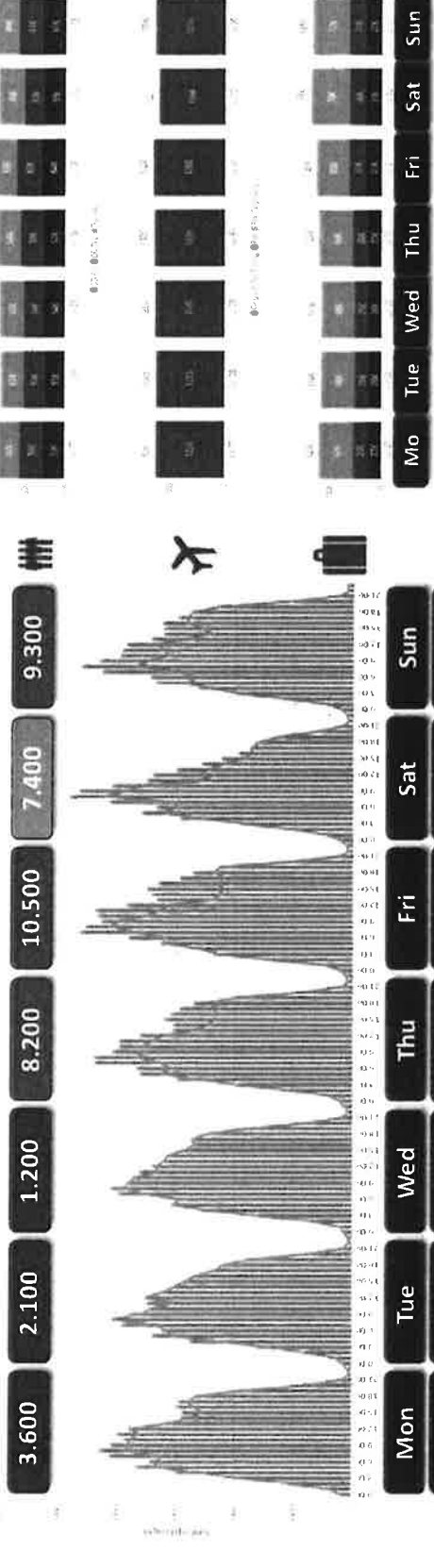
## OVERVIEW DEPARTURE WEEK 26: JUNE 27 TO JULY 3

Overview next week for departure:

### CAPACITY FIGURES BASED ON AN UPDATE FROM JUNE 21

	0.00	2.00	4.00	6.00	8.00	10.00	12.00	14.00	16.00	18.00	20.00	22.00	Totaal
Ma	0	0	600	1000	700	400	0	500	400	0	0	0	3600
Di	0	100	900	600	100	400	0	0	0	0	0	0	2100
Wo	0	0	100	500	200	300	100	0	0	0	0	0	1200
Do	0	0	700	1700	1200	900	700	1400	1400	200	0	0	8200
Vr	0	100	100	1500	700	1900	1700	2400	1700	400	0	0	10500
Za	0	100	700	1400	1400	1600	1300	700	200	0	0	0	7400
Zo	0	100	700	2100	1800	1500	1100	1400	600	0	0	0	9300

Pax VF-1, VF-2, VF-3, en VF-4 vs. security bare minimum scenario



# 7 DAY OUTLOOK

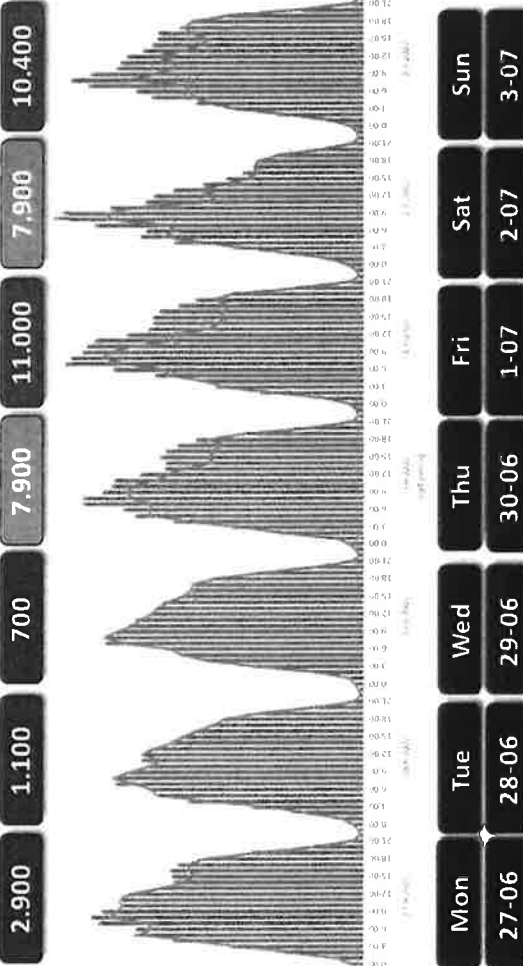
## OVERVIEW DEPARTURE WEEK 26: JUNE 27 TO JULY 3TH

Overview next week for departure:

### CAPACITY FIGURES BASED ON AN UPDATE FROM JUNE 24TH

	0:00	2:00	4:00	6:00	8:00	10:00	12:00	14:00	16:00	18:00	20:00	22:00	Total
Ma	0	100	400	1000	500	0	0	500	400	0	0	0	2900
Di	0	200	300	300	0	300	0	0	0	0	0	0	1100
Wo	0	100	0	400	0	100	0	100	0	0	0	0	700
Do	0	100	400	1500	1200	900	700	1500	1400	200	0	0	7900
Vr	0	300	200	1700	900	1900	1700	2200	1800	300	0	0	11000
Za	0	100	900	1600	1600	1400	1400	700	200	0	0	0	7900
Zo	0	100	900	2400	1900	1800	1100	1600	600	0	0	0	10400

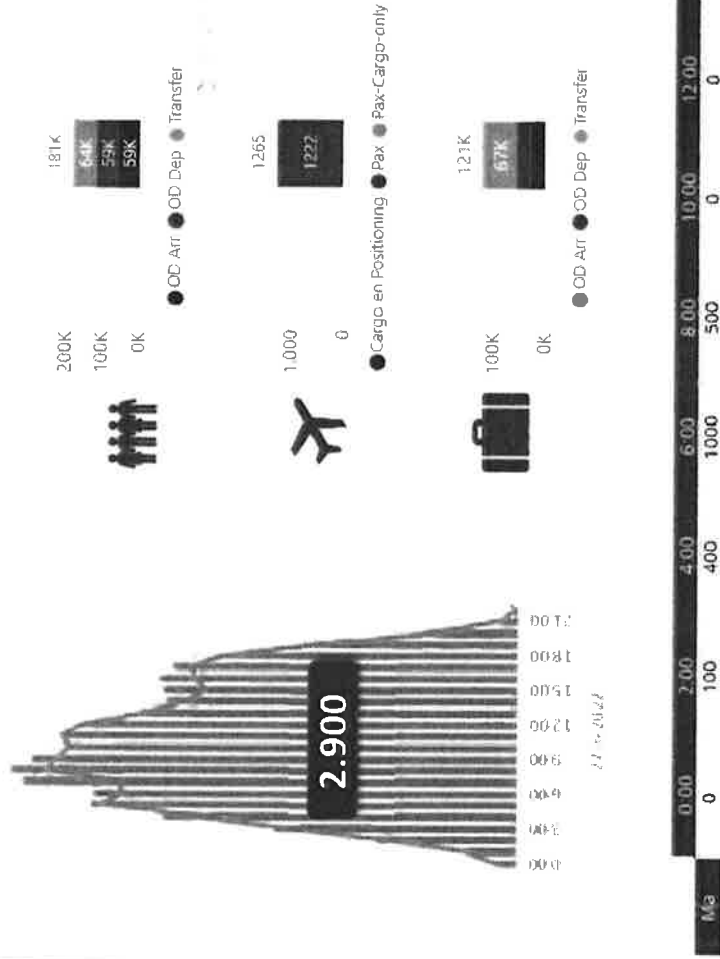
Pax VF-1, VF-2, VF-3, en VF-4 vs. security bare minimum scenario



# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 26: MONDAY, JUNE 27TH 2022

Source: June 24



### Analysis:

#### Developments compared to previous analysis:

- Passenger overflow drops from 3.600 to 2.900

#### Overview of the day:

- Capacity bottleneck in the early morning
- Critical Point: 04:00-08:00 LT
- Transfer is dominant, OD ARR & OD DEPP balanced

#### Remark:

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up

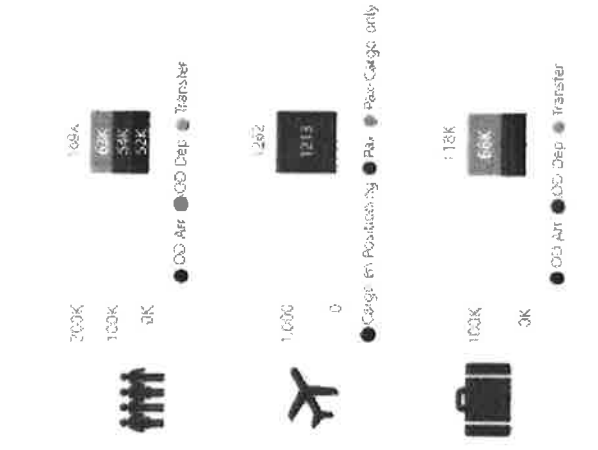
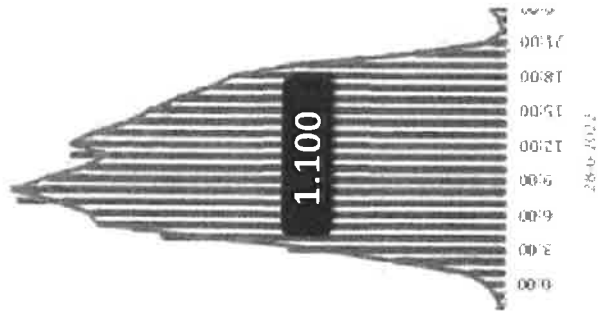




# 7 DAY OUTLOOK

## OVERVIEW DEPARTURE WEEK 26: TUESDAY, JUNE 28TH 2022

Source: June 24



**Analysis:**

**Developments compared to previous analysis:**

- Passenger overflow drops from 2.100 to 1.100

**Overview of the day:**

- Capacity bottleneck in the early morning
- Critical Point: 02:00-06:00 LT
- Transfer is dominant, OD ARR & OD DEPP balanced

**Remark:**

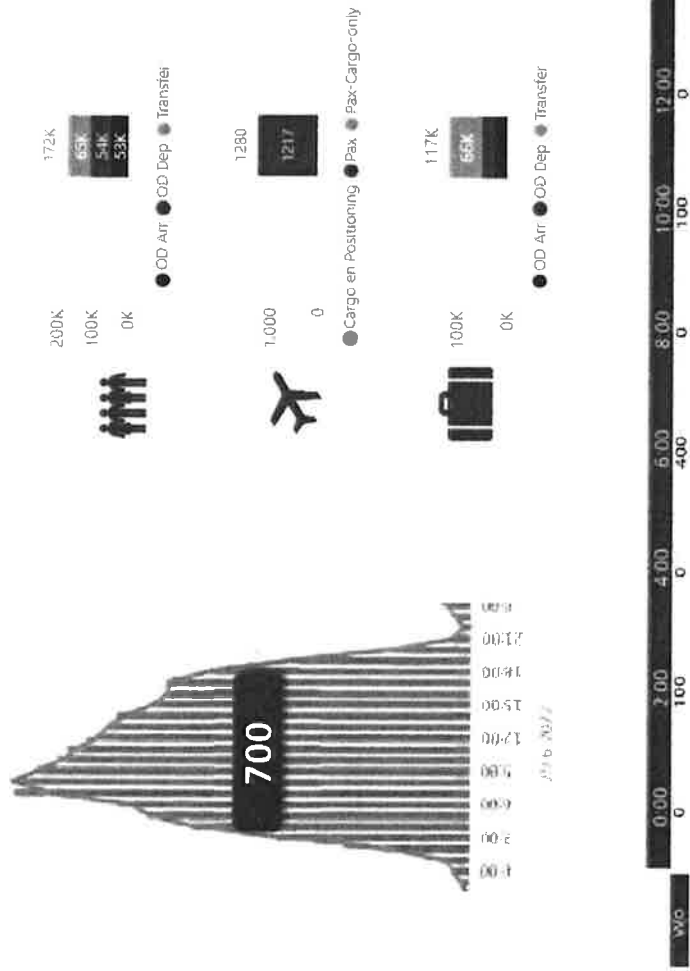
- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



## 7 DAY OUTLOOK

# OVERVIEW DEPARTURE WEEK 26: WEDNESDAY, JUNE 29TH 2022

Source: June 24



### Analysis:

#### Developments compared to previous analysis:

- Passenger overflow drops from 1.200 to 700

#### Overview of the day:

- Capacity bottleneck in the early morning but spread flow during the day
- Critical Point: 06:00 LT
- Transfer is dominant, OD ARR & OD DEPP balanced

#### Remark:

- Actual passenger numbers may differ
- Security staff planning may change over time
- Process is depended on other processes and passenger show-up



9

[REDACTED]

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**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 25 mei 2022 13:17  
**Aan:** [REDACTED]  
**Onderwerp:** FW: Verzoek aan KLM voor komende zondag

Hi [REDACTED]

Bij deze het verzoek dat ik KLM heb gedaan voor komende zondag.

Heb je hier voldoende aan?

Grt. [REDACTED]

**From:** [REDACTED]@schiphol.nl>  
**Sent:** Monday, May 23, 2022 10:07 PM  
**To:** [REDACTED] - KLM <[REDACTED]@klm.com>; [REDACTED] - KLM <[REDACTED]@KLM.COM>  
**Cc:** [REDACTED]@schiphol.nl>; [REDACTED] - KLM <[REDACTED]@klm.com>  
**Subject:** Verzoek aan KLM voor komende zondag

Beste [REDACTED] en [REDACTED],

Zoals vanmiddag al even met [REDACTED] besproken, de operatie van vandaag leverde grote problemen op. Heel vervelend om te horen dat ook jullie veel problemen hebben gehad. Dit is absoluut niet hoe wij het zouden willen.

Voor komende zondag willen we jullie hulp vragen om passagiers aantallen op lokaal vertrekkend verkeer omlaag te brengen. Het is ons bekend dat jullie reeds aanpassingen voor zondag hebben gedaan.

Het zou enorm helpen als jullie komende zondag in het blok tussen 08h00 en 15h00 nog 1000 lokaal vertrekkende passagiers eruit kunnen halen.

Uiteraard staat ons team in APOC klaar om eea verder af te stemmen en uit te werken of voor vragen. [REDACTED] geniet even van een paar dagen weg, maar [REDACTED] is er (zie ook cc).

Laat weten als jullie over dit verzoek nog vragen voor mij hebben okay?

Veel dank wederom voor jullie hulp!

Grt. [REDACTED]

Met vriendelijke groeten,

[REDACTED]

[REDACTED]

E-mail: [REDACTED]@Schiphol.nl  
Tel: [REDACTED]

Visit: Terminal West, B-toren, 4<sup>de</sup> verdieping

Evert van de Beekstraat 202, 1118 ZG Schiphol

Postbus 7501, 1118 ZG Schiphol

Locatiecode: 02-36

# Schiphol

Welcome to Amsterdam Airport

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For information, services and offers, please visit our web site: <http://www.klm.com>. This e-mail and any attachment may contain confidential and privileged material intended for the addressee only. If you are not the addressee, you are notified that no part of the e-mail or any attachment may be disclosed, copied or distributed, and that any other action related to this e-mail or attachment is strictly prohibited, and may be unlawful. If you have received this e-mail by error, please notify the sender immediately by return e-mail, and delete this message.

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\*\*\*\*\*

10

**Van:** [redacted]@coordination-committee.nl>  
**Verzonden:** vrijdag 20 mei 2022 16:38  
**Onderwerp:** Fwd: CCN documents S22 extraordinary meeting  
**Bijlagen:** 20220524\_CCN\_S22 Operational limit.pdf; 20220524 CCN ACNL Working method  
Lock on the door AMS S22 DRAFT v0.2.pdf

Dear CCN members,

In preparation of the extra CCN meeting next Tuesday, please find below message from Amsterdam Airport Schiphol and its attachments.

Click here to join this CCN meeting on May 24, 13:30-14:30 hrs. via Microsoft Teams:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_OTlhYjlhYjktYWM1YS00OGQ4LTlINzAtYjBkMWFiMzc4ZmZk%40thread.v2/0?context=%7b%22Ti d%22%3a%22a2c33925-2a78-4d0c-8428-931881774240%22%2c%22Oid%22%3a%2297dc9e89-d3d8-41e4-b8dc-6efbb674c982%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_OTlhYjlhYjktYWM1YS00OGQ4LTlINzAtYjBkMWFiMzc4ZmZk%40thread.v2/0?context=%7b%22Ti d%22%3a%22a2c33925-2a78-4d0c-8428-931881774240%22%2c%22Oid%22%3a%2297dc9e89-d3d8-41e4-b8dc-6efbb674c982%22%7d)

More information: <https://aka.ms/JoinTeamsMeeting>

Options for this voor meeting: [https://teams.microsoft.com/meetingOptions/?organizerId=97dc9e89-d3d8-41e4-b8dc-6efbb674c982&tenantId=a2c33925-2a78-4d0c-8428-931881774240&threadId=19 meeting\\_OTlhYjlhYjktYWM1YS00OGQ4LTlINzAtYjBkMWFiMzc4ZmZk@thread.v2&mes sageId=0&language=nl-NL](https://teams.microsoft.com/meetingOptions/?organizerId=97dc9e89-d3d8-41e4-b8dc-6efbb674c982&tenantId=a2c33925-2a78-4d0c-8428-931881774240&threadId=19%20meeting_OTlhYjlhYjktYWM1YS00OGQ4LTlINzAtYjBkMWFiMzc4ZmZk@thread.v2&messageId=0&language=nl-NL)

Kind regards /  
Met vriendelijke groet,

[redacted]  
CCN [redacted]

Forwarded message:

**From:** [redacted]@schiphol.nl>  
**Subject:** CCN documents S22 extraordinary meeting  
**Date:** 20 mei 2022 om 15:42:30 CEST  
**To:** "[redacted] (CCN)" <[redacted]@coordination-committee.nl>, [redacted]  
<[redacted]@coordination-committee.nl>

Dear [redacted],

Thank you in advance for hosting an extraordinary CCN meeting on such short notice. Attached you will find the S22 Operational Limit presentation from Schiphol. The aim of the presentation is to inform and consult the CCN concerning the steps and process, in order to match capacity with demand, given the major task we face as a sector this summer.

We are requesting your advice concerning the presented steps and positive advice on the "Temporary Operational Limit", that we want to implement as soon as possible as "a lock on the door".

ACNL has asked me to also provide you with their concept Working Method concerning the "lock on the door", which they can present during the meeting.

Please share these documents with your members upfront.

Should there be any questions please do not hesitate to contact me.

Met vriendelijke groet, kind regards,

[REDACTED]  
[REDACTED]  
[REDACTED]

Amsterdam Airport Schiphol

[REDACTED]  
[REDACTED]@schiphol.nl



**AO&AP / PPI /  
Airport & Airline Solutions**

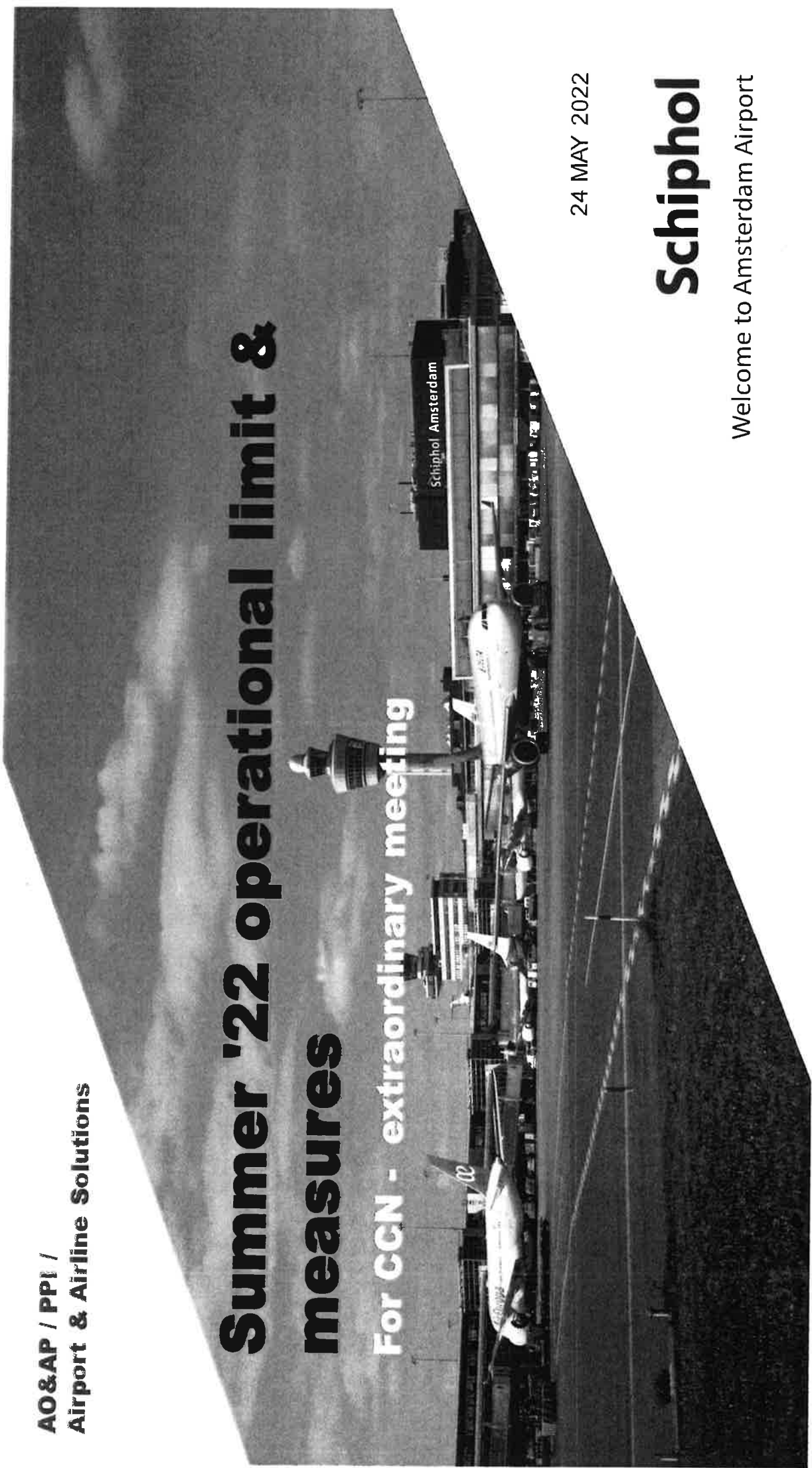
# **Summer '22 operational limit & measures**

**For CCN - extraordinary meeting**

24 MAY 2022

# **Schiphol**

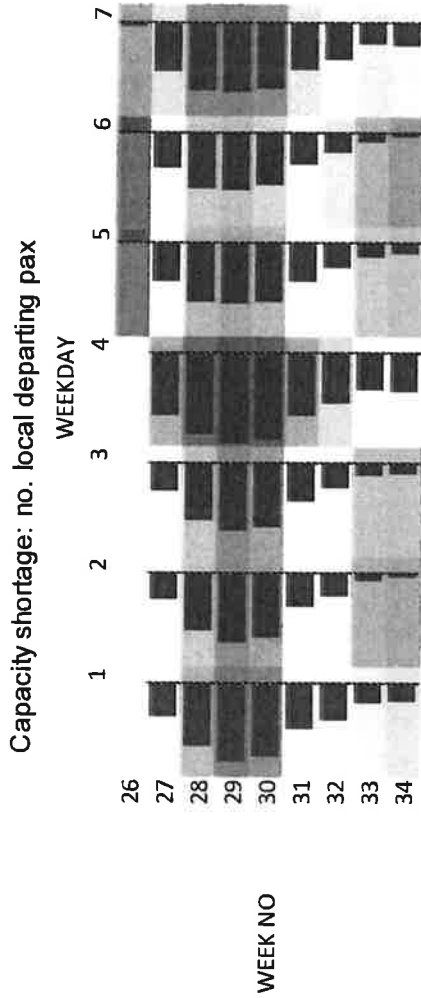
Welcome to Amsterdam Airport



# SUMMER 2022 expectations

Major capacity shortages expected during summer holidays for local departing passengers

- Based on most recent insights
- Assuming high productivity and maximum effort security companies
- Disregarding waiting times
- Below: shortages compared to expected delivery
- Hence; we expect major capacity shortages and immediate action of all involved is required

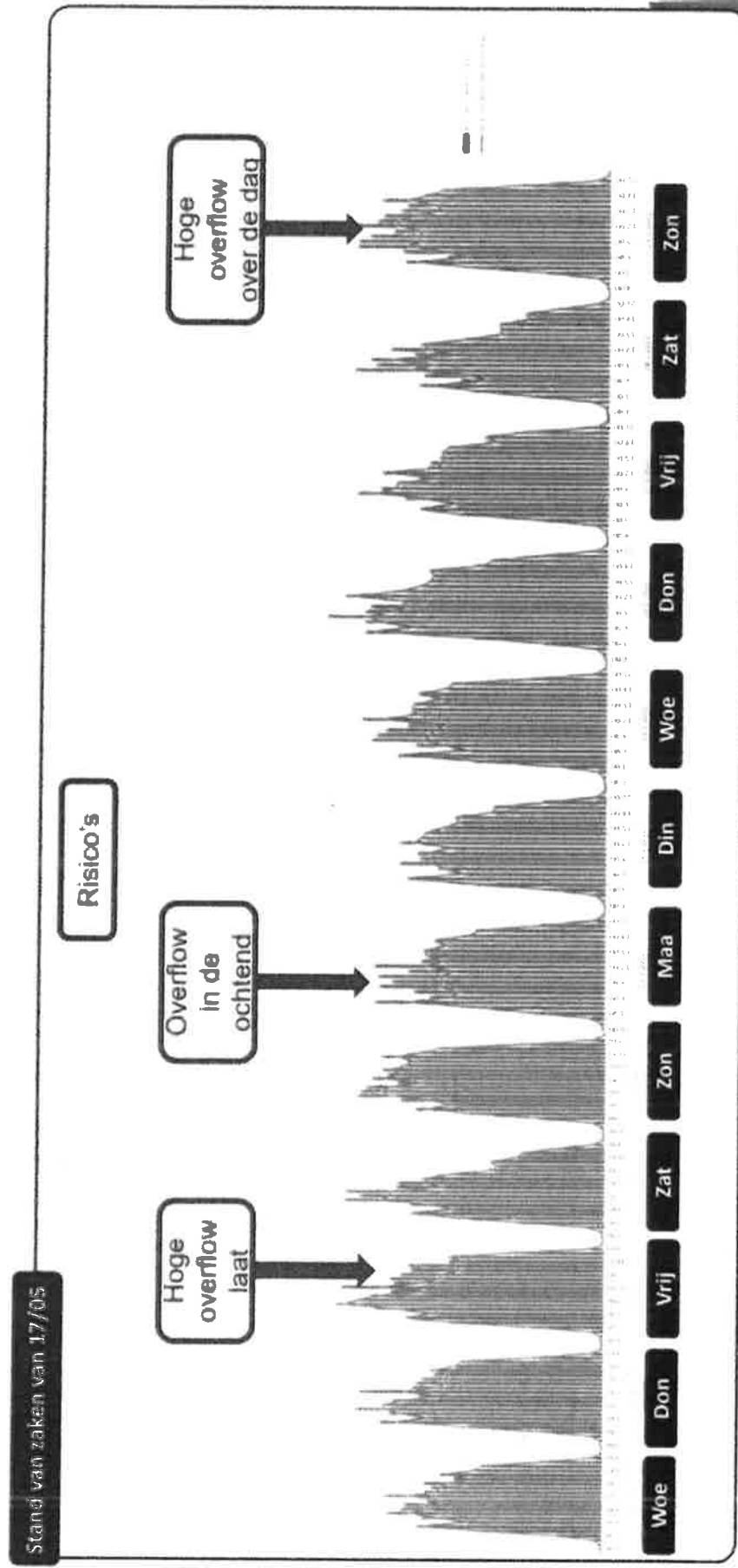


# SUMMER 2022 expectations - continued

The upcoming weeks towards the summer holidays already provide their challenges and close cooperation to balance demand and capacity

APOC BRIEFING 19 MEI

## UPDATE STAND VAN ZAKEN SECURITY VERTREKFILTERS KOMENDE 12 DAGEN



# PROPOSED MEASURES SUMMER 2022

## 1. "Lock on the door"

Contain issue

- Despite all operational issues, new S22 slots are still being allocated. Also, during peak moments/peak periods, which increases operational challenges compared to the latest forecasts.
- In order to safeguard the operational integrity for the summer operations, a "lock on the door" is necessary in order to stop the reallocation of new slots.
- For this, Schiphol proposes an additional Operational Limit, and thus request ACNL to stop allocating new slots.
- **For this, guidance from the OSO is requested and the CCN will be consulted a.s.a.p. accordingly.**
- ACNL will clarify the impact of this measure, including the potential impact on historic rights, through a working procedure.

## 2. D-30 Joint Control APOC

Manage issue

- In order to prevent rigorous last-minute measures due to demand exceeding capacity, a rolling D-30 capacity management cycle is performed by the APOC.
- Schedule optimisation or operational measures will be aligned with the airlines through the Partnership Managers.

## 3. Regulation: operational parameter

- In case the D-30 APOC process is deemed insufficient, a new temporary capacity regulation will be introduced as support to the process.
- This will be in the shape of a "security parameter" or amending the runway parameter.
- This operational parameter is regarded an "ultimum remedium" but prepared in parallel as a contingency measure.

## 4. Evaluation of "lock on the door" & D30 process

Improve

- Mid-July 2022, at the latest, the effectiveness of the D-30 process and "lock on the door" will be evaluated
- Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may remain throughout the summer season, be replaced (by another parameter) or deleted.

# 1. LOCK ON THE DOOR

## 1. "Lock on the door"

- In order to stop the allocation of new slots, whilst the sector is working together on measures to match the demand during the summer season with available capacity, a "lock on the door" is required.

Proposed "lock on the door":

- A "Temporary Operational Limit" for flights with service types J / C / G / S / Q / B / R / O / L.
- To establish a limit a reduction of roughly 30% of allocated slots is assumed.\*
- The "Temporary Operational Limit" will be **90,000 slots**
- This limit is applicable for the upcoming period of 1<sup>st</sup> June up to and including 28<sup>th</sup> August 2022 (~weeks 22-34).
- Mid-July at the latest a decision is requested upon possible extension, deletion or amendment of this limit.

\* Note that there will be no forced withdrawal of slots. This is assumed as bottom line.

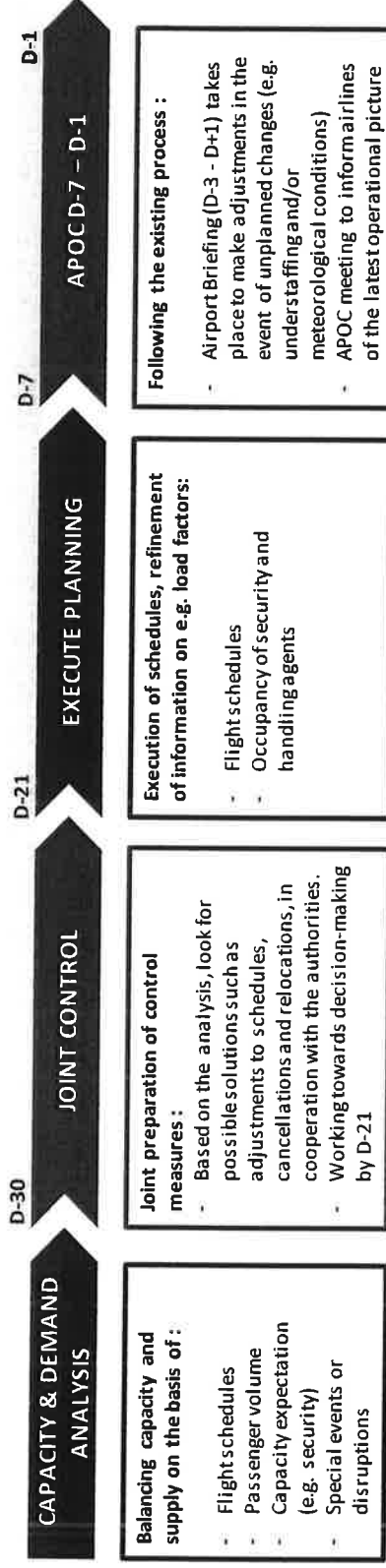
Week	Slots total	Slots pax
22	9,233	8,793
23	9,387	8,946
24	9,491	9,046
25	10,103	9,664
26	10,152	9,710
27	10,389	9,937
28	10,394	9,959
29	10,405	9,975
30	10,412	9,983
31	10,401	9,973
32	10,412	9,983
33	10,475	10,045
34	10,580	10,141

## 2. D-30 JOINT CONTROL APOC

Summer 2022: earlier analysis of capacity and demand from D-30 through the APOC

### Principles

- Aim: to avoid last-minute and rigorous measures because passenger volumes exceed processing capacities.
- Towards the summer, jointly and earlier, namely four weeks before departure (D-30), identify the moments when capacity will be insufficient in relation to the expected passenger volume.
- In a new APOC meeting, in addition to the operational update, the first analysis for 30 days ahead is also discussed. Subsequently, the Partnership Manager discusses possible schedule adjustments, cancellations or other solutions for each airline. Kick-off on 12 May.
- Information is refined towards the day of operation (rolling process). Until then we work with the best information available. Sharing more specific information is therefore important.



## **2. D-30 JOINT CONTROL APOC - continued**

- It is of paramount importance to make sure the D-30 joint control process in the APOC will be successful, and operational measures and schedule optimisations or cancellations deliver the necessary relief.
- Airlines are requested to contribute when asked to optimise schedules, cancel or relocate flights to meet the target capacity:
  - Airlines will be contacted by their Airline Partnership Manager with requests, or establish contact with their APM themselves
  - The requests and reactions are confirmed via e-mail (also in relation to establishing FM)
  - Schiphol will keep track of requests, changes and cancellations in order to evaluate effectiveness
  - Changes in demand be used in updated weekly D-30 cycle (rapid feedback)
- In case the D-30 process does not adequately result in meeting the target capacity, additional regulating parameters may be applied as a support to the process (see next slide)
- **Also, the members of the CCN are requested to deliver their solutions or options in order to achieve a better match between the available capacity and demand.**

# 3. ADDITIONAL REGULATING PARAMETERS (CONTINGENCY)

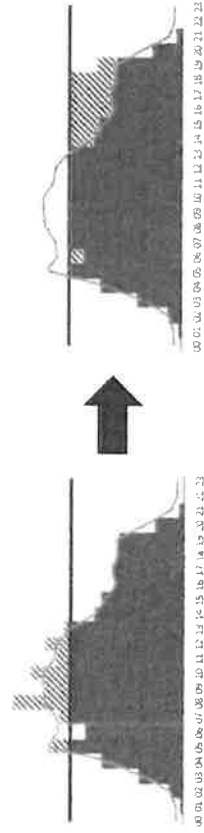
## 3. Regulation: operational parameter

In case additional regulation during S22 is necessary, there are two options for additional regulating parameters (as a last resort)

1. # departing seats / 60 minutes
2. Reduction of runway capacity

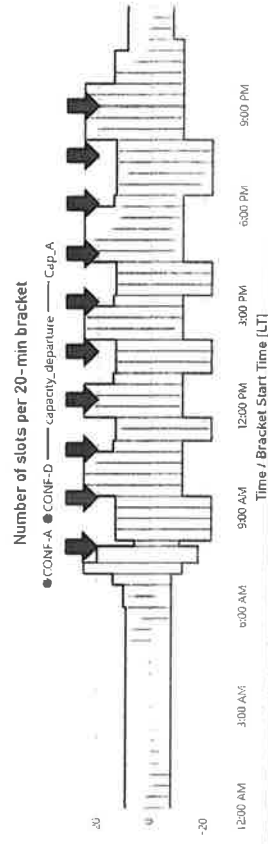
### # departing seats per 60 minutes

- Norm based on expected maximum capacity
- Parameter allows for optimisation towards off-peaks
- Parameter is similar to EIN or RTM situation and technically feasible within slot allocation tooling



### Reduction of runway capacity

- Lowering 20 and/or 60 minutes runway capacity with xx%
- Similar parameter as temporary parameter FRA
- Technically feasible within slot allocation tooling
- An exemption for freight will be applied





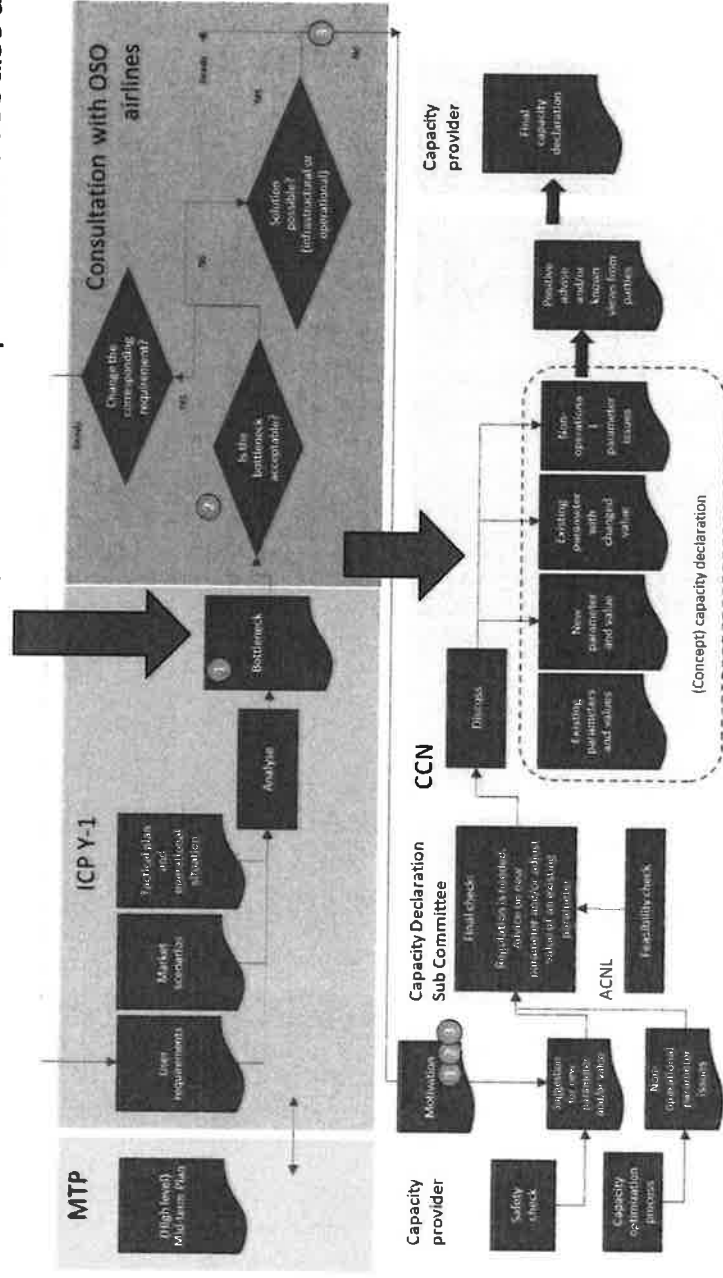
## 4. EVALUATION D-30 & “LOCK ON THE DOOR”

### 4. Evaluation of “lock on the door” & D-30 process

- Mid-July 2022 (at the latest) the effectiveness of the D-30 process and “lock on the door” will be evaluated
- Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may prolonged throughout the summer season, amended, be replaced (by another parameter) or deleted.
- The OSO will be requested for guidance.
- The CCN will be consulted

# APPENDIX: GOVERNANCE OSO

- OSO ToR:
  - The OSO is responsible for: [...] Finding (operational) solutions for expected capacity bottlenecks (from ICP Y-1, capacity analysis or environmental regulation), to prevent the necessity of new or more stringent capacity parameters (both operational and environmental). This includes discussing trade-offs between traffic volume and quality of service and performance. See also appendix 2.



## APPENDIX: Capacity Declaration S22

### Operational parameters

COVID-19 has caused the aviation industry to be in a global crisis and the path to recovery is tentative and uncertain. The demand levels and patterns of demand currently are and will most likely remain uncertain for the oncoming season. At the same time, the operational capacity availability is highly dependent on COVID-19 mitigation measures and regulations imposed to control the spreading of the virus. New information might require capacity providers and airline operators to implement additional operational measures or to regulate capacity operationally. **As a last resort, additional or more stringent operational capacity parameters can be declared after the initially declared operational capacity. This might occur pre- or in-season. If necessary, Amsterdam Airport Schiphol will adhere to relevant regulations, legislation and the best practice posed by the Worldwide Airport Slot Board (WASB). Schiphol will consult the Coordination Committee Netherlands, LVNL and ACNL of anticipated changes in declared capacity, wherever possible at least two weeks before declaring such change(s).**

# APPENDIX: EU Slotregulation 95/93 and WASG

## EU Slotregulation 95/93

Artikel 6

### Coördinatieparameters

1. Op een gecoördineerde luchthaven draagt de verantwoordelijke lidstaat er zorg voor dat de parameters voor de toewijzing van slots tweemaal per jaar worden vastgesteld, waarbij rekening wordt gehouden met alle relevante technische, operationele en milieubeperkingen en de eventuele veranderingen die hierin zijn opgetreden.

Hierbij wordt uitgegaan van een objectieve analyse van de mogelijkheden om het luchtverkeer te verwerken, rekening houdend met de verschillende types verkeer op de luchthaven, de congestie van het luchtruim die tijdens de coördinatieperiode waarschijnlijk zal optreden en de capaciteitssituatie.

## WASG edition 1

### 6 DEMAND AND CAPACITY MANAGEMENT

#### 6.1 DEMAND AND CAPACITY ANALYSIS

6.1.1 The airport managing body or other competent body shall ensure that a thorough demand and capacity analysis, using commonly recognized best practice methods, is regularly conducted. The analysis should be completed in a timely manner to enable an official capacity declaration for coordination for each IATA season. At a minimum the analysis should be conducted whenever there are significant changes in airport infrastructure, operational practices, or patterns of demand.

6.1.2 The analysis should objectively consider the ability of the airport infrastructure to accommodate demand at applicable service levels, such as queue times, levels of congestion, and delay, while taking into account relevant airspace limitations set by local ATC authorities. This analysis should provide all relevant capacity limits of the runway(s), apron, terminal(s), and other airport facilities as deemed necessary.

#### 6.10 REDUCTION IN AIRPORT CAPACITY

6.10.1 If a planned capacity reduction is unavoidable the Coordination Committee must be consulted during the decision process and as soon as possible before any reduction of capacity occurs. In all cases, airlines' historic slots must be honored. The coordinator or other competent body must communicate the capacity change to all relevant stakeholders well in advance of each scheduling season as soon as possible and at least 14 days and not later than 7 days before the Initial Submission Deadline for the SC.

6.10.2 Unplanned capacity reductions may occur which are impossible to discuss in advance with the Coordination Committee. If the reduction is ongoing, however, the Coordination Committee must be consulted as soon as possible regarding the impact of the ongoing reduction on future operations. In all cases, airlines' historic slots must be honored.

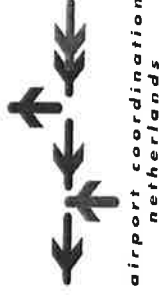
6.10.3 A capacity reduction after the Initial Submission Deadline, or a capacity reduction that cannot accommodate historic slots must be avoided except in exceptional circumstances.

# ACNL Working method Lock on the door AMS S22

CCN, 24 May 2022

DRAFT v0.2

# ACNL slot provisions temporary capacity reduction AMS S22



## Steps:

1. Adding temporary operational limit for pax. Main goal: lock on the door to limit the problem size and to safeguard outcomes D-30 Joint Control APOC process.
2. Implement D-30 Joint Control APOC. Main goal: effective capacity management cycle.
3. Optional: adding coordination parameters for a temporary limit for seats/runway. Main goal: to set target for capacity reduction.

## Preparation

- ACNL will consider revised airport capacity parameter (in this case operational limit) after publication of a capacity declaration addendum. ACNL will not anticipate by suspending allocation of slots prior publication of such addendum.

## Slot allocation provisions

- Step 1: New slot requests, slots request on the waiting list and changes to allocated slots will be processed according to the revised coordination parameter for the period concerned. Changes in departure/arrival, destination/origin, aircraft type and number of seats will be processed.
- Step 2: D-30 Joint Control APOC process will be supported by force majeure (FM) for the use-it-or-lose-it-rule. At AMS, FM may be requested for (series of) slots in case of a cancellation for operations as outcome of the D-30 process until and included 28 August. Effective date as well as extension after 28 August to be determined by ACNL. FM requests according to normal procedure. At the other end of the route within Europe, FM may be requested for (series of) slots in case of mandatory cancellations due to revised airport capacity parameters (as shown by the procedures as dealt with in the CCN).
- Step 3: to be elaborated in case a coordination parameter is introduced.

11

[REDACTED]

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**Van:** [REDACTED] - DGLM <[REDACTED]@minienw.nl>  
**Verzonden:** maandag 16 mei 2022 12:31  
**Aan:** [REDACTED]  
**Onderwerp:** Kamerbrief over de problemen op Schiphol

Beste [REDACTED]

bijgaand tkn een kopie van de Kamerbrief die vrijdag 13 mei naar de Kamer is gestuurd (over de problemen op Schiphol in de meivakantie). Deze brief staat ook geagendeerd voor het Commissie Debat van donderdagavond a.s.

In de brief staat ook dat Schiphol in overleg met ACNL en luchtvaartmaatschappijen gaat kijken wat mogelijk is in het slotallocatieproces. Dank voor het snelle schakelen op vrijdag!

Link: [Reactie op de problemen op Schiphol | Kamerstuk | Rijksoverheid.nl](#)

Hartelijke groet,

[REDACTED]  
Senior Beleidsmedewerker

.....  
**Directie Luchtvaart**  
**Ministerie van Infrastructuur en Waterstaat**  
Rijnstraat 8 | 2515 XP | Den Haag  
Postbus 20904 | 2500 EX | Den Haag

.....  
**T:** [REDACTED]  
**M:** [REDACTED]  
**@:** [REDACTED]@minienw.nl  
[www.rijksoverheid.nl/ministeries/ienw](http://www.rijksoverheid.nl/ministeries/ienw)



12

[REDACTED]

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**Van:** [REDACTED] - DGLM <[REDACTED]@minienw.nl>  
**Verzonden:** woensdag 1 juni 2022 13:58  
**Aan:** [REDACTED] - ILT; [REDACTED]  
**Onderwerp:** kamervraag koerhuis VVD boetes voor omboeken slots - akkoord?  
**Bijlagen:** kamervraag koerhuis VVD punten omboeken slots.docx

**Urgentie:** Hoog

Heren, graag jullie hulp. Zit in de kamer en krijg deze vraag straks langs. Zijn jullie akkoord met het antwoord.  
Waarvoor dank.  
Groet, [REDACTED]

13

[REDACTED]

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**Van:** [REDACTED]@coordination-committee.nl>  
**Verzonden:** woensdag 8 juni 2022 20:31  
**Onderwerp:** Link and documents for Extra CCN 10 June, 09:00-10:00 CET  
**Bijlagen:** 20220609 OSO CNN AMS NS22 Regulating Parameter.pdf; 220610 CCN ACNL Temporary capacity reduction S22 AMS.pdf; 220608 Local working procedure temporary capacity reduction.pdf; Minutes Extra CCN meeting 24-05-2022 (draft).pdf

Dear CCN members,

Below please find a message from Amsterdam Airport Schiphol and its attachments, to be discussed in the extra CCN meeting next Friday,  
In addition, I have attached the draft minutes of the previous extra CCN meeting held on May 24.

**Click here to join this CCN meeting on June, 09:00-10:00 hrs. CET via Microsoft Teams:**

<[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NWEyYTNmNjltYmZkNi00ODIwLWJlZWmtZjU3NTgwNjBkYTUz%40thread.v2/0?context=%7b%22Tid%22%3a%223ebdf738-b0f9-4197-967b-5427279ef6f2%22%2c%22Oid%22%3a%228548ecfb-7532-44e2-8ded-6677650b5e66%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NWEyYTNmNjltYmZkNi00ODIwLWJlZWmtZjU3NTgwNjBkYTUz%40thread.v2/0?context=%7b%22Tid%22%3a%223ebdf738-b0f9-4197-967b-5427279ef6f2%22%2c%22Oid%22%3a%228548ecfb-7532-44e2-8ded-6677650b5e66%22%7d)>

More information: <<https://aka.ms/JoinTeamsMeeting>>

Options for this meeting:<[https://teams.microsoft.com/meetingOptions/?organizerId=8548ecfb-7532-44e2-8ded-6677650b5e66&tenantId=3ebdf738-b0f9-4197-967b-5427279ef6f2&threadId=19 meeting\\_NWEyYTNmNjltYmZkNi00ODIwLWJlZWmtZjU3NTgwNjBkYTUz@thread.v2&messageId=0&language=nl-NL](https://teams.microsoft.com/meetingOptions/?organizerId=8548ecfb-7532-44e2-8ded-6677650b5e66&tenantId=3ebdf738-b0f9-4197-967b-5427279ef6f2&threadId=19%20meeting_NWEyYTNmNjltYmZkNi00ODIwLWJlZWmtZjU3NTgwNjBkYTUz@thread.v2&messageId=0&language=nl-NL)>

Please apologize for the timing of this meeting and the short preparation time...

With kind regards,

[REDACTED]  
[REDACTED] Coordination Committee Netherlands (CCN)

e: [REDACTED]@coordination-committee.nl

m: [REDACTED]

w: <https://slotcoordination.nl/coordination-committee/>

*Unsubscribe or wrong address:*

*In case you do not wish to receive CCN information or would like us to send it to someone else within your company, just let me know via a simple reply to this email.*

Forwarded message:

**From:** [REDACTED]@schiphol.nl>

**Subject:** Documents for CCN 10 June

**Date:** 8 juni 2022 om 18:02:17 CEST

To: [REDACTED] <[REDACTED]@coordination-committee.nl>, "[REDACTED] (CCN)"  
<[REDACTED]@coordination-committee.nl>

Dear CCN board, beste [REDACTED], [REDACTED]

Attached you will find the presentation from Schiphol for the CCN meeting. This presentation also includes the proposed addendum, which can be found in the appendix. On behalf of ACNL attached also their presentation and working procedure.

Met vriendelijke groet,

kind regards,

[REDACTED]  
[REDACTED]  
[REDACTED]

Amsterdam Airport Schiphol

[REDACTED]  
[REDACTED]@schiphol.nl



# Summer '22 regulating capacity

For OSO and CCN

09 June 2022 OSO

10 June 2022 CCN

 Schiphol  
Group

# INTRODUCTION

- The aviation sector is struggling to recover from the effects of Covid-19.
- For Schiphol, the impact on the operational situation is unprecedented and exceptional.
- Where market demand is currently booming, the crisis has severely affected the extent to which we can facilitate the swift recovery from an operational perspective.
- For the oncoming months of July and August, we foresee challenges which, from the viewpoint of operational integrity as well as public order and safety, force us to take additional measures.
- For this, an addendum to the S22 CapDec was published on May 25, 2022, introducing a "Temporary Operational Limit" for the June 1st – August 28th period (step 1). Additionally, the sector worked together under coordination of the APOC, in order to optimise demand vs. Capacity (step 2).
- Unfortunately, the limited results from step 2 demand additional steps to prevent public order and safety issues during the summer holiday.
- Introducing an additional regulating parameter, in line with the WASB best practice paper "Managing temporary reductions of airport capacity", is regarded by Schiphol as a necessary next step, that facilitates optimising demand in line with capacity, in a fair, non-discriminatory and transparent manner.

# REGULATION TOOLS

Bi-weekly, the APOC shares the expected capacity shortages for S22 and requests airlines to cancel or relocate accordingly. Due to limited effectiveness, a regulating parameter is required at this point.

## 1. "Lock on the door" - Temporary Operational Limit

Live: 1 June

- Prevent allocation of new slots in the summer through Temporary Operational Limit
- Applicable 1 June– 28 Aug
- Airline consultation CCN on May 24th
- After publishing addendum (May 25<sup>th</sup>), no new (pax) slots have been allocated

## 2. D-30 Joint Control APOC

Started mid-May

- Weekly rolling D-30 process (with outlook until August 28), coordinated by the APOC, to match demand with capacity
- Cancellations/changes/relocations by airlines in consultation with Schiphol
- Analysis twice a week, shared with sector. So far max. ~200 slots have been cancelled following the D-30 process.
- Airlines may request "force majeure" for cancelled slots at Amsterdam during peak days, in accordance with WP.
- Currently no structural "force majeure" at out-stations. No EU-wide agreement, only bilateral

## 3. Regulating parameter

For discussion

- Regulating capacity by means of a terminal parameter is preferred and technically feasible
- Fair, non-discriminatory and transparent. Early cancellations before implementation are taken into account
- Implementing a regulating parameter is, according to the WASB Best Practice for Temporary Capacity Reduction, considered a basis for granting "force majeure" at out stations

## 4. Operational regulation

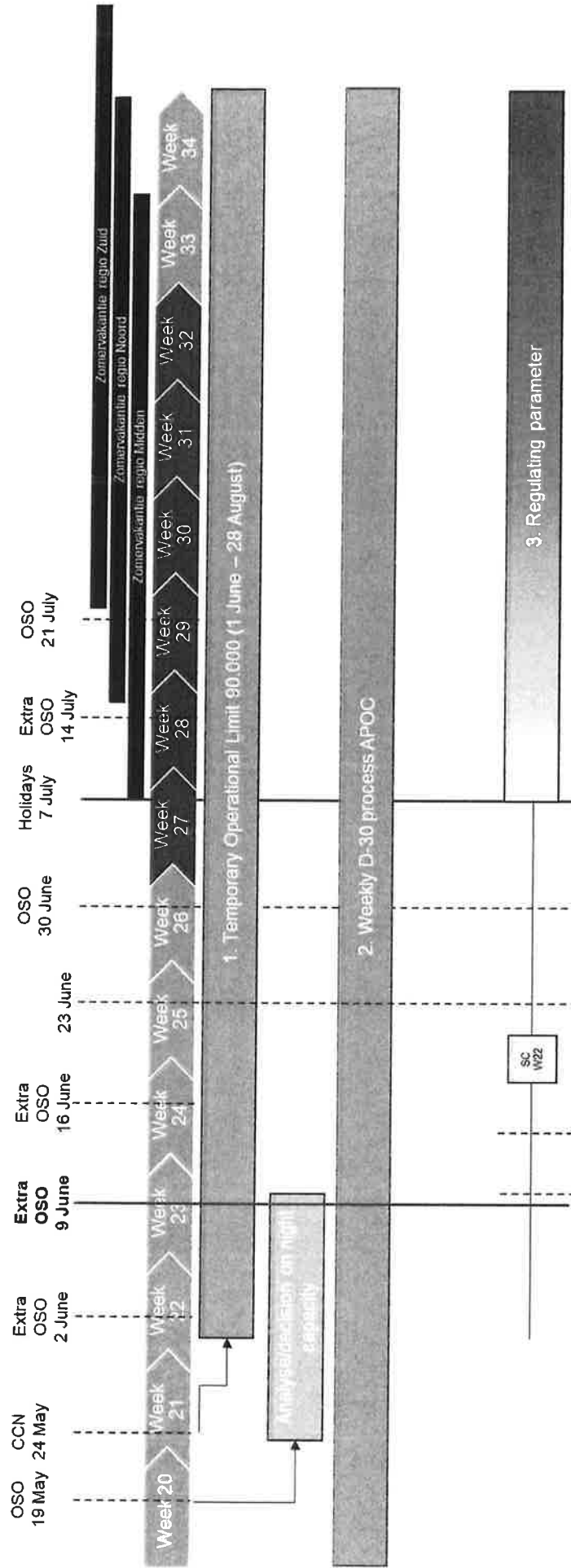
Last resort

- Operational regulation of runway capacity on D-0 or D-1 as a last resort
- Effect: Aircraft in holding, delays, holding on out-stations, regulations by Eurocontrol and unpredictable effect on terminal
- Procedure conform current situation in case of adverse weather and therefore reduced runway capacity
- Only as a last resort during or prior to operations in case of a severe gap between expected demand and capacity



# TIMELINE

The CapDec addendum for the Terminal Parameter S22 must be finalised on 14 June at the latest, after CCN consultation.



Extra CCN Addendum for July 7 at 10 June latest  
 Decision/ DBC deadline Addendum for July 7 at 13-14 June latest

SC W22

# TERMINAL PARAMETER - explained

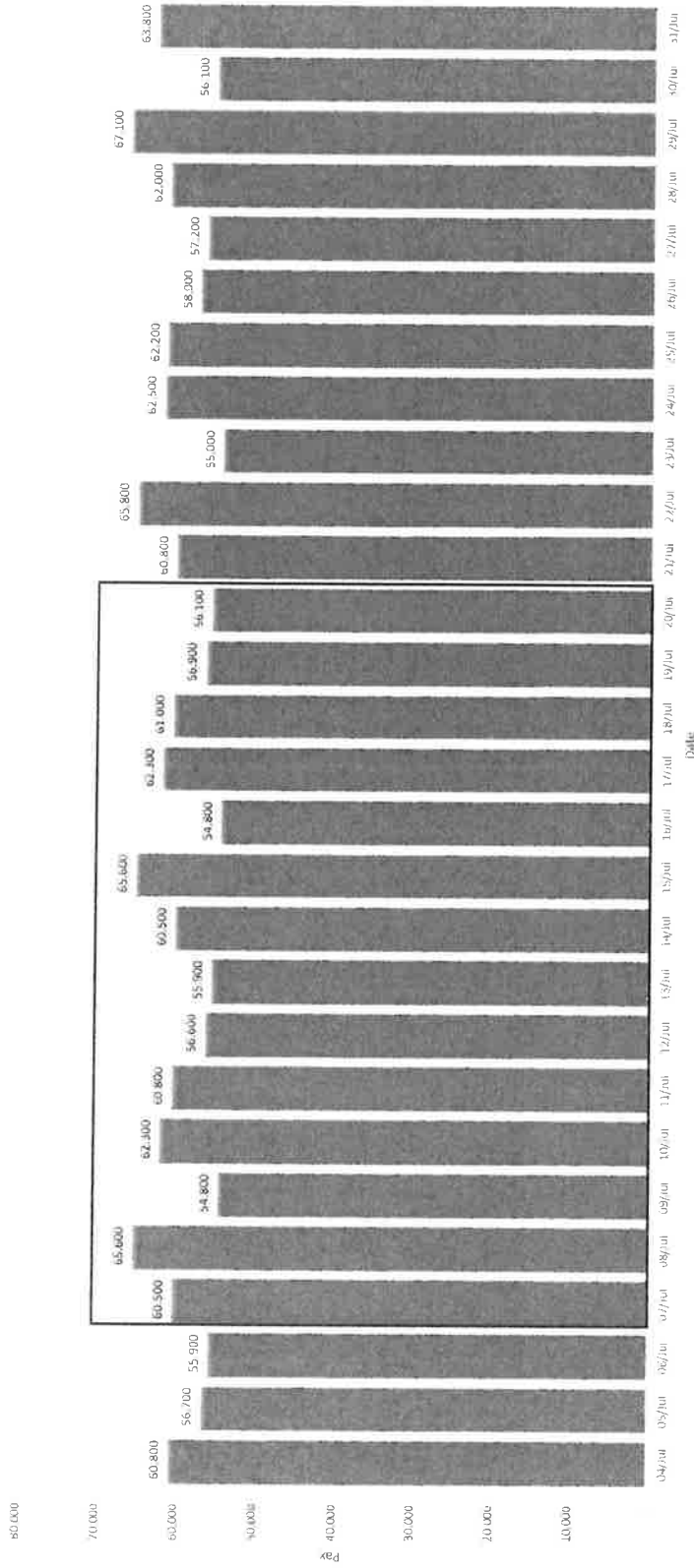
The terminal parameter describes the maximum throughput of the security departure filters per hour. Establishing the maximum capacity will be done in periods and new insights will be incorporated.

## Terminal parameter: # departing seats per 60 minutes

- Slot data includes # available seats per flight
- For every block hour (e.g. 7:00-7:55), the total number of departing seats is calculated
- Schiphol declares capacity per hour for local departing passengers, converted into departing seats
- Capacity per hour is declared per weekday and period of the day.
- Capacity is set only once per period. After this the Coordinator will work with the airlines to meet the declared capacity (by cancelling or retiming flights)
- Since there is continuous development of available capacity, capacity is declared in periods

# MAXIMUM DEPARTURE CAPACITY - Assumptions

Maximum daily departure capacity for the first two weeks of summer holiday. Work is continuously being done to increase total capacity. Capacity will be updated after new insights.



## Terminal parameter:

- Expected capacity based on most recent prognosis security companies.
- Expected productivity of 2.6 pax/minute (realized May holiday 2.4, current realization 2.5)
- Expected waiting times will be comparable with recent days including risks for disturbances
- Operations will be executed based on the action plan summer 2022 (4 hour arrival slots, extended waiting corridors and operational excellence principles)
- An OD factor (OD pax / seat) is used for each interval and weekday, based on the most frequent forecast. This forecast is based on Historic Data, Pax information by airlines and market knowledge.

# **TERMINAL PARAMETER - status**

**Implementing the Terminal Parameter is technically feasible and considered the most adequate regulating parameter. It will be implemented for the period 7 July – 28 August. Prolonging it is TBD**

- A terminal parameter is regarded as the most adequate manner of capacity regulation in this case, since it addresses the number of departing passengers.
- The parameter is technically feasible to implement by Coordinator ACNL.
- The limits will be set to accommodate the process of matching the available terminal throughput capacity with demand, to ensure a safe situation, by avoiding crowd levels or congestion that cannot be safely accommodated and passenger volumes that cannot be processed.
- Main challenge for a terminal parameter is that a translation must be made between “local departing passengers per hour” into “departing seats per hour”.
- The slot data contains the seating capacity per flight.
- Using forecast data, the transfer rate and load factors of flights are taken into account when setting the limit for each period of the day, per weekday.
- This forecast data is based on historical data, booking information and forecasts delivered by airlines as well as market knowledge.

# TERMINAL PARAMETER - proposal

The Terminal Parameter is a temporary capacity reducing measure, in accordance with WASB Best Practice on Temporary Capacity Reductions, and applicable for the dedicated periods between 07 July and 28 August.

- Schiphol will establish capacity limits for four periods:
  - Period 1: Thursday 07 July – Wednesday 20 July
  - Period 2: Thursday 21 July – Wednesday 04 August
  - Period 3: Thursday 05 August – Sunday 28 August
  - Period 4: After 28 August

Period 1 [UTC times]	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00:00 - 02:55	381	311	297	637	345	457	451
03:00 - 03:55	1410	1524	1412	1458	1734	1725	1956
04:00 - 12:55	5529	5391	5724	6191	6425	5896	5945
13:00 - 20:55	4569	4268	3813	4360	4733	3636	4542
21:00 - 23:55	355	358	342	351	339	354	364

- The numbers are maximum departing seats per block hour (e.g. 07:00 – 07:55, static), times in UTC (+2 for LT)
- Applicable for flights with service types J / C / G / S / Q / B / R / O / L

- The final capacity limits for period 1 will be published with the addendum on Tuesday June 14 at the latest.
- For period 2: publication date Tuesday June 28 at the latest
- For period 3: publication date Tuesday July 12 at the latest
- For period 4: publication date TBD (if applicable)

▪ The "Temporary Operational Limit" will remain until August 28.

▪ In case of extension of the "Temporary Operational Limit" or extension of the Terminal Parameter is required after August 28, the CCN will be consulted.

## **TERMINAL PARAMETER – optional alternative**

**A system with 3 periods is proposed. An alternative, however, could be to split these periods into two periods. Both systems have their advantages and disadvantages. OSO and CCN are requested to share their advice.**

- The alternative is a system with 2 periods:
  - Period 1: Thursday 07 July – Sunday 31 July
  - Period 2: Monday 01 August – Sunday 28 August
  - Period 3: after 28 August

### **Advantages:**

- Airline will be granted force majeure only for the period(s) which have been published. Meaning that with a two-period system, initially, cancellations up until 01 August instead of 20 July will be granted force majeure.
- A system with two periods will require less workload for ACNL, and perhaps also for airlines.

### **Disadvantages:**

- A two-period system allows for new insights to be reflected in the declared capacity to a lesser extent. The expected security capacity could increase or decrease in the future, and a three-period system allows to tailor this better than a two-period system.

**The OSO and the CCN are requested to provide their advice whether a two-period or three-period system are preferred.**

## **AIRSIDE CAPACITY – important note**

**When requested to cancel a departure, airlines should cancel the corresponding inbound flight to prevent excessive ground time**

- Staff shortages are experienced in all airport processes, also on airside
- Also, as was the case for the past years, Schiphol is at its maximum in terms of demand vs. capacity of aircraft stands
- In order to prevent a sudden surge in remote aircraft handlings or additional towing movements, airlines are urged to, when requested to cancel flights, cancel the **corresponding** inbound flight
- For example, an airline with two flight pairs a day (A1 – D1 and A2 – D2) and is requested to cancel D1 should cancel A1 as well. Cancelling D1 and A2 would result in too much ground time which cannot be accommodated.
- During the July and August peak weeks, Schiphol is not able to accommodate longer ground times for aircraft, or the resulting additional remote handlings, due to shortages in staff (e.g. ground handling personnel, bus drivers, towing personnel) but also a shortage of stands during peak hours.

## **NIGHT CAPACITY – analysis and conclusion**

**The plans, received from airlines, would not lead to improvement or relief of the operation, due to insufficient security capacity for departing passengers at the proposed timings of flights.**

- The home-based airlines have suggested to increase night capacity, to provide opportunities to spread S22 operational pressure over the day.
- Input has been received from multiple airlines with a proposal for optimising the flight schedules.
- Generally, for these plans, night slots are required in order to retime arrivals.
- In some cases, night departure slots were suggested to retime departures from early morning to the night.
- With respect to the retiming of arrivals into the night, the available departure capacity is not optimised by moving flights to a later time. The security capacity is insufficient at the proposed timings of flights.
- Concerning the removal of departure flights towards the night the same applies. At those times departure capacity is solely used for the start-up of the morning peak and no spare security capacity is available.
- Schiphol therefore is not inclined to increase night capacity.



# **ADDENDUM GAPDEC**

**Schiphol**

# Addendum 2 capacity declaration Amsterdam Airport Schiphol; IATA summer 2022

The capacity declaration for summer 2022 shall take the following additional and temporary capacity reductions, or "Temporary Terminal Parameter", into account:

For the period of July 7, 2022, up to and including July 20, 2022, or "Period 1", the following limitations in departing seats per block hour will apply for departing flights with service type codes J / C / G / S / Q / B / R / O / L:

Period 1 [UTC times]	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00:00 - 02:55	381	311	297	637	345	457	451
03:00 - 03:55	1410	1524	1412	1458	1734	1725	1956
04:00 - 12:55	5529	5391	5724	6191	6425	5896	5945
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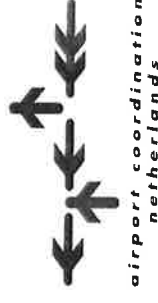
For July 21 up to and including August 28, 2022, "Period 2" and "Period 3", the Temporary Terminal Parameter will also be applicable. The respective capacity limits will be communicated through the CCN.

Note that the "Temporary Operational Limit", as published on May 25th, remains applicable for June 1 – August 28.

# ACNL Temporary Capacity Reduction S22 AMS

CCN, 10 juni 2022

# ACNL slot provisions temporary capacity reduction AMS S22



## Steps:

1. Adding temporary operational limit for pax avoiding new slots being allocated.
2. Implement D-30 Joint Control APOC. Main goal: effective capacity management cycle.
3. Adding a terminal parameter for a temporary capacity reduction.

## Slot allocation provisions

- Remain unchanged for step 1: New slot requests, slots request on the waiting list and changes to allocated slots will be processed according to the revised coordination parameter for the period concerned. Changes in departure/arrival, destination/origin, aircraft type and number of seats will be processed taking into account the coordination parameters.
- Will be terminated for step 2 at publication date of the terminal parameter for the period for which the terminal parameter applies: the terminal parameter from step 3 becomes the leading one for granting force majeure of the use-it-or-lose-it rule.
- Step 3: enclosed working procedure according to WASB best practice temporary capacity reduction will apply.



## LOCAL WORKING PROCEDURE

### INTRODUCTION

1. This local working procedure sets out the process for managing periods of reduced capacity as a result of measures implemented by government, regulatory authorities or the airport managing body.

### PRINCIPLES OF TEMPORARY AIRPORT CAPACITY REDUCTIONS

2. The competent authority will explain the rationale for the revised airport capacity parameters and provide them to the Coordinator as soon as practical after having consulted with the Coordination Committee Netherlands.
3. In the consultation with the Coordination Committee Netherlands the competent authority will advise the period impacted.
4. All stakeholders are encouraged to consider the use of innovative solutions or technologies to limit the need for temporary capacity reductions when possible.
5. Any mandatory schedule reductions must be spread across all affected airlines that utilise the infrastructure, in a fair, transparent, and non-discriminatory manner by a slot coordinator acting independently. Air services whose handling does not require the affected infrastructure will not be impacted by the temporary capacity reduction.

### COORDINATOR ACNL

6. ACNL considers measures for concerned (series of) slots to be applicable after publication of a capacity declaration addendum on ACNL's website. ACNL will not anticipate on a publication of such addendum.
7. Online portals may be temporarily disabled or message filters used to prevent Slot Clearance Requests (SCR) from being automatically processed.
8. ACNL will give an indication of the required reductions by carrier as soon as possible after the revised capacity parameters are received. The reference date used for the schedule reduction will depend on the timing of the temporary reduction of airport capacity:
  - a. If the revised capacity parameters are received after the Historic Baseline Date (HBD), schedule reductions will be based on slot allocations held one day after the revised capacity parameters are published;
  - b. If the revised capacity parameters are received after the publication of the seasonal capacity parameters but before or at the Historic Baseline Date (HBD), schedule reductions will be based on slot allocations held at the Historic Baseline Date (HBD).
9. The required schedule reductions will be measured based on a defined time period where congestion occurs and/or as a total per day, providing that a fair distribution of cancellations across carriers is ensured. Capacity reductions may be based on the peak week within the affected period to identify the maximum capacity reduction required.
10. The required schedule reduction will also consider as a reference the percentage share held by a carrier at the Slot Allocated List (SAL). For example, if carrier A held 70% of capacity in the 0900 hour at initial coordination then they should hold 70% of the reduced capacity in the same hour after the capacity reduction, whenever feasible.
11. ACNL will aim to satisfy as much demand as possible based on the revised capacity parameters and treat all (affected) types of service equally. In this regard, ACNL will provide insight about remaining capacity to the airlines for the purpose of avoiding schedule reductions.

12. Airlines with a single frequency per day will be protected wherever possible, however may be subject to a seat capacity cap to achieve the temporary capacity reduction. ACNL may consider further consultations with the Coordination Committee Netherlands if further guidance regarding the reallocation of capacity is required.
13. All airlines will be given an opportunity to retime flights if so required. ACNL will advise a date that retime requests should be submitted. After this date, the Coordinator will process the requests to ensure a fair distribution across carriers. After this process has been completed, all subsequent changes will be processed on a first come, first served basis.
14. Any increase in available capacity will be allocated fairly across all carriers impacted by reductions. Priority will be given to those impacted by the greatest proportional reductions as a result of their limited operations at the impacted airport.
15. For the purpose of transparency, ACNL will inform relevant parties:
  - a. The temporary capacity parameters, including supporting analysis.
  - b. The total number of slots/seats that need to be cancelled
  - c. Details of the required reductions by carrier
  - d. Compliance in adhering to the temporary capacity reduction by carrier

#### AIRLINES

16. The airlines will decide which flights to cancel or retime into available capacity to meet the reduction in airport capacity. For reductions in passenger throughput limits, the airline may choose to meet the restriction in other ways, for example by capping the aircraft seat capacity instead of cancelling a flight.
17. Cancellations due to the temporary airport capacity reduction should be sent to ACNL at the earliest opportunity.

#### AIRPORT

18. The airport managing body will balance capacity with demand and regularly communicate with the Coordination Committee Netherlands. Where possible, lead times and preparations to open facilities should be shared with relevant stakeholders.

#### HISTORIC PRECEDENCE

19. Slots cancelled as a result of temporarily reduced capacity parameters will be treated as justified non-utilization use-it or lose-it rule. Force majeure requests according to normal procedure (see ACNL Policy Rule Force Majeure for Use-it or Lose-it Rule published at [www.slotcoordination.nl](http://www.slotcoordination.nl)). Reference should be made to "Local working procedure temporary capacity reduction". Supporting documents are not required. ACNL makes random enquiries at the airport managing body or airline.
20. Alleviation will only be granted to slots returned in advance of the planned operation.
21. During the validity of the temporary capacity reduction, ACNL will relax its limitations on re-times counting towards utilisation of slots.
22. New slots allocated after the temporary reduction in airport capacity will only be allocated after the operational limit is reached and initially be allocated on a non-historic basis.

#### COMPLIANCE

23. Airlines are required to return slots that they do not intend to operate as soon as possible so they can be allocated to other carriers. Late return of slots that are not intended for use may prevent the application of any alleviation of the use-it or lose-it rule to the series concerned.
24. If an airline fails to comply with this local working procedure, the airport managing body or the coordinator are entitled to consider appropriate action. This may result in an airline being unable to operate during the period in which the temporary capacity applies.
25. ACNL may consider further action, particularly in line with Article 14(4) of the EU Slot Regulation or WASG chapter 9, should an airline fail to operate to the times allocated.

#### SCOPE

26. This local working procedure will apply as needed in the current and future scheduling seasons but will expire immediately on the capacity of the airport reaching the declared capacity.
27. For the avoidance of doubt, the adoption of this local working procedure is not intended to be a long term replacement for the normal capacity declaration.

**Minutes of the extraordinary (Teams) meeting of the Coordination Committee  
Netherlands (CCN)**

**Tuesday 24th May 2022**

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**1. Opening and agenda**

At 13.30 hrs, Mr. [REDACTED] welcomed all participants and explained that Schiphol airport had called this meeting to present its plans to handle the recent issues with capacity shortages. He hoped that members would come to a joint conclusion on how to improve the current rather severe situation at the airport.

**2. Proposed measures**

Mr. [REDACTED] briefly described the recent operational issues at the airport, which could largely be increased productivity and hire and train new personnel. However, Schiphol expected a tough summer ahead.

He showed that, in order to gain insight in maximum productivity and number of passengers during the summer holidays, Schiphol had carried out an extensive analysis of security filters capacity (local departure), assuming highest productivity and maximum levels of staffing and disregarding waiting time issues. This analysis showed a large capacity issue with some days showing a 20-30% shortage, even to the extent that passengers were not always able to navigate security in time to embark. Clearly urgent action needed to be taken.

On behalf of Schiphol, Mr. [REDACTED] then went on to propose four measures to alleviate the current problems:

**1. Lock on the door**

From 1 June to 28 August, an operational limit is proposed, with the aim of putting a stop to the reallocation of slots returned to the slot pool. This avoids additional demand from new airlines or existing airlines expanding operations. The measure only applies to specific service types relating to commercial passenger handling. Non-commercial/freight flights are excluded as they do not contribute to the problems at hand.

**2. D-30 Joint Control APOC**

A weekly analysis of the expected capacity 30 days ahead is compared with demand from airlines. A possible delta between capacity and demand will result in the partnership manager asking airlines to optimise schedules or cancel flights.

**3. Operational parameter (optional)**

A security or runway parameter is prepared in parallel as a contingency measure, should the D-30 process prove to be insufficient.

**4. Evaluation**

Mid-July, the effectiveness of measures 1 and 2 will be evaluated. Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may remain during the summer season, be replaced or abolished.



### 3. Questions, remarks and replies

Q - [REDACTED] (United Airlines):

- How will changed requests due to irregular operations resulting from weather or mechanical issues be handled? Ms [REDACTED] (Lufthansa) expressed her support and pointed out the slot pool had been created for such events.

A - Mr. [REDACTED] (ACNL):

- This needs further consideration, as working procedures are under development. He promised to come back with a reply at a later stage.

Mr. [REDACTED] stated the aim was not to limit changes in existing flights or withdraw slots. Alterations would still be possible or might even be requested. Discussions with the coordinator would have to be held, to see how this would fit in the slot allocation process.

He then went on to say that a reduction of approx. 33% of the total amount of slots currently allocated for the said period (week 22 – 34) is proposed, amounting to a temporary operational limit of 90.000 slots as a baseline. Mr. [REDACTED] emphasised there would be no forced withdrawal of slots.

Q – Mr. [REDACTED] (Transavia):

- Will the operational limit in the capacity declaration for S22 be changed, applying to slots rather than pax?

A – Mr. [REDACTED]

- This measure should be regarded as an additional limit. It will not change the capacity declaration, but adds an operational limit on slots, only applicable to the said period. ACNL will be provided with an addendum stating the 90K limit.

Mr. [REDACTED] remarked the addendum should have been sent to all members beforehand, so it could have been properly studied. It should also mention the exceptional circumstances at hand.

Mr. [REDACTED] (AAS) reacted by sharing the addendum on screen and pointing out the similarities to the plans for a lock on the door. He emphasised this should be seen as a temporary addition to the capacity declaration, rather than replacing (other limitations in) it. The addendum will be shared with the coordinator as a first step in the toolkit of measures to alleviate the current capacity issues.

Q – Mr. [REDACTED]

- Why was this huge shortage not foreseen in the S22 capacity declaration and how many staff members are currently lacking?

A – Mr. [REDACTED]/Mr. [REDACTED] (BARIN):

- The capacity declarations are based on capacity analyses assuming sufficient staff levels.
- Mr. [REDACTED] the airport has communicated earlier that on a total of 1,400 security staff, there is a shortage of 500. Currently, 100 people are being trained.

Q – Mr. [REDACTED] (EasyJet):

- How would lowering capacity solve this staff capacity issue? Should the entire capacity declaration not be decreased?
- Why has no Local Rule or other mechanism been proposed to enact this?

A – Mr. [REDACTED]

- The airport agrees to both points. A series of steps will be taken and this is only the first one.

Q – Ms [REDACTED] (Alitalia):

- Might larger aircraft be used and could charter flights be used instead of regular flights?
- What will be the result on historic rights?

A – Mr [REDACTED]

- The airport aims at reducing local departing pax and therefore does not allow additional charter flights, as it cannot accommodate the extra pax. The proposed parameter does not limit upgrades, but airlines are requested not to do this during peak hours as this results in additional passengers.

Q - Ms [REDACTED] (BA):

- Will cancellations be voluntary?
- If so, will there be any alleviation?

A - Mr. [REDACTED]

- The airport prefers to work together with the sector to reach a solution beneficial to all, rather than impose mandatory measures.
- There are no grounds for mandatory withdrawal of slots, but airlines are urgently requested to cooperate.

Q – Mr. [REDACTED] (Transavia):

- Is this stop on OD traffic only on departures and not arrivals?
- Why is the limit not introduced during specific hours of high shortage?
- Will there be a working procedure for diverting flights to RTHA and EIN?

A – Mr. [REDACTED]

- The temporary limit is to be imposed on all passenger operations, so both departure and arrivals.
- Every day is different and has its own peak hours, therefore it has been decided to put a limit on the entire period. This also allows for a certain amount of flexibility for airlines to optimise their schedules within this limit.
- A form of force majeure might be applicable here. Mr. [REDACTED] answered the airport will have to study this issue and come back with more information on this subject.

Q – Ms [REDACTED] (KLM):

- How is the 90K cap on slots related to the total number of slots allocated in the period of 13 weeks?

- Are equipment changes still allowed in this period?

A – Mr. [REDACTED]

- The limit is an administrative one and a percentage might actually be more realistic. The limit should be regarded as a mechanism allowing airlines to cancel slots and receiving force majeure. It might never be reached and will also be reviewed regularly.
- Slot changes in equipment, time and date are still allowed.

Q – Mr. [REDACTED]

- What might the ultimate measure be, seeing that other operational measures (option 3) might be imposed when option 1 and 2 prove to be insufficient?
- The addendum should mention exceptional circumstances.

A - Mr. [REDACTED]

- All airlines are asked for their cooperation in the D-30 process and cancel or optimise slots when requested. Regulation is a last resort.
- This is a good suggestion and will be added.

Q – Ms. [REDACTED] (Lufthansa):

- Cancelling flights does not automatically result in force majeure as it needs to be taken up with the coordinator?
- How to deal with force majeure at the other end of a flight in view of the voluntary character of cancellations?

A – Mr. [REDACTED]

- In order to grant force majeure, it needs to be clear that cancellations are based on the D-30 process.
- In view of harmonisation, other European coordinating bodies were consulted, and the coordinator will follow WASG-guidelines in this case. The proposed measures have a voluntary character and there will be possibilities for force majeure at the other end of the route.

Q – Mr. [REDACTED]

- How is ACNL's aim to retime/reschedule existing flights to solve the issues compatible with the airport's intention to limit new flights to 90K? An airline might still be able to take slots other airlines have cancelled.
- Why are hinge points not reflected in the capacity declaration, so it is clear for parties where cooperation is desired?

A – Mr. [REDACTED] / Mr. [REDACTED]

- It is a combination of both, and all proposed measures should be regarded in sequence and combination.
- Mr. [REDACTED] ACNL and Schiphol airport are aligned in this matter. Airlines are still able to utilise slots where other airlines have cancelled, but parties are called upon not to do so. Emphasis should lie on flexible sector cooperation, rather than stringent regulation.

- Partnership managers will inform airlines when cancellation or optimisation of schedules is necessary. A rapid feedback cycle and the D-30 process is in place; cancellations/optimization is monitored closely, but slots are not withdrawn.

Q – Mr. [REDACTED]

- Is it correct that today actually only the operational parameter (lock on the door) is subject for discussion? If so, the threat of more regulatory measures is worrying.

A – Mr. [REDACTED] / Mr. [REDACTED]

- This is the most important step at this stage, but CCN-members are also asked to give their advice on the matter.
- Mr. [REDACTED] Schiphol airport is not posing a threat, but merely issuing a warning.

Q – Ms [REDACTED]

- If airlines are to be of assistance, the certainty of alleviation is a key issue in the case of voluntary cancellations.

A – Mr. [REDACTED] / Mr. [REDACTED]

- ACNL will continue studying this important matter more closely in cooperation with other European coordinators. Mr. [REDACTED] if cancellations result from the D-30 process, airlines are certain to receive alleviation. As for the other end of the route, European coordinators have agreed to follow the WASG-guidelines and provide each other with the documentation necessary to grant alleviation.

Q – Mr. [REDACTED] (TUI):

- Why does Schiphol airport not transfer night capacity left from winter to summer and indicate where airlines might switch from a day to a night slot, which might help lower the peaks?

A – Mr. [REDACTED]

- Changing flights does not always help, since the shortage of manhours may vary daily. Work on this subject is currently being done and more information might be available next week.

Q – Mr. [REDACTED] (Transavia):

- Many airlines also operate outside the EU. Are coordinators outside the EU also involved?
- What happens should an airline cancel flights in the proposed period (wk 22-34) for a slot outside this period?

A – Mr. [REDACTED] / Mr. [REDACTED]

- On this subject we are currently in touch with coordinators within the EU.
- Mr. [REDACTED] any slots cancelled at any time during the said period of 13 weeks will alleviate the pressure on the capacity issue. Keep in touch with your airline partnership manager.
- Mr. [REDACTED] ACNL has no legal basis to grant alleviation if cancellations do not result from the D-30 process. In practice all flights cancelled from 1 June – 28 Aug. will help.

Mr. [REDACTED] (RTHA) remarked that, although RTHA presently operates according to the capdec, a sudden increase in flights due to slot changes at Schiphol airport would present problems. This was duly noted.

Q – Mr. [REDACTED] (Air Astana):

- Would it help if flights were to be voluntarily cancelled in the coming 90 rather than 30 days?

A – [REDACTED]:

- Should the airline want to optimise its schedule and the proposed cancellation is the outcome of the D-30 process, this is allowed.

Q – Mr. [REDACTED]:

- Does this mean that a cancellation within 90 days might also be granted alleviation? The fact that the 30 is not a maximum should be more clearly stated in the procedures.

A – Mr. [REDACTED]:

- The 30 stands for at least 30 days (ahead) but is not a maximum. 60 or 90 days is also possible.

Q – [REDACTED] (Air Lingus):

- What incentives can Schiphol airport offer airlines, hoping to make summer 22 a profitable one after the last difficult years, in order to get them to consider cancellations?

A – Mr. [REDACTED]:

- The wish for a profitable summer is understandable and the airport currently is looking into measures, details of which cannot yet be provided. Please refer to your airline partnership managers.

Q – Ms [REDACTED]:

- What is the exact procedure to obtain alleviation, should an airline want to cancel?

A – Mr. [REDACTED] / Mr. [REDACTED]:

- Should the airport receive a request to cancel, it will initially discuss with the airline what the best option in that specific case would be. The coordinator decides if alleviation is applicable.
- Mr. [REDACTED] ask ACNL for alleviation in conformity with the normal procedure and ACNL will either grant it or first check with the airport. Airlines should take into account a certain lead time for this process.

Q – Mr. [REDACTED]:

- Will CCN-members receive the addendum from Schiphol and the relevant ACNL working procedure before providing an advice?

A - Mr. [REDACTED]

- Schiphol is able to send the addendum to all CCN-members and forward it to ACNL later today, including the mention of exceptional circumstances. Time is of the essence, since the starting date of 1 June is next week.

Q - Ms [REDACTED]

- In view of the many questions posed during this meeting, what precisely is CCN being asked to consent to?

A - Mr. [REDACTED]

- The airport will send a letter with an addendum to the coordinator, proposing to install a temporary operational limit due to exceptional circumstances and stating the maximum of slots of 90K. This ensures that no new slots are allocated during the summer period in view of the current operational issues. It is an important first step for the airport with limited impact on airlines.

Q - Ms [REDACTED]

- What happens in case of cancellations due to weather, mechanics or crew illness, which have significant impact on operations?

A - [REDACTED] (Swiss)/Mr. [REDACTED]/Mr. [REDACTED]

- The addendum only restricts new flights with the mentioned service types. The examples referred to are eligible for a new slot.
- Mr. [REDACTED] existing slots not operated may be changed to another day, slots are not withdrawn.
- Mr. [REDACTED] in case of a lock on the door, ACNL cannot allocate new slots. A non-commercial flight is not affected. Commercial flights delayed to the next day are suggested to ask ACNL for a retime. Returning a slot to the slot pool does not provide the coordinator with any ground to reallocate the next day.

R - Mr. [REDACTED]

- We need to study the ACNL draft working procedure and receive replies to all concerns raised, before considering the airport's proposal.

A - Mr. [REDACTED]

- ACNL will come back soon with a working procedure, providing constructions for diversions and delays to the next day, with instructions how to deal with these.

R - Ms [REDACTED] (IATA)

- Although it is clear to all that measures urgently need to be taken and full sector cooperation is desired, clear guidance by ACNL needs to be provided in order to move forward.

#### **4. Conclusion**

Mr. ██████ suggested that those airlines in close contact with the airport and ACNL might agree on the proposal as representatives of the CCN. Should no agreement be reached, an extra CCN-meeting could be organised.

Although he fully understood all concerns raised, Mr. ██████ emphasised the importance of moving forward by means of the addendum (with the said amendment by Mr. ██████) by installing the temporary operational limit. In parallel, the airport and ACNL would process today's feedback, contact airlines directly where needed and inform members via e-mail on the next steps.

Ms ██████ said the need for a solution was obvious, but airlines needed clear guidance on how to proceed. The implementation of the 90K limit would therefore have to be accompanied by a clear working procedure.

Mr. ██████ stated that serious questions had been raised, all parties were doing their utmost to solve the issues at hand, but it was not unreasonable to ask for a few days to study the proposal.

Mr. ██████ pointed out that many parties had called for clarity, which would be provided by means of a working procedure, possibly followed by amendments. No actual objections had however been raised to the operational limit itself. He therefore suggested to put the operational limit into place once ACNL had established a working procedure, latest 1 June.

Mr. ██████ agreed that the operational limit and the relating ACNL working procedure went hand in hand. He stressed the possible effect of the measures on operations into next seasons and the importance of being able to decide how they would apply and affect operations.

In order to shorten lead times, Mr. ██████ then suggested to mandate (homebased) carriers and BARIN to provide CCN with advice on the proposal. Mr. ██████ suggested the CDSC (members of the Capacity Declaration Sub Committee) as CCN-subcommittee might be mandated.

Subsequently, Mr. ██████ formally asked all members for their approval to issue this mandate and received no objections to this proposal.

He then thanked all participants for their positive contributions and subsequently closed the meeting at 15.15 hours.

\*\*\*\*\*

**List of participants extra CCN-meeting May 24<sup>th</sup>, 2022**

[REDACTED]	Swiss
[REDACTED]	Air Lingus
[REDACTED]	ACNL
[REDACTED]	CCN
[REDACTED]	Saudia Airlines
[REDACTED]	
[REDACTED]	Jet2.com
[REDACTED]	
[REDACTED]	Jet2.com
[REDACTED]	ACNL
[REDACTED]	
[REDACTED]	ITA
[REDACTED]	FedEx
[REDACTED]	Ministerie I&W
[REDACTED]	LVNL
[REDACTED]	Aer Lingus
[REDACTED]	Air China Cargo
[REDACTED]	Eindhoven Airport
[REDACTED]	Corendon Airlines
[REDACTED]	Etihad Airways
[REDACTED]	IL&T
[REDACTED]	BIMS (minutes)
[REDACTED]	CCN
[REDACTED]	ACNL
[REDACTED]	LVNL
[REDACTED]	BA Cityflyer
[REDACTED]	Schiphol
[REDACTED]	Finnair
[REDACTED]	Air Malta
[REDACTED]	IL&T
[REDACTED]	Delta Air Lines

[REDACTED]	SAS Scandinavian Airlines
[REDACTED]	BARIN
[REDACTED]	
[REDACTED]	
[REDACTED]	IATA
[REDACTED]	ACN
[REDACTED]	KLM
[REDACTED]	Schiphol
[REDACTED]	Schiphol
[REDACTED]	Iberia Express
[REDACTED]	Madrid
[REDACTED]	Transavia
[REDACTED]	Air Astana
[REDACTED]	United Airlines
[REDACTED]	Qatar Airways
[REDACTED]	LOT Polish Airlines
[REDACTED]	DHL EU
[REDACTED]	
[REDACTED]	DHL
[REDACTED]	Air Astana
[REDACTED]	TUI Fly
[REDACTED]	Martinair
[REDACTED]	EasyJet
[REDACTED]	Emirates
[REDACTED]	Rotterdam The Hague Airport
[REDACTED]	LOT Polish Airlines
[REDACTED]	British Airways
[REDACTED]	Lufthansa
[REDACTED]	TUI fly
[REDACTED]	Schiphol
[REDACTED]	Transavia



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[REDACTED]

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**Van:** [REDACTED] (CCN [REDACTED] [REDACTED]@coordination-committee.nl>  
**Verzonden:** dinsdag 21 juni 2022 17:30  
**Onderwerp:** Minutes Extra CCN meetings on June 13 and 15, 2022 (drafts)  
**Bijlagen:** Minutes Extra CCN meeting 13-06-2022 (draft).pdf; Minutes Extra CCN meeting 15-06-2022 (draft).pdf

Dear CCN members,

Attached are find the draft minutes of the Extra CCN meetings held on June 13 and 15, 2022.

For the latest info on the subjects discussed, please refer to the mails sent on June 16 and 18, subject:

- 2nd Addendum Capacity Declaration AMS S22 and related Local Regulation
- MESSAGE FROM ACNL - Subject : S22 AMS temporary terminal parameter

Any comments to these minutes can be send to me and will be incorporated in the next draft to be approved in the next meeting.

Moreover, please send me any additions to the lists of participants.

Many thanks in advance!

With kind regards,

[REDACTED]  
[REDACTED] Coordination Committee Netherlands (CCN)

e: [REDACTED]@coordination-committee.nl

m: [REDACTED]

w: <https://slotcoordination.nl/coordination-committee/>

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# Minutes of the extra-ordinary (Teams) meeting of the Coordination Committee Netherlands (CCN)

Tuesday 13th June 2022

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## **1. Opening**

At 13.00 hrs, Mr. [REDACTED] welcomed all participants and briefly referred to the previous extra CCN meeting on 24 May, when Schiphol Airport presented its plans to handle the recent issues with capacity shortages. He stated any written comments on the minutes of this meeting could be sent to the secretary, to be dealt with at a later stage. He then referred to the extra CDSC meeting (7 June) held to further discuss Schiphol's plans and said all ensuing questions had been answered since then.

Mr. [REDACTED] added that CDSC discussions had resulted in changes to the regulating parameter in Schiphol's proposal, an amended version of which had been sent to the CCN-board this morning. These changes would be discussed at pt. 2 (terminal parameter proposal).

## **2. Terminal parameter proposal**

### *Introduction*

Firstly, Mr. [REDACTED] (Schiphol Airport) summarised how recent market recovery had presented great challenges to operational integrity and safety and public order at Schiphol airport. He briefly referred to the first two steps taken mid-May (D-30 process) and 1 June (lock on the door), which had unfortunately yielded limited results. He then went on to say that Schiphol had therefore deemed it necessary to implement step 3 and impose a regulating parameter. This measure would grant airlines "force majeure" at outstations. Regulating on the operational day (step 4) had been considered but as a last resort.

The regulating parameter would have to be in place on 7 July, considering the DBC-deadline (23 June) and calculation time required for both coordinator and airlines.

### *Explanation*

Schiphol proposes to declare its capacity per hour for local departing passengers, converted into departing seats. Mr. [REDACTED] explained that capacity per hour would be declared per weekday and period of the day, whereby capacity would set only once per period, after which the coordinator would work with the airlines to meet declared capacity. The declared capacity would be defined in 2-3-week periods, so capacity updates might be incorporated and recent insights on security capacity included.

Recent prognosis of the airport's security companies show that local departing passenger demand currently exceeds available capacity. Mr. [REDACTED] showed the maximum number the airport could declare, based on the highest security productivity and with current waiting times.

### *Status*

Schiphol Airport regards a terminal parameter as the best option to regulate the number of passengers at the terminal per day. It is in accordance with WASB Best Practice on Temporary Capacity Reductions.

Implementation is planned in the period between 7 July and 28 August (week 27-35), and it is technically feasible for ACNL to implement the measure.

Following CDSC discussions, improvements have been made in the proposal. These relate to capacity distribution during the day following planned demand more closely, resulting in optimised capacity. Furthermore, capacity is to be declared in blocks of 3-4 hours instead of hourly, which would spread impact and allow for more operational flexibility for both airport as well as airlines.

*(New) proposal*

Schiphol plans to establish capacity limits for three periods of 2-3 weeks, 3 between week 27 – 35. Period 4 (after 28 August) remains to be determined after consultation with CCN. As slots only provide seat data, the airport has made a conversion between local departing capacity and the number of seats, using historical data, booking and schedule information from airlines. Mr. [REDACTED] showed the maximum number of departing seats allowed in these periods and emphasised these were totals per block rather than hours and applicable to flights with service types J / C / G / S / Q / B / R / O / L.

*(New) proposal – alternative*

The airport also considers declaring terminal capacity over a shorter period, so that information on maximum security capacity, improvements following the social agreement reached recently and the effect of new staff can be incorporated as it evolves. This has yet to be decided.

*Airside capacity*

Airside staff and stand shortages also result in Schiphol Airport reaching its limits in terms of demand vs. capacity. When the airport therefore requests airlines to cancel a departing flight, the airline should also cancel the corresponding inbound flight, to prevent excessive ground time.

*Night capacity*

Schiphol has received detailed proposals to spread capacity by increasing the number of slots during the night curfew. The airport has analysed these requests, however, despite optimal planning of security capacity for local departing passengers, capacity in this area is limited. This means Schiphol has decided the operational situation would not benefit from increasing night capacity.

### **3. Questions, remarks and answers**

Q – [REDACTED] (Transavia):

- What does CCN expect from airlines at this stage?
- What is the impact per airline?
- What is the Ministry's opinion on the proposal?
- Transavia has serious concerns about the data used (e.g. in case of waiting times) and the time pressure

A - Mr. [REDACTED] / Mr. [REDACTED] / Ms [REDACTED] (Ministry of I&W):

- Schiphol is asking all parties to provide feedback on the proposal and the best way forward.

- The airport has not made any projections of the impact of the proposed parameter per airline. The latest changes ensure a more even spread of capacity over the day, which affects airlines in more equal measure and provides them with more flexibility.
- Ms [REDACTED] (Ministry of I&W) understands the sector's concerns and the huge impact of the proposed measure. Nonetheless, it supports the airport's efforts to improve the current capacity problems and appreciates the flexibility of the proposed parameter.
- The airport recognises the airlines' concerns and realises the extent of the impact on the entire sector. The highest feasible productivity of 2.6 has been used in the airport's calculations. Waiting times will not disappear but will be more predictable.

Q – Ms [REDACTED] (Lufthansa):

- Is force majeure granted on both sides of the route?
- Is force majeure granted after sending out an SCR, or does the communication on this subject between the coordinator and the airline take place beforehand?
- Should perhaps a Local Rule be put in place for next season to be prepared for unexpected circumstances, rather than having to impose ad-hoc measures?

A – Mr. [REDACTED] (ACNL):

- Force majeure can be granted at both ends of the route. It is however important to stick to the process as described in the WASB Best Practice.
- The administrative process is simple and ensures force majeure nearly always being granted, with ACNL in some cases asking for more information.
- ACNL has already drawn up a short and more general version of the working procedure in case of temporary capacity reduction. This will be explained shortly.

Q – Ms [REDACTED] (United Airlines):

- For an airline with a limited portfolio and international long-haul services, it makes a big difference if the situation is looked at as passengers vs. flights. How exactly will the desired reductions be achieved?
- How is this reviewed considering consumer protection and EU261?

A – Mr. [REDACTED] / Mr. [REDACTED] (I&LT)

- The proposed parameter is geared towards reducing the number of departing seats.

- EU261 is fully applicable. With less seats, an airline is more likely to have to deny boarding and would have to pay full compensation. Only in case of cancellation 15 days (or more) in advance, compensation is not required, however passengers must be rerouted or refunded.

Q – Mr. [REDACTED] (Corendon):

- On the matter of security capacity distribution (p.3 new proposal), are the mentioned times flight departure times or do they refer to the time passengers arrive at security?
- The Minister of I&W has repeatedly been quoted in the press to request Schiphol to solve the current problems. It is disappointing to see the Ministry supporting a solution so detrimental to airlines.

A – Mr. [REDACTED]

- Schiphol has looked at capacity for local departing passengers (local time) and built in a 1,5 hour-delay between passengers passing security and their flight departure times.
- Ms [REDACTED] stressed the Ministry was not pleased with this solution, but sees no other option, since steps 1 and 2 have not been sufficiently successful.

Q – Mr. [REDACTED] (BARIN):

- The current discussion seems to have little regard for the human factor. Passengers expect a certain degree of queuing in summer and naturally prefer standing in line to a cancellation.

A – Mr. [REDACTED]

- The human factor should not be forgotten, but the reality is that even long queuing times do not guarantee passengers make their flight. Serious safety issues are at stake here.

Q – Mr. [REDACTED] (TUI):

- What is the airport's principal statement on the use of night capacity for individual cases, e.g. positioning flights resulting from terminal capacity reduction, causing a fleet plan reshuffle? This matter was discussed in the most recent CDSC meeting and Schiphol indicated it would use night capacity for these instances.
- With airlines being asked to solve the airport's problem, at least the impact of the proposed measure per airline should be clear.

A – Mr. [REDACTED] / Mr. [REDACTED]:

- Mr. [REDACTED] will do an internal check and contact Mr. [REDACTED] on this issue.
- The airport's task is to declare the maximum capacity available. It has not investigated the impact on individual airlines. ACNL will distribute capacity in accordance with the parameter. ACNL follows the WASB Best Practice: the airport declares and the coordinator specifies the task per airline according to the parameter. The overall impact is quite clear at a cut of approximately 20%-40%, depending on varying operational factors.

Mr. [REDACTED] subsequently provided a planning sheet and briefly explained the short allocation procedure in case of a temporary capacity reduction. He emphasised ACNL would need 10 business days from publication date. **He promised to send this overview to all members after the meeting.**

Q – Mr. [REDACTED] (KLM):

- How will airlines manage to implement a 20-40% capacity reduction for summer in one week time, in view of DBC?

A – Mr. [REDACTED] / Mr. [REDACTED] (AAS):

- The exact percentage would vary daily, as the maximum capacity is declared per day. The numbers provided reflect the latest status. Some days show a 20% shortage in local departing capacity. The slot data, however, do not quite match the latest schedules received. All airlines are therefore urged to update their slot portfolio, which would alleviate the problem. Also, the number of seats shown include flights not open for booking (waivers following European law), accounting for approximately 15K seats per day.

Mr. [REDACTED] pointed out that the ACNL slot database seemed to show the availability of slots without it being clear to all if those would be operated or not. He suggested the airport would provide more insight on how to manage this matter.

Mr. [REDACTED] agreed the proposed measure would have a huge impact on airlines. He realised a number of flights in the slot database might not be operated but stressed the airport had declared the maximum capacity.

Mr. [REDACTED] pointed out that the lack of clean data would result in airlines receiving a large variety of tasks from ACNL. At this point, Mr. [REDACTED] suggested there seemed to be no clear insight into the slot data and an impasse had been reached. He pointed out these “ghost” flights polluted the numbers and again urged the airport and/or ACNL to clarify how this issue would be handled.

Mr. [REDACTED] stated that airlines were expected to update their portfolio as accurately as possible. In theory, the slot database should not contain slots airlines intended to cancel at some point. However, this should not present a problem in practice, as the requests ACNL would be issuing to airlines would refer to SAL rather than their current portfolio. Mr. [REDACTED] agreed that SAL would be the starting point in the matter of cancellations.

Mr. [REDACTED] stated that in that case, airlines with only active slots in the system would be given too big a task, compared to others with too many slots in the system possibly reducing more than they would be asked. Mr. [REDACTED] replied that it would be a case of SAL vs. new target and customised solutions would be designed for certain airlines when required.

Q – Mr. [REDACTED] (KLM):

- The proposed measure seems disproportionate. Which emergency measures does Schiphol itself take to solve this problem that lie within its own responsibility?

A – Mr. [REDACTED] (Schiphol Airport) / Mr. [REDACTED] (Schiphol Airport):

- The airport has started an extensive recovery programme published online and being thoroughly discussed in various panels. Several measures have been taken to increase productivity and new security staff is being hired.

- However, the current 30% security staff shortage will not be solved before the summer season. Efforts to increase capacity continue, but short from sending passengers home, there is presently no other way to bridge the current gap. Public safety must always be safeguarded.
- Initially, after the May holidays, airlines were asked to voluntarily cancel flights. Although this request was met with cooperation, results were insufficient to run a safe and manageable operation. A scale-up was therefore required. The mandatory measures currently being discussed are all in line with WASB. The airport is aiming to cap the impact by segmenting the summer in blocks, which allows for ongoing adjustments provided by the system and the airlines. The airport certainly is not eager to take this next step and intends to ease the measures as soon as possible.

Q – Ms. [REDACTED] (Vueling):

- Perhaps cancellation of slots might initially be voluntary, as some airlines could be more inclined to give up slots in congested times than others (suggestion).
- Would using the current status of airlines' portfolios not be a better baseline than SAL, which lies further in the future?
- How will airlines be compensated for the measure's impact on its customers, brand, financials, etc.?

A – Mr. [REDACTED] / Mr. [REDACTED]

- Using SAL was extensively discussed in WASB and there seems no reason to deviate from best practice.
- The airport working group "Secure Summer" is currently considering the matter of airline compensation and **will share its findings shortly.**

Q – Mr. [REDACTED] (Delta Air Lines):

- How does it help us as a connecting airline to cancel flights? This impacts our passengers, might result in compensation claims, force majeure is not applicable as the flight took place, and these matters do not seem to be addressed.

A – Mr. [REDACTED] / Mr. [REDACTED]

- In this case, passengers will have to be compensated according to EU 261 (2004) and force majeure is not applicable.

ACNL's procedure will provide clarity on which slots to cancel. EU261 applies to cancellations within 14 days, so airlines need at least a 15-day timeframe to cancel compensation free. For long haul flights, compensation can be quite costly. Airlines cancelling bookings might have to pay compensation, while remaining obliged to rebook or refund passengers. EU261 may have quite a considerable impact on the decisions currently to be made.

From an inspection point of view, these decisions might even be dangerous, as airlines have been known to go bankrupt over this. Passenger rights should therefore be considered.

Then, Mr. [REDACTED] queried the seemingly absent support from the Ministry for airlines in this situation.



Mr. [REDACTED] repeated his question on proportionality and said not to be convinced the airport was doing its utmost. He claimed the airport was merely shifting both risks and responsibilities to the airlines and called for Schiphol to take ownership and consider other measures.

Mr. [REDACTED] again emphasised he felt the airport did not fully grasp the enormous complexity of the parameter's consequences. He underlined that future discussions on similar measures, in cases where demand could not be met, would be completely unacceptable.

Mr. [REDACTED] concluded that clearly all parties were aware of the size, impact and complexity of the issue, but unfortunately, a solution did not seem to be within reach today. CCN was therefore unable to provide advice on the airport's proposal. He suggested Schiphol would consider all remarks and questions and come back with its reaction shortly, adding that time was of the essence.

Mr. [REDACTED] agreed and informed all parties that tomorrow (14 June) another management meeting with the SAOC, BARIN and the Schiphol board would take place. Beforehand, more data would be gathered and assessed to see how the present figures could be improved in connection to the mitigating measures the sector is facing.

In addition, Mr. [REDACTED] invited all parties to contact him or Mr. [REDACTED] should they have any further questions on the numbers presented by the airport.

Finally, Mr. [REDACTED] thanked all participants for their input and closed the meeting at 14.45 hours.

\*\*\*\*\*

**List of participants extra CCN-meeting June 13<sup>th</sup>, 2022**

[REDACTED]	Swiss	[REDACTED]	Delta Air Lines
[REDACTED]	ACNL	[REDACTED]	BARIN
[REDACTED]	LOT Polish Airlines	[REDACTED]	Vueling
[REDACTED]	CCN	[REDACTED]	Schiphol
[REDACTED]	Jet2.com	[REDACTED]	Delta Air Lines
[REDACTED]	?	[REDACTED]	LVNL
[REDACTED]	American Airlines	[REDACTED]	LOT Polish Airlines
[REDACTED]	Eindhoven Airport	[REDACTED]	Ministerie I&W
[REDACTED]	IATA	[REDACTED]	KLM
[REDACTED]	United Airlines	[REDACTED]	Vueling
[REDACTED]	Ministerie I&W	[REDACTED]	Air Europa
[REDACTED]	Aer Lingus	[REDACTED]	Schiphol
[REDACTED]	KLM	[REDACTED]	Corendon Airlines
[REDACTED]	Air France	[REDACTED]	Air Astana
[REDACTED]	Etihad Airways	[REDACTED]	United Airlines
[REDACTED]	IL&T	[REDACTED]	American Airlines
[REDACTED]	BIMS (minutes)	[REDACTED]	American Airlines
[REDACTED]	CCN	[REDACTED]	TUI Fly
[REDACTED]	ACNL	[REDACTED]	Schiphol
[REDACTED]	BA Cityflyer	[REDACTED]	Martinair
[REDACTED]	Schiphol	[REDACTED]	Emirates
[REDACTED]	SunExpress	[REDACTED]	SunExpress
[REDACTED]	IAS Aviation	[REDACTED]	Schiphol
[REDACTED]	Schiphol	[REDACTED]	British Airways
[REDACTED]	Finnair	[REDACTED]	Lufthansa
[REDACTED]	Lufthansa	[REDACTED]	Transavia
[REDACTED]	IL&T		

# Minutes of the extra-ordinary (Teams) meeting of the Coordination Committee Netherlands (CCN)

Wednesday 15th June 2022

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## 1. Opening and announcements

At 16.00 hrs, Mr. [REDACTED] welcomed all participants and thanked both airport and airlines for the large amount of work done in a short time since the most recent extra CCN-meeting on 13 June.

He pointed out Mr. [REDACTED] presentation was dated 13 June (p.1), but this should be 15 June. Also, the week numbers in the table on p.4 should start at nr. 27 (7 July) instead of 28. **A new version will be distributed shortly.**

## 2. Improved proposal

Mr. [REDACTED] (Schiphol Airport) briefly referred to the two proposals for a temporary terminal parameter presented earlier, declaring capacity in seats per hour or per block of 3-4 hrs. He then presented a different proposal, drawn up since the previous one, in order to incorporate all questions raised, feedback provided, and new calculations made.

### *Findings*

Note had been taken of the impact on airlines' operations in general, impact on high transfer rate of airlines, the sometimes unclear and/or unfair impact per airline, the limited time available and the human factor involved.

### *Capacity declared per day*

Capacity is now to be declared in seats, incorporating load and transfer factor. This means the local departing passenger numbers are translated into seats, thereby allowing for empty seats or seats filled with transfer passengers. The conversion to seats is to comply with WASB Best Practice and in line with ACNL's working procedure.

Capacity is to be declared per day, as this provides more flexibility for airlines to cancel flights or reduce seat numbers. This system is also less complex for ACNL.

Numbers on local departing security capacity have been re-evaluated, "stretched" and rounded-off, at the risk of further exceeding passenger capacity limits.

### *Capacity limits for 2 periods*

The first and second period have been merged to run from 7 July-31 July and 1 Aug-31 Aug. This split in the summer period increases the uncertainty in respect to the declared capacity, but also allows airlines to look further ahead in time. July figures were shared in the presentation; **August figures will be distributed as soon as they become available.**

### *General*

Numbers are in maximum departing seats per day (in UTC) and applicable for flights with service types J/C/G/S/Q/B/R/O/L.

The temporary operational limit will remain in place until 28 August. CCN will be consulted on extension of both parameters, should this prove necessary.

### *Operational impact*

Schiphol requests airlines to reduce seat numbers preferably for flights departing between 8:00 – 14:00 and 17:00 - 20:00 LT. If guidance is required, please contact the airport via the appropriate Airline Partnership Manager. Although cancellations will reduce the risk of major (safety) issues, queues will likely remain equal to the current situation.

APOC will continue monitoring all processes within the total operation and contact parties if additional measures are required.

Airlines are urged to cancel corresponding inbound flights to prevent overdemand on airside; excessive ground times cannot be accommodated.

### **3. Questions, remarks and answers**

Q – Mr. [REDACTED] (Delta Air Lines):

In order to avoid cancellations wherever possible, why not:

- identify the number of local passengers per airline that need to be reduced via inventory management?
- allow (connecting) airlines to change the departure slot from a passenger flight to a ferry flight, while maintaining the inbound flight as a passenger flight?

A – Mr. [REDACTED] / Mr. [REDACTED] (ACNL):

- The airport can assess the number of seats that need to be decreased to see if this would be beneficial.
- Since there are no in-bound capacity issues, this is allowed. Positioning flights are also exempt from the operational limit.

Mr. [REDACTED] urgently requested the airport to work on alternatives for high transfer rate flights and said several other airlines would also be interested to join these discussions. Mr. [REDACTED] agreed this was an important issue and offered to provide his assistance in this matter. **Both parties will set up an appointment soonest.**

Q – Mr. [REDACTED] (Corendon):

- Can force majeure in case of cancellations be granted for the whole summer period in one go?

A – Mr. [REDACTED] (ACNL) / Mr. [REDACTED]

- ACNL will send airlines specifications for July and grant force majeure for July.

- In case of cancellations for August, airlines will have to wait until Schiphol declares the coordination parameter, before force majeure questions are answered.
- The first addendum will contain the July numbers as well as targets for August. Numbers will be updated in the coming weeks.

Q – Mr. [REDACTED] (TU):

- Has the declared capacity per day become a combination of local departing seats plus transfer departing seats?
- Is the declared capacity a combination of the APOC-output combined with O&D departing and transfer passengers?
- Is it theoretically possible to decrease transfer passengers more than required and then add more O&D passengers?

A – Mr. [REDACTED] / Mr. [REDACTED] (Schiphol Airport):

- This was already the case in the previous proposal declaring in blocks or hours.
- The forecast added to the number of local departing passengers, incl. transfer passengers and empty seats, is the declared capacity. After the parameter is implemented, load factors are likely to exceed current forecast. It is therefore risky to include empty seats in the capacity, but this is a risk the airport is willing to take.
- Yes, there is no steering mechanism as to how the seats are used. This is also a risk the airport is aware of.

Mr. [REDACTED] pointed out that this would make matters worse and give airports a competitive edge. Mr. [REDACTED] agreed, emphasising the airport would constantly monitor operations and urged all parties to only cancel local departure flights to solve the local departure issues at hand. He also offered to assist airlines with specific cases to see how they might contribute towards the required reductions.

Q – Ms. [REDACTED] (Lufthansa):

- How does the process of cancellations work?
- How are airlines compensated for these last-minute cancellations?
- Will airlines be granted force majeure on cancellations already sent out for July?

A – Mr. [REDACTED] (ACNL):

- All CCN-members have received an ACNL spreadsheet explaining the procedure. ACNL will make the required calculations to determine the target for every airline. Then it will inform all airlines at the beginning of week 25 on the exact numbers of seats it needs to reach on the specific dates. A snapshot is made the day after the declaration is published, after which airlines will be provided with the number of seats remaining to be decreased. The IATA slot conference in Seattle (21-23 June) will cause a temporary decrease in capacity at ACNL. Also, the DBC-deadline is 21 June. Airlines are requested to take this into account and act as soon as the ACNL specifications arrive.
- The airport presented the parameter two weeks ago and ACNL communicated its draft planning on Monday 6 June, so airlines were already made aware of the steps to be taken.
- That is correct.

Q – Ms. [REDACTED] (United Airlines):

- Will both arrival and departure be waived in case of a voluntary roundtrip cancellation?

A – Mr. [REDACTED]

- Yes of course, if there is proof no other solution could be found.

Q – Mr. [REDACTED] (KLM) / Mr. [REDACTED] (KLM):

- Transfer passengers are not causing the queues at security. However, reducing those numbers does however severely impact KLM's network.
- As airlines seem to be taking all the risk, will the airport compensate the enormous damages incurred already?
- Which parking issues are there?
- Capacity will be severely decreased on 16 July, which is a very busy day during the holiday season. Has this been taken into consideration?

Mr. [REDACTED] conceded transfer passenger should somehow be excluded from the system and focus should lie on passengers having to go through security.

A – Mr. [REDACTED]

- The transfer factor is a major downside of the proposed parameter and the airport offers to work together with disadvantaged airlines on a fairer solution for the capacity issues.
- The airport's declared capacity numbers are stretched and therefore not risk-free. The airport will remain congested, and this is a risk for the entire sector. Damage claims are not handled by CCN.
- In the last few years, Schiphol has seen limited aircraft stand capacity. The number of Wide Body arrivals in the morning was limited earlier and during peak hours, all aircraft handling stands are occupied. Not cancelling corresponding flights leads to longer ground times and this adds up very fast at an already congested airport such as Schiphol.
- Schiphol has declared the maximum capacity available to accommodate demand per day.

Q – Ms. [REDACTED] (Vueling):

- Does the seat reduction refer to physical aircraft seats?

A – Mr. [REDACTED]

- A seat cap is possible in the same aircraft planned for operation

Q – Ms. [REDACTED] (British Airways):

- Do the seat reduction time frames run to 14:55 and 20:55 or stop at 14:00 and 20:00?
- Could ACNL provide a letter explaining the cancellation process?

A – Mr. [REDACTED] Mr. [REDACTED]

- Times are indicative but planned to run until 14:00 and 20:00.
- An indicative planning explaining which steps to take has already been sent all members.  
**Once capacity is declared, ACNL will send an updated version.**

Q – Mr. [REDACTED] (IATA):

- Will this current procedure (tabled as working procedure rather than local procedure) be recognised by other coordinators as an official decision at the other end of the route?

A – Mr. [REDACTED]

- This is confirmed.

Q – Ms [REDACTED] (United Airlines):

- Could alleviation be provided to airlines for voluntarily cancellations during the targeted hours, decreasing impact on other (short haul) airlines?

A – Mr. [REDACTED] / Mr. [REDACTED]

- Momentarily, cancellations are granted force majeure when resulting from the D-30 APOC process. ACNL would need CCN approval to allow an airline to cancel more flights than targeted, reducing the task load for other airlines.
- Any questions on the APOC-process can be addressed to the Airline Partnership Manager (or Mr. [REDACTED] / Mr. [REDACTED]). Assistance will be provided on critical days before 7 July, when APOC still applies.

**Mr. [REDACTED] concluded all were in favour of allowing an airline to cancel more than required and stated that CCN approved of this method.**

Q – Mr. [REDACTED] (Turkish Airlines):

- Could more detailed information be provided by ACNL on the cancellation procedure?
- How will this issue be communicated to the press and the public?

A – Mr. [REDACTED] / Mr. [REDACTED]

- All airlines will receive an email with the total number of seats they need to reduce on the specified dates. The email will also contain a specification of the remaining task as from the date of declaration. Furthermore, ACNL will provide some explanatory notes and rules. In order to allow all parties to apply for retiming, a small allocation process is in place, although this might not be necessary.
- The airport will issue a press release before or at the same time the addendum is published.

Q – Mr. [REDACTED] (Swiss International Airlines):

- How do we specify the number of seats on the SCR in case of reduced capacity on an outbound flight but full capacity on the inbound?

A – Mr. [REDACTED] (ACNL):

- SCRs are unpaired for arrivals and departures, so this is not an issue.

#### 4. Conclusion and advice

After all questions were answered, Mr. [REDACTED] pointed out that the important issue of how to deal with the share of transfer seats in the total seat capacity reduction, had yet to be solved. He referred to the airport's earlier offer to work on this matter with Delta and KLM, focusing on departing passengers having to go through security. It was agreed that discussions would take place immediately after this meeting, with the aim of solving this pressing subject today.

Mr. [REDACTED] subsequently asked all members to confirm that CCN advised parties involved to maximise focus on O&D passengers in order to come to an agreement. **Since no objections were raised, this advice was accepted.**

Q – Mr. [REDACTED] (Corendon Airlines):

- What is the way forward after these last discussions?

A – Mr. [REDACTED]

- Aim is to hammer out an agreement to present to the Schiphol board later today, as action urgently needs to be taken. All parties will of course be informed of the outcome of the final discussions. Figures for the 2nd period in August will also be distributed as soon as they become available. Should additional action be required after the summer, the airport will again consult CCN.

Mr. [REDACTED] stated that should discussions require another CCN-meeting, he would be happy to organise one.

Q – Mr. [REDACTED] (Transavia):

- Could airlines be informed when the press release is issued, in view of the expected impact on their organisation?

A – Mr. [REDACTED]

- Statements will be issued in coordination with all parties concerned.

Finally, Mr. [REDACTED] thanked all participants for their valuable contributions, wished all parties success in the coming months and closed the meeting at 17.15 hours.

\*\*\*\*\*



**List of participants extra CCN-meeting June 15<sup>th</sup>, 2022**

[REDACTED]	?	[REDACTED]	IATA
[REDACTED]	Swiss	[REDACTED]	LVNL
[REDACTED]	ACNL	[REDACTED]	Air Baltic
[REDACTED]	Turkish Airlines	[REDACTED]	Schiphol
[REDACTED]	?	[REDACTED]	Singapore Airlines Cargo
[REDACTED]	ACNL	[REDACTED]	LOT Polish Airlines
[REDACTED]	ITA	[REDACTED]	Vueling
[REDACTED]	IATA	[REDACTED]	Delta Air Lines
[REDACTED]	United Airlines	[REDACTED]	Air Europa
[REDACTED]	Ministerie I&W	[REDACTED]	Schiphol
[REDACTED]	Air Baltic	[REDACTED]	Corendon Airlines
[REDACTED]	Aer Lingus	[REDACTED] ... ?	?
[REDACTED]	BIMS (minutes)	[REDACTED]	United Airlines
[REDACTED]	NCA	[REDACTED]	American Airlines
[REDACTED]	ACNL	[REDACTED]	Lot
[REDACTED]	BA Cityflyer	[REDACTED]	?
[REDACTED]	Schiphol	[REDACTED]	TUI Fly
[REDACTED]	SunExpress	[REDACTED]	EasyJet
[REDACTED]	Schiphol	[REDACTED]	Corendon Airlines
[REDACTED]	Finnair	[REDACTED]	SunExpress
[REDACTED]	IL&T	[REDACTED]	Rotterdam The Hague Airport
[REDACTED]	Delta Air Lines	[REDACTED]	British Airways
[REDACTED]	Transavia	[REDACTED]	Lufthansa
[REDACTED]	Vueling	[REDACTED]	Air Canada
[REDACTED]	?	[REDACTED]	EasyJet
[REDACTED]	Schiphol		

15

[REDACTED]

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**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 1 juni 2022 08:51  
**Aan:** [REDACTED]@lvnl.nl';  
[REDACTED]@barin.nl'; [REDACTED]@corendon.nl'; [REDACTED];  
[REDACTED]@lvnl.nl'; [REDACTED]@minienm.nl';  
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[REDACTED]@martinair.com'; [REDACTED]  
(SPLFI) - [REDACTED], [REDACTED] (TOP) - KLM; [REDACTED] DGB;  
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[REDACTED] (SPLZL) - KLM, [REDACTED] (SPLOZ) - KLM; [REDACTED]  
[REDACTED] DGLM; [REDACTED]  
[REDACTED]@lvnl.nl'; [REDACTED]  
**CC:** [REDACTED]@lvnl.nl'  
**Onderwerp:** OSO agenda 2 juni en stuk  
**Bijlagen:** 20220530\_OSO\_S22 Regulering.pdf

Beste OSO leden,

Morgen staat er een extra OSO gepland.

Op de agenda vooralsnog staan twee onderwerpen.

1. Opties voor regulering capaciteit S22 (operationele parameters), zie bijgevoegd document
2. Advies nacht t.b.v. operationele spreiding

T.a.v. het tweede punt is een document in de maak n.a.v. vooroverleg gisteren. Dit zullen we zsm voor het overleg nog sturen.

Mochten er nog andere agendapunten zijn dan verneem ik dat graag

Met vriendelijke groet,

[REDACTED]

**AO&AP / PPI /  
Airport & Airline Solutions**

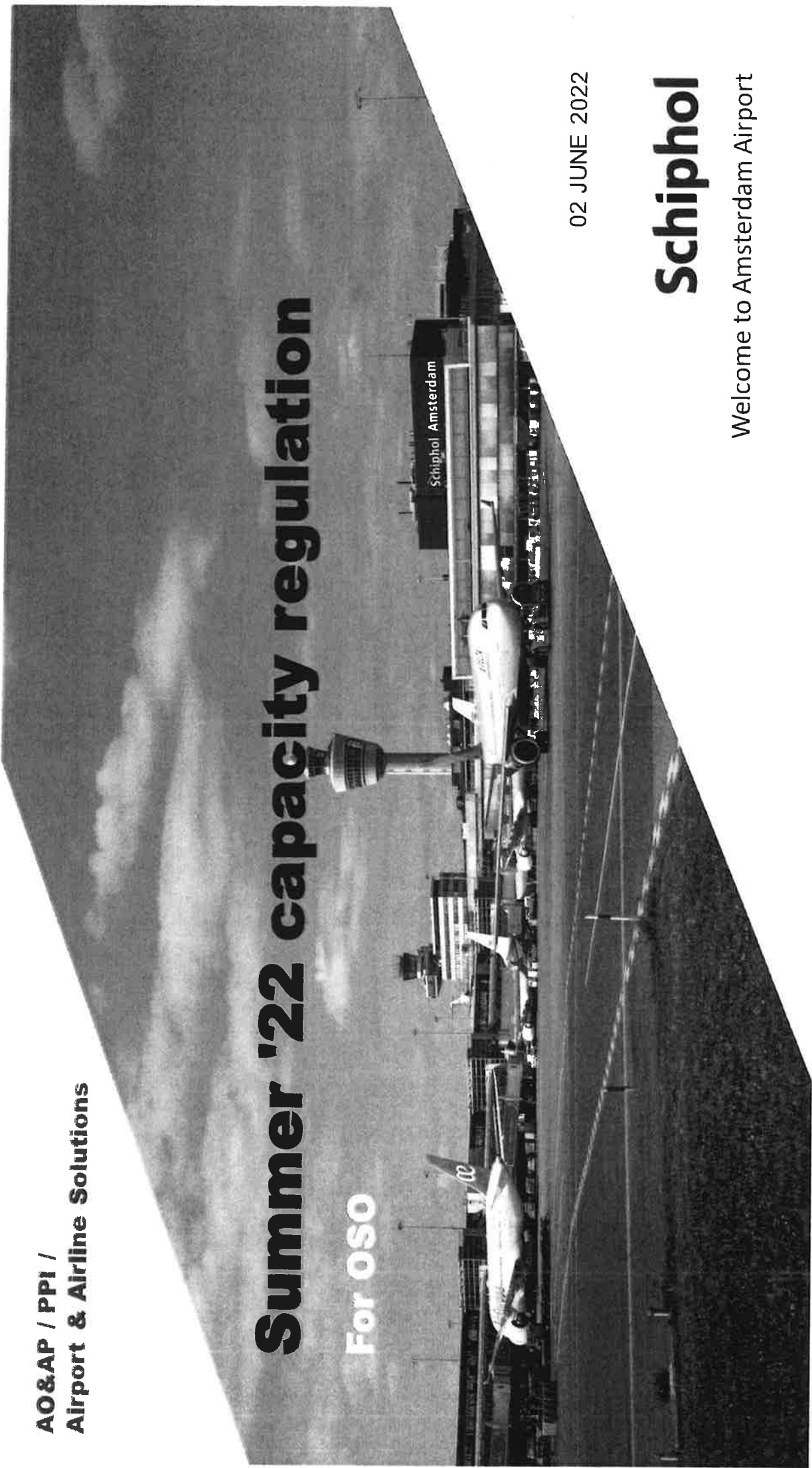
# **Summer '22 capacity regulation**

**For OSO**

02 JUNE 2022

# **Schiphol**

Welcome to Amsterdam Airport



# REGULERINGSOPTIES

## 1. "Lock on the door" - Temporary Operational Limit

- Doel om juni-aug geen nieuwe slots meer toe te staan, door tijdelijke operationele limiet 90.000 (nu 126.000 pax slots)
- 1 juni – 28 aug
- Airlines mogen verzoek tot force majeure bij annulering aanvragen bij coördinator

Live: 1 juni

## 2. D-30 Joint Control APOC

- Onder coördinatie van APOC rollend wekelijks D-30 proces om vraag en aanbod op elkaar af te stemmen
- Annuleren/wijzigen/uitplaatsen in overleg met Airline Partnership Managers
- Tweewekelijkse analyse

Loop: Effectiviteit APOC

## 3. Regulating parameter

- Twee mogelijke parameters in onderzoek
- Fair, non-discriminatoire en transparant
- Indien 2 niet effectief, snelle implementatie noodzakelijk

11 in onderzoek

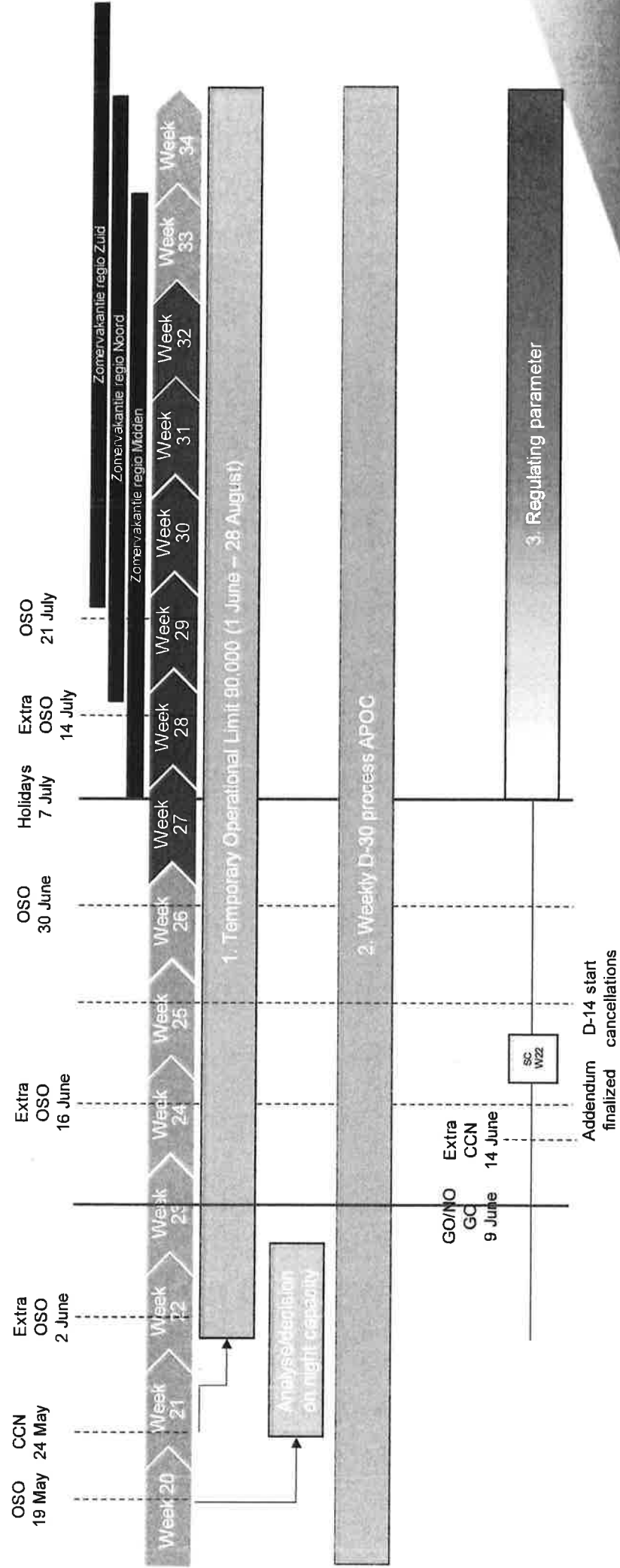
## 4. Operationeel reguleren

- Middels operationeel verlagen baancapaciteit op D-0 of D-1 aanbod reguleren.
- Vliegtuigen in holding, vertraging, niet vertrekken op buitenstations, regulaties door Eurocontrol
- Grote operationele impact op proces airlines. Effect op terminal moeilijk voorspelbaar.
- Procedure vergelijkbaar met huidige situatie i.g.v. extreme weersomstandigheden en daardoor verminderde baancapaciteit

Laatste redmiddel

# TIMELINE

Any operational regulating parameter (3), if implementation is required, needs to be consulted by CCN and finalised on June 16 at the latest.



# ADDITIONAL REGULATING PARAMETERS

## Regulation: operational parameter

In case additional regulation during S22 is necessary, there are two options for additional regulating parameters:

1. Terminal parameter: # departing seats / 60 minutes
2. Reduction of runway capacity

## Terminal parameter: # departing seats per 60 minutes

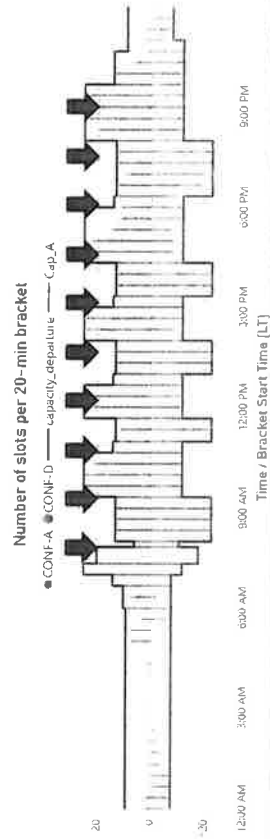
- Parameter focusses on capacity bottleneck at hand
- Takes seat capacity per aircraft into account
- Parameter allows for optimisation (reducing seats)
- Parameter is similar to EIN or RTM situation and technically feasible within slot allocation tooling
- Filing incorrect aircraft types leads to inaccuracy in this model

**preferred option**



## Reduction of runway capacity

- Lowering 20 minutes departure runway capacity
- Similar parameter as temporary parameter FRA
- Technically feasible within slot allocation tooling
- Disregards aircraft size/ seating capacity
- More complex concerning cargo and other STCs
- Higher risk of over- or underregulation



# TERMINAL PARAMETER

A Terminal Parameter is regarded as the most preferred regulating parameter, since it represents the capacity bottleneck at hand and enables optimising measures such as decreasing seat capacity.

- Parameter based on the maximum security throughput for local departing passengers
- Uses seat capacity information from slot data
- Capacity of local departing pax is converted to number of seats (with assumptions on the average load and transfer factor included)
- CapDec S22 addendum:
- *“From 1 June up and to including 28 August, a maximum of XXXX departing seats per 30/60 minutes between XX:XX and XX:XX (UTC) and a maximum of XXXX departing seats per 30/60 minutes between XX:XX and XX:XX (UTC)”*
- On average in July-Sept, 61% of the seats is expected to be occupied by local departing pax (transfer factor and load factors included).
- For example, a capacity 1000 local departing pax per hour translates into 1558 departing seats per hour.
- Using this parameter limits upgauging of aircraft (increasing seat numbers). It does allow for reducing seats per flight.
- It is key to file the correct aircraft type/ seating configuration. **Currently in many cases, the filed AC type is incorrect!**
- Proposal to define 3 different capacities for morning/afternoon, evening and night.
- Capacity assessment in blocks of 30 or 60 minutes (not rolling)
- Note that in case of outbound cancellations, inbounds must also be cancelled or optimised, in order to avoid airside parking



# RUNWAY CAPACITY REDUCTION

**In case the Terminal Parameter is not feasible, a reduction of the Runway Capacity can be used as an alternative. Main downside is the neglect of the seat capacity per aircraft.**

- The overage in demand can also be expressed in terms of a percentage of departing flights
- A reduction of roughly 20% of departing flights during peak would be required, in the period of XX June until August 28
- See table for the resulting departure capacity, applicable for passenger handling flights
- Cargo flights would not need reduction. For all service types, the CapDec S22 nominal operational runway capacity still applies
- Note that arrival capacity is not reduced. Downside is that mechanism could result in long ground times for aircraft (airside capacity issues). Arriving flights also need cancellation or optimisation.
- Also, aircraft size/ seat capacity is disregarded, which could result in over- or underregulation

ATM mode*	Possible within period from - to (UTC)	Current Max # Departures	-20% Max. # Departures
Day: departure peak mode (S)	05:00 - 19:39	25	20
Day: arrival peak mode (L)	05:00 - 19:39	13	10
Day: off peak mode (O)	05:00 - 20:39	14	11

# WASB BEST PRACTICE

The WASB paper “Managing temporary reductions of airport capacity” provides guidance concerning this matter.

## Introduction

Competent Authorities may introduce measures that temporarily reduce the available capacity of airports (e.g. as a result of the COVID-19 pandemic). This paper provides guidance to manage temporary reductions of airport capacity announced after the confirmation of seasonal capacity parameters. All guidance is complementary to the Worldwide Airport Slot Guidelines.

## Principles of temporary airport capacity reductions

1. The Competent Authority will explain the rationale for the revised airport capacity parameters and provide them to the Coordinator as soon as practical after having consulted with the Coordination Committee or equivalent body.
2. In the consultation with the Coordination Committee or equivalent body, the Competent Authority will advise the period impacted. If a Coordination Committee or equivalent body does not currently exist, it should be created to encourage open communication between all relevant stakeholders.
3. All stakeholders are encouraged to consider the use of innovative solutions or technologies to limit the need for temporary capacity reductions when possible.
4. Any mandatory schedule reductions must be spread across all affected airlines that utilise the affected infrastructure, in a fair, transparent, and non-discriminatory manner by a slot coordinator acting independently.
8. The required schedule reduction will also consider as a reference the percentage share held by a carrier at the Slot Allocated Listing (SAL). For example, if carrier A held 70% of capacity in the 0900 hour at initial coordination then they should hold 70% of the reduced capacity in the same hour after the capacity reduction, whenever feasible. When slots are allocated for a specific terminal, the reduction may only apply to carriers operating in the said terminal if relocation is not possible.
14. The Airline will decide which flights to cancel or retime into available capacity to meet the reduction in airport capacity. For reductions in passenger throughput limits, the airline may choose to meet the restriction in other ways, for example by capping the aircraft seat capacity instead of cancelling a flight.

Parameter must be consulted through CCN

Important to take slot cancellations prior to additional parameter introduction into account

Use of airline knowledge concerning priorities

16

[REDACTED]

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**Van:** [REDACTED] - DGLM [REDACTED]@minienw.nl>  
**Verzonden:** woensdag 8 juni 2022 17:52  
**Aan:** [REDACTED]  
**Onderwerp:** RE: Call Commission - 08 June

dank

Groet, [REDACTED]  
Senior beleidsmedewerker

Directie Luchtvaart  
Ministerie van Infrastructuur en Waterstaat  
T [REDACTED]  
M [REDACTED]  
@: [REDACTED]@minienw.nl  
[www.rijksoverheid.nl/ministeries/ienw](http://www.rijksoverheid.nl/ministeries/ienw)

**Van:** [REDACTED]@slotcoordination.nl>  
**Verzonden:** woensdag 8 juni 2022 15:09  
**Aan:** [REDACTED] - DGLM [REDACTED]@minienw.nl>  
**Onderwerp:** FW: Call Commission - 08 June  
**Urgentie:** Hoog

Voor je informatie.

[REDACTED]  
[REDACTED]

Airport Coordination Netherlands



*airport coordination  
netherlands*

Evert van de Beekstraat 23  
1118 CL Schiphol  
The Netherlands

[www.slotcoordination.nl](http://www.slotcoordination.nl)  
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**Van:** [REDACTED]@brucoord.org>

**Verzonden:** woensdag 8 juni 2022 14:33

**Aan:** [REDACTED]@airportcoordination.com; [REDACTED]@fhkd.org; [REDACTED]  
[REDACTED]@slotcoordination.nl>; [REDACTED]@acl-uk.org> [REDACTED] DIEZ - AENA  
[REDACTED]@aecfa.es) [REDACTED]@aecfa.es>; [REDACTED]@cohor.org  
**CC:** [REDACTED]@airportcoordination.org; Mr [REDACTED]@igcinc.org>; [REDACTED]

[redacted]@schedulecoordination.com>; [redacted]@schedule-coordination.jp

**Onderwerp:** Call Commission - 08 June

**Urgentie:** Hoog

Dear all,

Please find here my report of the meeting with EC today.

I took the list of people attending the call from the invitation.

You will see that people we are used to see in our calls with airlines and airports were not invited. It was a higher level.

Participant were coming from EC several departments, ACI and Airports (FRA, AMS, ADP, ...)v, IATA and airlines (Norwegian, LH, FR, AF, ...) and A4E, and handlers.

[redacted]@aci-europe.org'; [redacted]@a4e.eu';  
[redacted]  
[redacted]@fraport.de'; [redacted]@schiphol.nl'; [redacted]@adp.fr'; [redacted]@daa.ie';  
[redacted]@fraport.de'; [redacted]@aena.es'; [redacted]@aena.es'; [redacted]  
[redacted]  
[redacted]@iata.org'; [redacted]@schiphol.nl'; [redacted]@schiphol.nl';  
[redacted]@aci-europe.org'; CUIP  
[redacted]@airfrance.fr'; [redacted]@icelandair.is'; [redacted]@dlh.de'; [redacted]@ryanair.com';  
[redacted]@norwegian.com'; [redacted]@vueling.com'; [redacted]@tui.co.uk'; [redacted]@tuifly.com';  
[redacted]@asaworld.aero'; [redacted]@dnata.co.uk'; [redacted]@swissport.com'; [redacted]@menziesaviation.com'; [redacted]@aviapartner.aero';

[redacted] welcome audience

- 1) + Demand very strong despite all speculations
- 2) – preparation to face the strong demand was not equally well anticipated at all parts of EU. The problem is huge because of bad reputation. And peak of demand is not there yet.
- 3) We must be prepared to give a better satisfaction to customers through a good handling of situation
- 4) What when situation cannot be handled without consequences
- 5) 2 aspects important: safety and security that must be maintained at any price
- 6) We have obligations vis-à-vis the customers, including pax rights obligations that will not be alleviated

1) Increase effective capacity:

a. IATA

i. unfortunate situation and major problems like AMS and other airports

ii. [redacted] A4E appeal to airports to guarantee service

1. Difficulty to find staff accredited – facilitate processes to accelerate accreditation processes
2. Slots FM/JNUS at both ends of the route
3. Carriers should not be made responsible for pax compensation

iii. [redacted]

1. Situation dramatic with high impact on pax satisfaction because of delays and cancellations
2. Some problems will continue probably until 2024
3. Attractiveness of jobs at airports
4. Process of accreditation
5. Impact of military corridors that could help to improve punctuality
6. Reg 261 issue

iv. IATA [redacted] – not much to add

1. Staffing problems
2. EES program timeline that could be postponed

b. ACI [redacted]

i. Route cause is staffing security, handlers, borders/police

- ii. Short term remedies
  - 1. Improve staff conditions
  - 2. ██████████ (AMS)
    - a. Sharp increase in travel
    - b. Security is main issue in AMS
    - c. Scenarios were underestimated and reaction late
    - d. Action plan AMS
      - i. Add staff (limited)
      - ii. Support with social agreement with unions
      - iii. Plus commitments for longer issues
      - iv. Increase productivity by various means
      - v. Reduction of capacity
      - vi. Not one single solution but a set of measures
      - vii. Adjust some legal operational obligations
      - viii. Optimization of airspace availability
- c. ██████████ (Norwegian)
  - i. Facilitate acceleration of accreditation
  - ii. Seriously consider military support to increase staff where competences can be used
  - iii. Reg 261 and slots to be discussed later
- d. ██████████ (handlers)
  - i. ██████████ (ASA)
    - 1. Large resignation of staff +/- 250.000 employees before crisis, +/- 120-140.000 staff
    - 2. Difficult to go back to pre-COVID
      - a. People left do not come back (conditions, wages, .... ) but not a new factor
      - b. Longer term solutions discussed earlier but Summer is started already
      - c. No immediate solution
  - ii. ██████████ DNATA
    - 1. Issues already listed before
    - 2. Accreditation is the most critical factor
    - 3. Staff from outside EU could be use (DNATA Philippines) and could be easily used. They already have training and accreditation in their own country (?!)
    - 4. All stakeholders are in the same problem. We should not point to each other.
    - 5. Make our industry attractive again. Maybe a role to play by airport cics
  - iii. ██████████ (mans aviation ?)
    - 1. Repeating same points
    - 2. Better slot allocation to reduce peak times
    - 3. Release curfews where necessary
    - 4. Brexit (treat UK pax as Schengen to reduce the administration)
- e. ██████████
  - i. How to deal in the next two months
  - ii. In the next six months
  - iii. In the future
  - iv. Agree that some problems will continue until 2023 and 2024
  - v. Focus on immediate challenges
  - vi. Personal evaluation
    - 1. No silver bullet
    - 2. No silo solution. We are all in the same bath
    - 3. What are best measures in peak moments is key
    - 4. Speed up security (accreditation, ...)
    - 5. Security processes at airports (pax) - but should not be a problem if investments had been done in due time. Should be addressed rapidly in the future.
    - 6. Solutions in ATC (military)
    - 7. Plans of action to be implemented
    - 8. Brexit to Schengen processes not possible
- f. ██████████ (EC)
  - i. Before pandemic, main threat was security. It should not be forgotten or denied today

- ii. Bag checks to be done faster by changing some rules (leave laptops in bag aso ... )
- iii. Looking for elements to reduce the pressure on security throughput.
- iv. Do not create new vulnerabilities in security chain
- v. [REDACTED] proposes a non-paper on all these measures to support lobbying to national authorities

## 2) Managing Capacity

### a. ACI

#### i. [REDACTED] (Fraport)

- 1. Crucial situation with huge challenges
- 2. Short term initiatives
- 3. Depeaking is the only solution for immediate action

#### ii. [REDACTED] (FRA)

- 1. Apply local rule to reduce the capacity in the peaks
- 2. Made in voluntary basis at major DE airports
- 3. FRA is more important -> enforce obligation to return slots
- 4. Need of alleviation both ends of the route (to preserve historic rights)
- 5. Calls for support slot coordinators
- 6. Exit/entry systems EES (ATC) could be delayed to reduce pressure

b. [REDACTED] – depeaking helps airlines and airports but does not help passengers

### c. Airlines

#### i. A4E

- 1. Reduce capacity does solve the problem of pax
- 2. Done with sufficient anticipation will help to find solutions for pax

#### ii. [REDACTED] (F)

- 1. Not in favor of depeaking but recognizes is important factor
- 2. Until now AF/ADP can manage the situation also by accepting additional delays

### d. Airports

- i. Repeating they are very limited in actions that can be taken. Staff is missing at all levels
- ii. Important role of ECTL to manage traffic in operations

### e. Coordinators

- i. I used our paper to give the conditions to grant FM at both ends of the route
- ii. I confirmed that FRA and LHR are the only airports where a local rule was published
- iii. I said that AMS is still working on it
- iv. I insisted that if airports see that they will have a structural capacity issue, local rules should be put in place
  - 1. [REDACTED] insisted on that point too to guarantee that measures are fair, transparent and non-discriminatory. He said that they will pay attention that measure respect these points.
  - 2. ACI-EU also mentioned FRA and LHR as best practices and offered to disseminate these local rules in the airport community.

## 3) Pax rights

- a. EC repeats that pax rights remain in place
- b. FM in present case is not guaranteed because problems are known

## Conclusion from [REDACTED]

- Maybe more meetings to follow
- Slots rules will be followed too to be sure that rules are respected
- That improvement of processes are welcome but will not solve the situation
- That capacity reduction is probably the most effective solution although cancelling flights should only be done when no other choice
- Capacity reduction should be anticipated and made in a structured and controlled manner. (reference to local rules)

Now that this call is completed, I think that we should distribute our RP to WWACG and EUACA members, to DG MOVE, to ACI-EU and to IATA. And authorize IATA and ACI to disseminate it in their community.

Can you please agree to it?

Thank you

[REDACTED]  
[REDACTED]  
[REDACTED]  
*European Airport Coordinators Association (EUACA)*  
*Brussels Airport, BP27*  
*1930 Zaventem*  
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VAT: BE0896.125.788

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Dit bericht kan informatie bevatten die niet voor u is bestemd. Indien u niet de geadresseerde bent of dit bericht abusievelijk aan u is toegezonden, wordt u verzocht dat aan de afzender te melden en het bericht te verwijderen. De Staat aanvaardt geen aansprakelijkheid voor schade, van welke aard ook, die verband houdt met risico's verbonden aan het elektronisch verzenden van berichten.

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17

[Redacted]

**Van:** [Redacted]@schiphol.nl>  
**Verzonden:** woensdag 15 juni 2022 14:33  
**Aan:** [Redacted]@tuifly.nl;  
[Redacted] (AMSLR) - KLM;  
[Redacted] (S&CM\ CMA  
[Redacted]@cargolux.com;  
(AMSLR) - KLM; [Redacted]@corendon.nl';  
[Redacted]@planet.nl;  
**CC:** [Redacted]@easyjet.com;  
**Onderwerp:** RE: CDSC inzake regulerende parameter  
**Bijlagen:** 20220615CNN AMS NS22 Regulating Parameter\_day.pdf

Dear all,

Attached you will find the presentation that will be sent out to the CCN members asap. But due to your active involvement I share this with the CCN upfront.

Kind regards,

[Redacted]

-----Original Appointment-----

**From:** [Redacted]@schiphol.nl>  
**Sent:** Thursday, 9 June 2022 15:08  
**To:** [Redacted]@tuifly.nl;  
[Redacted] (AMSLR) - KLM; [Redacted] (S&CM\ CMA;  
[Redacted] - DGLM; [Redacted]@cargolux.com;  
(AMSLR) - KLM; [Redacted]@corendon.nl';  
[Redacted]@planet.nl;  
**Cc:** [Redacted] (CCN); [Redacted]@easyjet.com';

**Subject:** CDSC inzake regulerende parameter  
**When:** Friday, 10 June 2022 09:00-10:00 (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna.  
**Where:** Microsoft Teams Meeting

Beste allen

Zoals vanochtend in het OSO besproken zal de CCN van morgenochtend vrijdag 10 juni worden verplaatst naar maandag 13 juni en zullen we morgen een CDSC houden ipv. een CCN om o.a. de impact van regulatie met elkaar te kunnen bespreken. Hierbij wel onder voorbehoud dat ACNL de benodigde gegevens kan verstrekken.

Groet

[Redacted]

---

## Microsoft Teams meeting

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+31 20 708 6410,,496135836# Netherlands, Amsterdam

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**Summer 22 regulating capacity**  
**Alternative**  
**For ecN**

13 June 2022 CCN



# INTRODUCTION – New proposal temporary terminal parameter

Thank you in advance for participating in the 3rd extraordinary CCN meeting concerning the S22 additional measures. After the June 13 CCN consultation of the Temporary Terminal Parameter (per hour or block), we would like to consult an amended proposal of a parameter per day.

- On June 13th, two proposals for the "Temporary Terminal Parameter" were shared with the CCN
  - Capacity declared in seats per hour
  - Capacity declared in seats per block
- During CCN consultation major concerns were raised concerning:
  - The high impact on airline operations and especially the human factor (passengers not able to fly)
  - Limited time available before summer holiday start
  - Impact on airlines with high transfer rate (which are hardly impacting local departure flow)
  - Unclear impact per airline or unfair impact, especially due to hour/block structure
- Although time is very limited, Schiphol would like to consult a new proposal and update on status
- The main changes in this proposal of a "Temporary Terminal Capacity" are:
  - The capacity is now declared per day, instead of per block or hour.
  - Capacity is declared in seats per day, incorporating load and transfer factor
  - This parameter provides more flexibility for airlines to cancel flights or reduce seat numbers on "preferred" moments per day (requirement per day is calculated by ACNL per airline)
  - Reduced complexity for ACNL, compared to blocks/hours.
  - Local departing security capacity has been re-evaluated and "stretched".
  - The first and second period have been merged: period 1 now runs from 07JUL-31JUL upon request. This increases the uncertainty with respect to the declared capacity, but it increases the opportunity for airlines to look further ahead in time.
- As stated, Schiphol would like to declare the addendum asap to allow ACNL and airlines time for implementation

# TEMPORARY TERMINAL PARAMETER – new proposal; per day

The Temporary Terminal Parameter is an extraordinary capacity reducing measure, in accordance with WASB Best Practice on Temporary Capacity Reductions, and applicable for the dedicated periods between 07 July and 28 August.

- Schiphol will establish capacity limits for two periods:
  - Period 1: Thursday 07 July – Sunday 31 July
  - Period 2: Monday 1 August – Sunday 28 August, publication date Thursday July 7 at the latest
  - Period 3: After 28 August TBD, Publication date TBD (if applicable)

▪ For period 1, the capacity is:

Week number	1	2	3	4	5	6	7
28				95500	100500	88500	96500
29	93000	89000	87500	91000	95500	83000	91000
30	89000	86500	85000	89500	97000	83000	91500
31	93500	90500	88500	94500	99500	87000	95500

- The numbers are maximum departing seats per day (in UTC).
- Applicable for flights with service types J / C / G / S / Q / B / R / O / L
- The "Temporary Operational Limit" will remain until August 28.
- In case of extension of the "Temporary Operational Limit" or extension of the Temporary Terminal Parameter is required after August 28, the CCN will be consulted.

# TEMPORARY TERMINAL PARAMETER – operational impact

Advantage of the hour/block proposals was that these provided more guidance concerning reduction over the day. It remains important to focus reductions on peak hours, in order to safeguard operational integrity

- Reductions in seat numbers preferably for flights departing 8:00 – 14:00 and 17:00 - 20:00 LT
- The moments of reductions highly influence waiting times and queue lengths. If guidance is required, please contact the airport via your Airline Partnership Manager
- Queues will likely remain equal to the current situation.
- Operational measures currently deployed will also remain.
- APOC will continue monitoring operations and contact parties if additional measures are required.
- Cancelling corresponding inbound flights in order to prevent overdemand on airside for aircraft due to excessive ground times. This cannot be accommodated.
- Impact of changes on all processes will be monitored. E.g. impact on baggage handling/buffers etc. Are currently unpredictable but may lead to optimisation requests.

18



[REDACTED]

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**Van:** [REDACTED]  
**Verzonden:** maandag 20 juni 2022 10:40  
**Aan:** [REDACTED]  
**CC:** [REDACTED]  
**Onderwerp:** RE: D-30 APOC Joint Control proces

Goedemorgen [REDACTED]

Dat is correct.

Dit is tevens als volgt verwoord in het [nieuwsbericht](#) op de website van ACNL:

Airlines may request Force Majeure by email to: [monitoring@slotcoordination.nl](mailto:monitoring@slotcoordination.nl)

- Until and including allocation date 6 July 2022 based on D-30 Joint Control APOC process (see [ACNL Working Procedure Capacity situation Amsterdam Airport Schiphol \(AMS\) S22](#)).
- For slot allocations in the timeframe 7 July – 31 July 2022 based on the addendum capacity declaration of 17 June 2022.

Hopend Hiermee voldoende te hebben geïnformeerd.

Met een vriendelijke groet,  
Best regards,

[REDACTED]  
Slotcoordinator



*airport coordination  
netherlands*

Tel.: [REDACTED]

Mob.: [REDACTED]

Evert van de Beekstraat 23  
1118 CL Schiphol  
The Netherlands



**Van:** [REDACTED]<[REDACTED]@schiphol.nl>  
**Verzonden:** maandag 20 juni 2022 10:21  
**Aan:** [REDACTED]<[REDACTED]@slotcoordination.nl>  
**CC:** [REDACTED]<[REDACTED]@slotcoordination.nl> [REDACTED]<[REDACTED]@schiphol.nl>  
**Onderwerp:** D-30 APOC Joint Control proces

Goedemorgen [REDACTED]

Korte vraag, die ik even aan jou stel aangezien jij, net als ik, nu niet in Seattle zit dacht ik.  
Vanmiddag spreek ik met mijn APOC collega's over de regulering vanaf 7 juli.

Ik heb de explanatory notes gelezen. Voor vluchten die conform het lopende D-30 proces geannuleerd worden t/m 6 juli, mag de airline nog steeds FM aanvragen conform de eerdere WP (dus ref. D-30 APOC Joint Control), correct?

Ik zie namelijk een risico dat we nu allemaal op 7 juli en verder gaan focussen, terwijl er tot die tijd nog een paar spannende weekenden aankomen.

Met vriendelijke groet, kind regards,

[Redacted]  
[Redacted]  
[Redacted]  
Amsterdam Airport Schiphol

[Redacted]  
[Redacted] [chiphol.nl](http://chiphol.nl)

19

[REDACTED]

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**Van:** [REDACTED]@schiphol.nl>

**Verzonden:** vrijdag 3 juni 2022 14:51

**Aan:** [REDACTED]

**CC:** [REDACTED] (CCN); [REDACTED]

**Onderwerp:** RE: extra CCN

**Urgentie:** Hoog

Beste [REDACTED],

Na mijn verzoek heb ik ook nog contact gehad met [REDACTED] en [REDACTED]

**We zouden zelfs eigenlijk liever volgende week al een CCN meeting plannen. Wat mij betreft donderdagmiddag of vrijdagochtend.**

@ [REDACTED] en [REDACTED] is dat voor jullie haalbaar?

[REDACTED] uiteraard verdienen jullie een toelichting van het hoe en waarom.

Een dag na het vorige CCN hebben we het "slot op de deur" succesvol geïmplementeerd.

Parallel loopt ook het D-30 APOC proces. Dit begint de eerste vruchten af te werpen, maar de vangst is tot nu toe nog slechts een annulering van ca. 1000 slots en de "donkerrode dagen" worden nog niet minder donkerrood.

Als we tijdig willen ingrijpen met een regulerende parameter is er geen tijd te verliezen.

Gisteren hebben we een voorbespreking in het OSO gehouden. De airlines lijken nog opvallend stil maar misschien zijn ze het gewoon eens.

Wat ons betreft is het de hoogste tijd om serieuze stappen te gaan zetten in de vorm van een terminal parameter.

We verwachten dat dit wel gaat helpen, mede omdat alle airlines dan hun bijdrage moeten gaan leveren en het kan helpen met het verkrijgen van FM op buitenstations.

Als het voor [REDACTED] en [REDACTED] akkoord is zou ik ofwel donderdagmiddag of uiterlijk vrijdagochtend een CCN willen inplannen.

Vanuit mijn kant zorg ik dan uiteraard voor de stukken, waarin de gestelde terminalcapaciteit en zoals vorige keer gevraagd ook het addendum.

Ik hoor het graag en excuses voor de gevraagde urgentie.

Ik wilde niet weer vrijdagmiddag bellen. Maar in geval van vragen ben ik tot 20:00 vandaag of het gehele weekend bereikbaar (en daarna natuurlijk ook).

Met vriendelijke groet, kind regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
Amsterdam Airport Schiphol

[REDACTED]  
[REDACTED]@schiphol.nl

From: [redacted]@icloud.com>

Sent: Thursday, 2 June 2022 19:50

To: [redacted]@schiphol.nl>; [redacted]@kpnmail.nl>

Cc: [redacted]@coordination-committee.nl>; [redacted] (CCN) [redacted]@coordination-committee.nl>; [redacted]@planet.nl>; [redacted]

<[redacted]@schiphol.nl>

Subject: Re: extra CCN

Allen,

I'm kan de 14e ook, bij voorkeur om 13:00 of 13:30.

Met vriendelijke groet,

Kind regards,

[redacted]

(CLICS)

Op 2 jun. 2022 om 18:35 heeft [redacted]@kpnmail.nl> het volgende geschreven:

Hallo [redacted]

Ik heb nog wel wat vragen over wat precies de bedoeling is maar de 14e ben ik beschikbaar

Groet en fijne avond

[redacted]

Verstuurd vanaf mijn iPhone

Op 2 jun. 2022 om 16:43 heeft [redacted]@schiphol.nl> het volgende geschreven:

Beste [redacted]

Momenteel zijn we druk in overleg met de airlines over maatregelen voor de zomer en is het slot op de deur op Schiphol actief.

Ook loopt het APOC proces. De resultaten zijn nog niet helemaal wat we hoopten op dit moment.

Om die reden zijn we parallel een regulerende parameter aan het ontwikkelen (in overleg met ACNL, LVNL en de airlines).

Om deze op tijd effectief te krijgen zullen we deze binnen enkele weken live willen hebben.

Dat betekent dat ik graag op dinsdag 14 juni opnieuw een extra CCN zou willen plannen.

Mijn eerste vraag echter, zou dat ook voor jullie mogelijk zijn?

Met vriendelijke groet, kind regards,

[redacted]  
[redacted]

[Redacted]

Amsterdam Airport Schiphol

[Redacted]

[Redacted]@schiphol.nl

20

[REDACTED]

---

**Van:** [REDACTED] - DGLM [REDACTED]@minienw.nl>  
**Verzonden:** woensdag 1 juni 2022 14:03  
**Aan:** [REDACTED] - ILT: [REDACTED]  
**Onderwerp:** RE: kamervraag koerhuis VVD boetes voor omboeken slots - akkoord?

Graag binnen 15 minuten antwoord. Dank.

Groet, [REDACTED]  
Senior beleidsmedewerker

Directie Luchtvaart  
Ministerie van Infrastructuur en Waterstaat

[REDACTED]  
[REDACTED]  
@: [REDACTED]@minienw.nl  
[www.rijksoverheid.nl/ministeries/ienw](http://www.rijksoverheid.nl/ministeries/ienw)

**Van:** [REDACTED] - DGLM  
**Verzonden:** woensdag 1 juni 2022 13:58  
**Aan:** [REDACTED] ILT [REDACTED]@ILenT.nl) <[REDACTED]@ILenT.nl>; [REDACTED]  
[REDACTED]@slotcoordination.nl) [REDACTED]@slotcoordination.nl>  
**Onderwerp:** kamervraag koerhuis VVD boetes voor omboeken slots - akkoord?  
**Urgentie:** Hoog

Heren, graag jullie hulp. Zit in de kamer en krijg deze vraag straks langs. Zijn jullie akkoord met het antwoord. Waarvoor dank.  
Groet, [REDACTED]



21

[REDACTED]

**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 1 juni 2022 20:44  
**Aan:** [REDACTED]@lvnl.nl;  
[REDACTED]@barin.nl'; [REDACTED]@corendon.nl'; [REDACTED]  
[REDACTED]@lvnl.nl'; [REDACTED]@minienm.nl';  
[REDACTED]@minienm.nl'; [REDACTED]@klm.com'; [REDACTED]@barin.nl';  
[REDACTED]@martinair.com'; [REDACTED]  
(SPLFI) - [REDACTED] (ITOP) - KLM; [REDACTED] - DGB;  
[REDACTED]@tuifly.nl'; [REDACTED]@tui.nl'; [REDACTED]  
[REDACTED] (SPLZL) - KLM; [REDACTED] (SPLOZ) - KLM; [REDACTED]  
[REDACTED] - DGLM; [REDACTED]  
[REDACTED]@lvnl.nl'; [REDACTED]  
**CC:** [REDACTED]@lvnl.nl'; [REDACTED]  
[REDACTED]  
**Onderwerp:** RE: OSO agenda 2 juni en stuk  
**Bijlagen:** 20220602\_OSO\_S22 NIGHT.pdf; 20220602\_OSO\_S22 Regulering.pdf

Beste allen,

T.a.v. agendapunt 2 stuur ik hierbij een presentatie t.a.v. de nachtoverheveling. Deze zullen we morgen toelichten. Tevens een update van de presentatie voor agendapunt 1. Hierin is 1 slide toegevoegd en zijn een aantal wijzigingen of aanvullingen gedaan (rode tekst).

Met vriendelijke groet,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Wednesday, 1 June 2022 08:51  
**To:** [REDACTED]@schiphol.nl>; [REDACTED]@lvnl.nl>;  
[REDACTED]@lvnl.nl'; [REDACTED]@barin.nl'; [REDACTED]@corendon.nl'; [REDACTED]  
[REDACTED]@transavia.com>; [REDACTED]@easyjet.com>; [REDACTED]@lvnl.nl';  
[REDACTED]@minienm.nl'; [REDACTED]@minienm.nl'; [REDACTED]@klm.com';  
[REDACTED]@barin.nl'; [REDACTED]@schiphol.nl>; [REDACTED]@schiphol.nl>;  
[REDACTED]@martinair.com'; [REDACTED] (SPLFI) - [REDACTED]@martinair.com>;  
[REDACTED] (ITOP) - KLM' <[REDACTED]@KLM.COM>; [REDACTED] - DGB'  
[REDACTED]@minienw.nl>; [REDACTED]@tuifly.nl'; [REDACTED]@tui.nl'; [REDACTED]  
[REDACTED]@slotcoordination.nl>; [REDACTED] (SPLZL) - KLM' <[REDACTED]@KLM.COM>; [REDACTED] (SPLOZ) -  
KLM' <[REDACTED]@KLM.COM>; [REDACTED]@schiphol.nl>; [REDACTED]  
[REDACTED]@schiphol.nl>; [REDACTED] - DGLM' <[REDACTED]@minienw.nl> [REDACTED]  
[REDACTED]@schiphol.nl>; [REDACTED]@lvnl.nl' <[REDACTED]@lvnl.nl>; [REDACTED]  
[REDACTED]@schiphol.nl>  
**Cc:** [REDACTED]@schiphol.nl>; [REDACTED]@slotcoordination.nl>;  
[REDACTED]@lvnl.nl' <[REDACTED]@lvnl.nl>  
**Subject:** OSO agenda 2 juni en stuk

Beste OSO leden,

Morgen staat er een extra OSO gepland.  
Op de agenda vooralsnog staan twee onderwerpen.

1. Opties voor regulering capaciteit S22 (operationele parameters), zie bijgevoegd document

## 2. Advies nacht t.b.v. operationele spreiding

T.a.v. het tweede punt is een document in de maak n.a.v. vooroverleg gisteren. Dit zullen we zsm voor het overleg nog sturen.

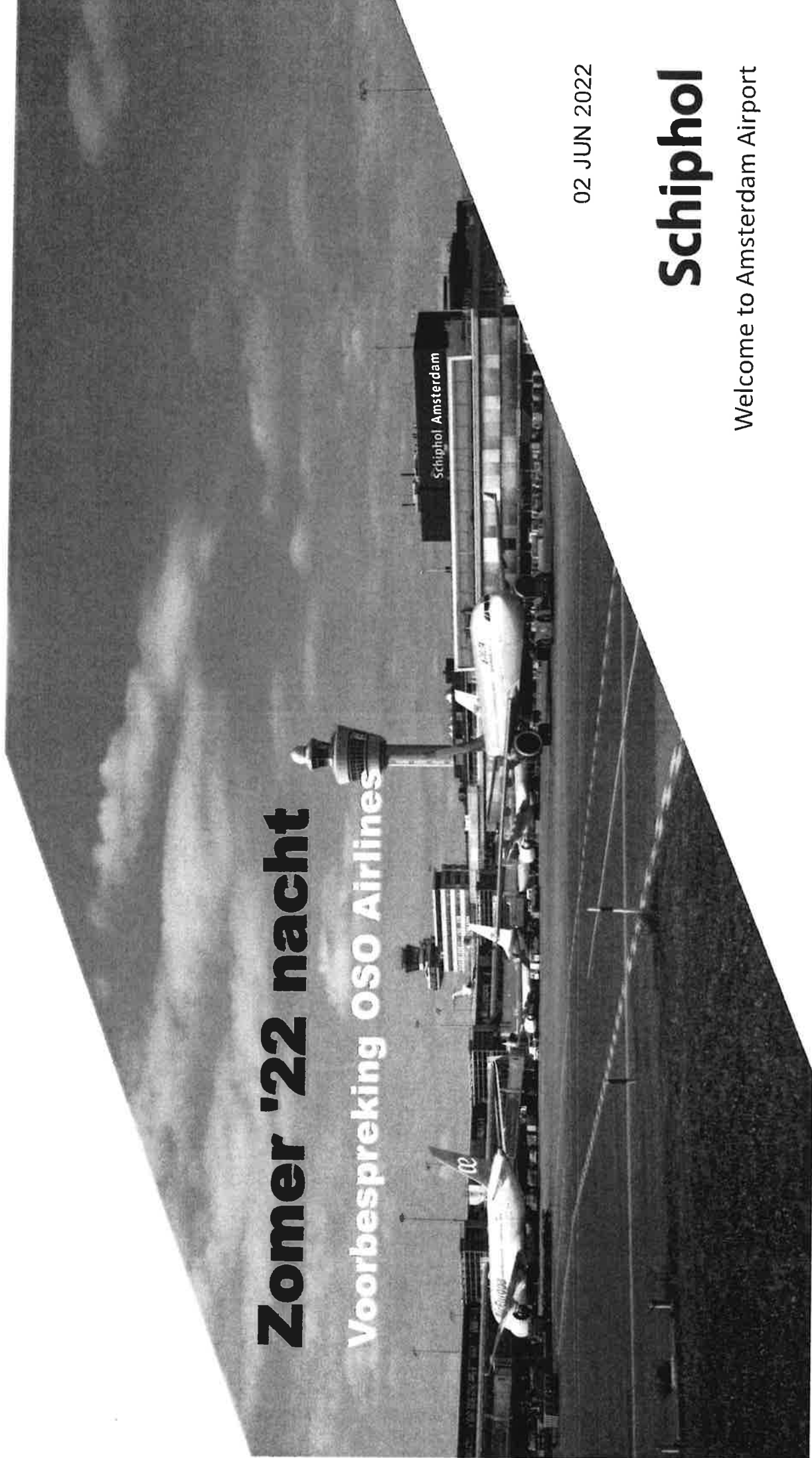
Mochten er nog andere agendapunten zijn dan verneem ik dat graag

Met vriendelijke groet,

A thick black horizontal bar used to redact the sender's name or signature.

# Zomer '22 nacht

Voorbespreking OSO Airlines



02 JUN 2022

## Schiphol

Welcome to Amsterdam Airport

# NACHTCAPACITEIT – de getallen van W21

Een eventuele overheveling zou maximaal 3391 slots kunnen zijn.

Nachtcapaciteit winter (W21):

- W21 had een slot limiet van 10k nachtslots. De realisatie in W21 was 8857 nachtslots, resulterend in 6548 nachtbewegingen.
- Conform formule CapDec S22 kunnen er 3391 nachtslots worden overgeheveld.

## Uit de CapDec

$OLNS22^{5)} = 32,000^{6)} - ACNW^{7)} - 146^{8)}$

- 5) Operational Limit for the total number of night movements and slots for Commercial Aviation for Summer 2022.
- 6) The annual capacity limit for night movements of Commercial Aviation in the operational year 2022.
- 7) ACNW, the actual number of night movements in Commercial Aviation in operational year 2022 by the end of Winter 2021/2022 (period November 1, 2021 through March 26, 2022).
- 8) The expected total number of night movements for Commercial Aviation during Winter 2022/2023 within operational year 2022 (period October 30 through October 31, 2022).

The actual numbers for the adjusted Operational Limits, if applicable, will be determined after the end of the Winter season 2022/2023.

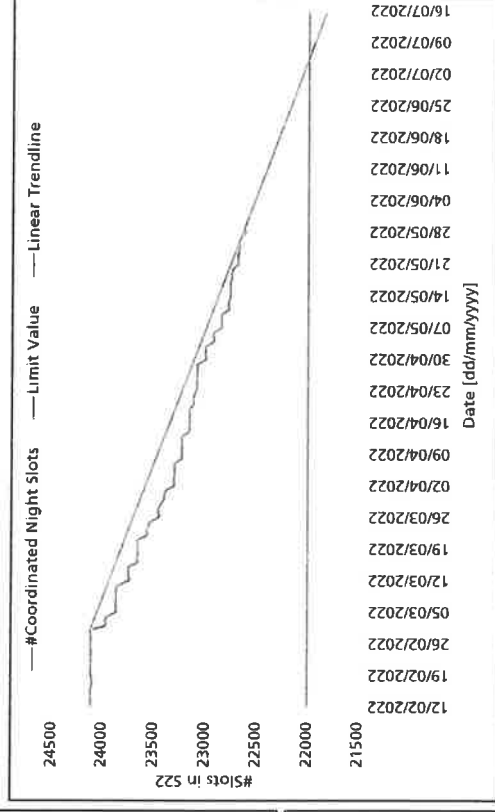
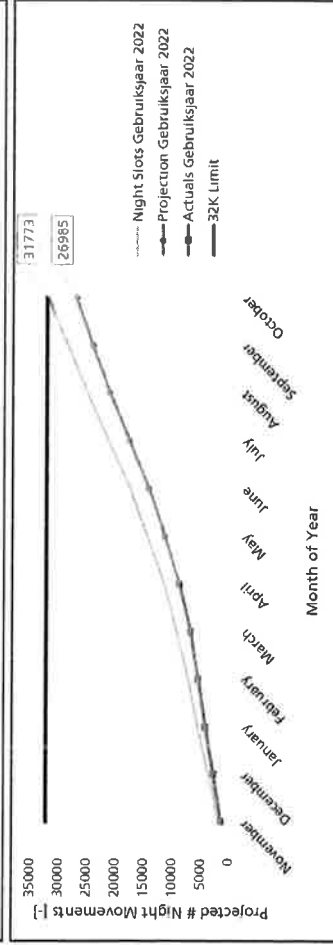
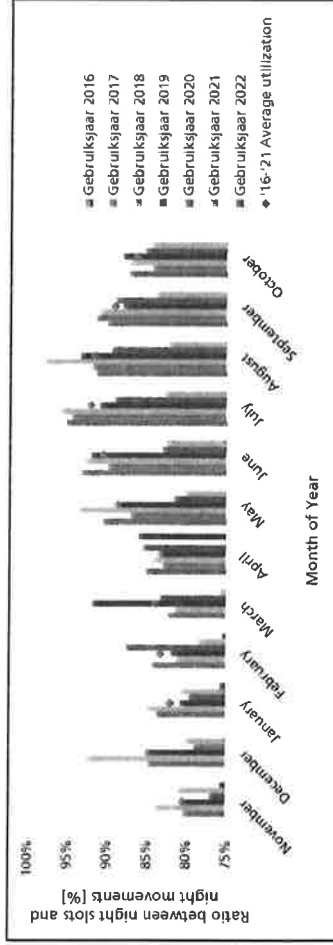
## Ingevuld met realisatie cijfers

FORMULE OVERHEVELING CONFORM CAPDEC	
32000	32000
ACNW	6463
146	146
OLNS22	25391
<b>Current OLNS22</b>	<b>22000</b>
<b>Delta OLNS22</b>	<b>3391</b>

# NACHTCAPACITEIT – de huidige situatie en prognose

De huidige prognose komt uit op ca. 27k nachtbewegingen; herallocatie nachtslots medio juli.

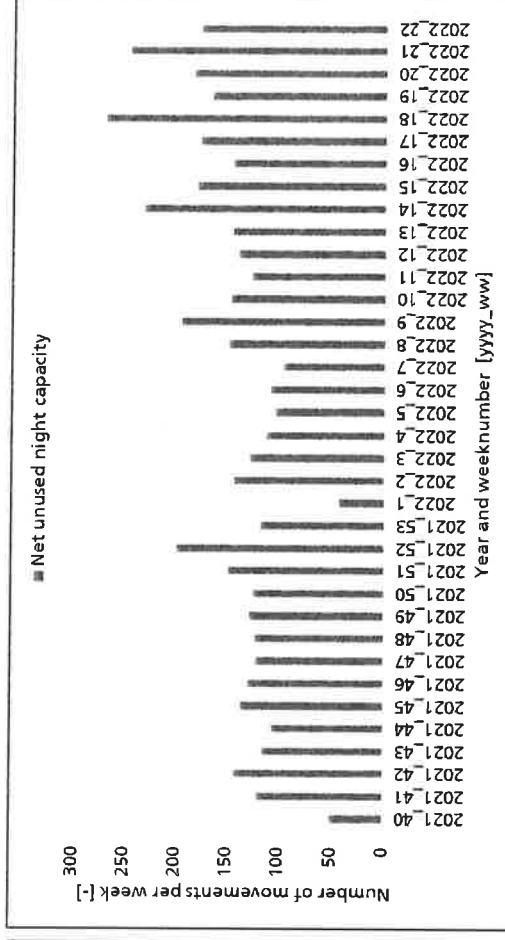
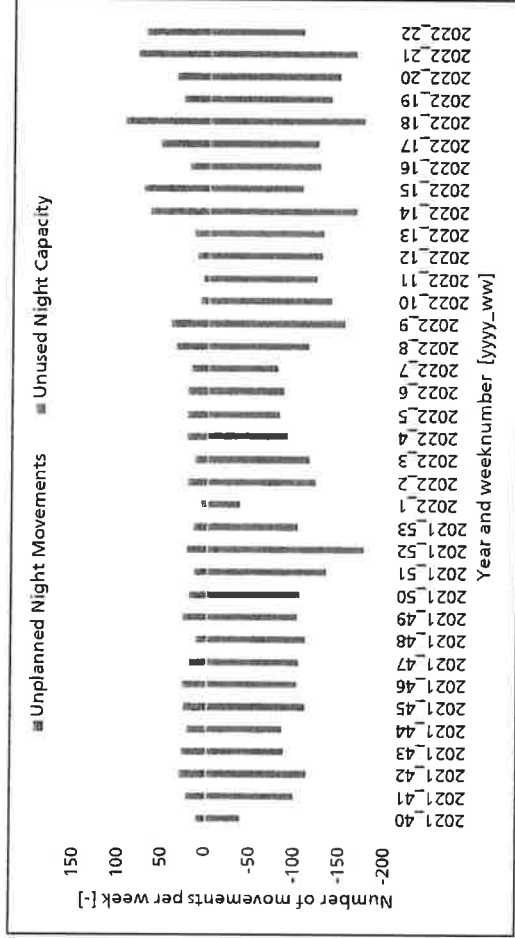
- De verhouding tussen het aantal nachtslots en het aantal nachtbewegingen varieert per gebruiksjaar en tussen de maanden.
- Uitgaande van de gemiddelde verhouding tussen GJ2016 en GJ2021, komt de huidige prognose uit op 26.985 nachtbewegingen (stand 1 mei 2022).
- Momenteel is er nog een surplus van ca. 625 nachtslots voor S22 (stand 30 mei). We verwachten dat er vanaf de tweede week van juli weer nachtslots kunnen worden gheralloceerd (binnen de huidige limieten)



# NACHTCAPACITEIT – Risico op overschrijding 32k

ACNL heeft ons gewezen op een sterke toename in het aantal ongeplande nachtbewegingen. Dit leidt tot een verhoogd risico op overschrijding van 32k, zeker met een besluit om extra nachtslots uit te geven.

- ACNL is het beste in staat accurate data te delen m.b.t. ongeplande nachtbewegingen en ongebruikte nachtcapaciteit.
- Echter, met de aanname dat de slottijd gelijk is aan de schematijd, krijgen wij de inzichten hieronder. Deze aanname leidt tot een nauwkeurigheid van ca. 97%.
- De toename in unplanned night movements is zichtbaar; tegelijkertijd komt het aantal nachtbewegingen nog altijd uit onder het aantal nachtslots.



# NACHTCAPACITEIT – Operationele impact

Wijzigingen in capaciteit dienen in goed overleg te gebeuren en 7-8 weken van tevoren, zodat alle partijen zich hierop kunnen voorbereiden.

- Uit overleg met de home-based carriers is gebleken dat hun planningen qua crew en afhandeling ver vooruit vastliggen en dat op korte termijn niet eenvoudig met vluchten geschoven kan worden (minimaal pas na 6 weken).
- Dit geldt voor Schiphol Security ook, waarbij er pas over 7-8 weken de mogelijkheid bestaat om de security planning aan te passen op wijzigingen in het schema
- Dit betekent dat wijzigingen op z'n vroegst eind juli doorgevoerd kunnen worden.
- Wijzigingen dienen in overleg te worden gedaan.
- Wijzigingen op korte termijn zijn voor alle partijen niet wenselijk, aangezien dit tot een verslechtering van de maakbaarheid kan leiden.
- Suggesties die door airlines zijn gedaan:
  - KLM enkele avondvluchten later laten vertrekken, retour in de nacht. Ochtend ICA's eerder binnen laten komen, eerder laten vertrekken.
  - HV: 1 a 2 vluchten per dag naar achteren plaatsen en nachtaankomsten
  - CND: enkele middagvluchten naar achteren, retour in de nacht. Eventueel ook een enkele charter in de nacht omdraaien (gebruik maken van de huidige minimale nachtbezetting).
  - EZY: mogelijk capaciteit gebruiken om vluchten om naar nacht uit te wijken om te ontclusteren (meer spreiding van gelijktijdige vertrekken).



## **NACHTCAPACITEIT – Vervolg**

- Een overheveling dient uitsluitend te zorgen voor ontlasting van de operatie op piekmomenten, dient operationeel maakbaar te zijn (een daadwerkelijke verbetering te leveren) en uitlegbaar i.v.m. de toename van overlast voor de omgeving.
- Schiphol onderzoekt of er optimalisatie in het security planproces mogelijk is waardoor deze maatregel al vanaf 7 juli zou kunnen helpen
- Schiphol vraagt de airlines om specificaties van de voorgestelde vluchten. Bijv. Impact ICA aankomsten naar nacht of middagvluchten later vertrekkend nu onvoldoende te bepalen.
- Middels addenda zou er een overheveling (wintercapaciteit naar zomer) kunnen plaatsvinden. Hier moet rekening mee gehouden worden:
  - I. 625 nachtslots t.b.v. het inlopen van de huidige overboeking
  - II. 261 nachtslots t.b.v. het alloceren van de huidige wachtlijst voor re-timings naar de nacht (waarvan ca. 177 cargo)
  - III. NTB aantal nachtslots t.b.v. schema optimalisatie voor de spreiding van vraag naar security capaciteit in de periode tussen 17 juli en 28 augustus
- Voor categorie III. geldt de voorkeur om deze slots enkel beschikbaar te stellen voor passage operaties op de meest kritische dagen in de periode tussen 17 juli en 28 augustus. De wijze waarop moet nog bepaald worden.

**AO&AP / PPI /  
Airport & Airline Solutions**

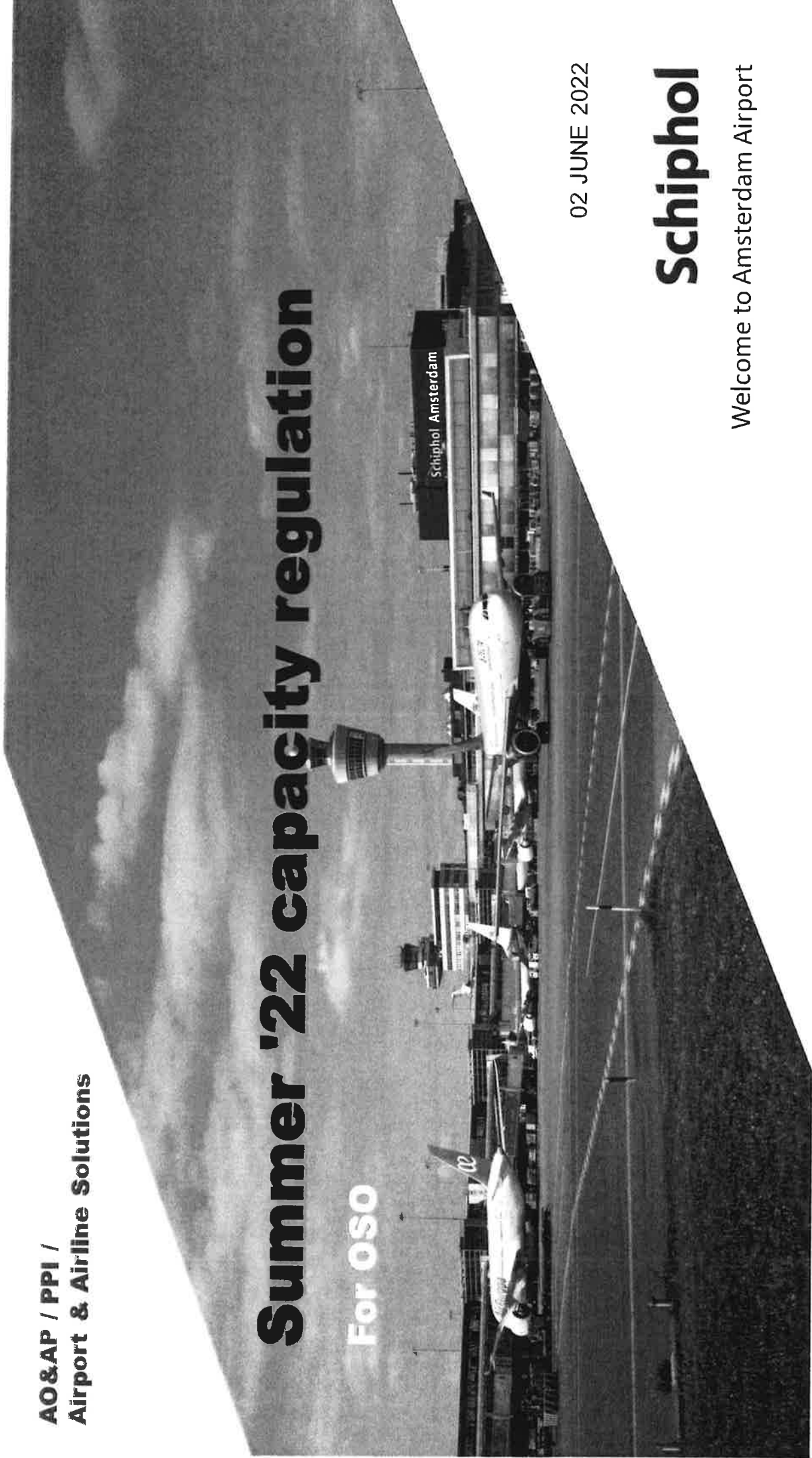
# **Summer '22 capacity regulation**

**For OSO**

02 JUNE 2022

# **Schiphol**

Welcome to Amsterdam Airport



# REGULATION TOOLS

## 1. "Lock on the door" - Temporary Operational Limit

- Prevent allocation of new slots in the summer through Temporary Operational Limit 90,000 pax slots (was 126,000 pax slots)
- 1 June – 28 Aug
- Airlines may request ACNL for force majeure when cancelling slots if this provides operational relief on peak days

Live: 1 June

## 2. D-30 Joint Control/APOC

- Weekly rolling D-30 process, coordinated by the APOC, to match demand with capacity
- Cancellations/changes/relocations in consultation with Airline Partnership Managers
- Analysis twice a week, also looking ahead until August 28

Ongoing: Effect TBD

## 3. Regulating parameter

- Two possible parameter options, with a preference for a terminal parameter
- Fair, non-discriminatory and transparent
- Fast implementation necessary

Under research

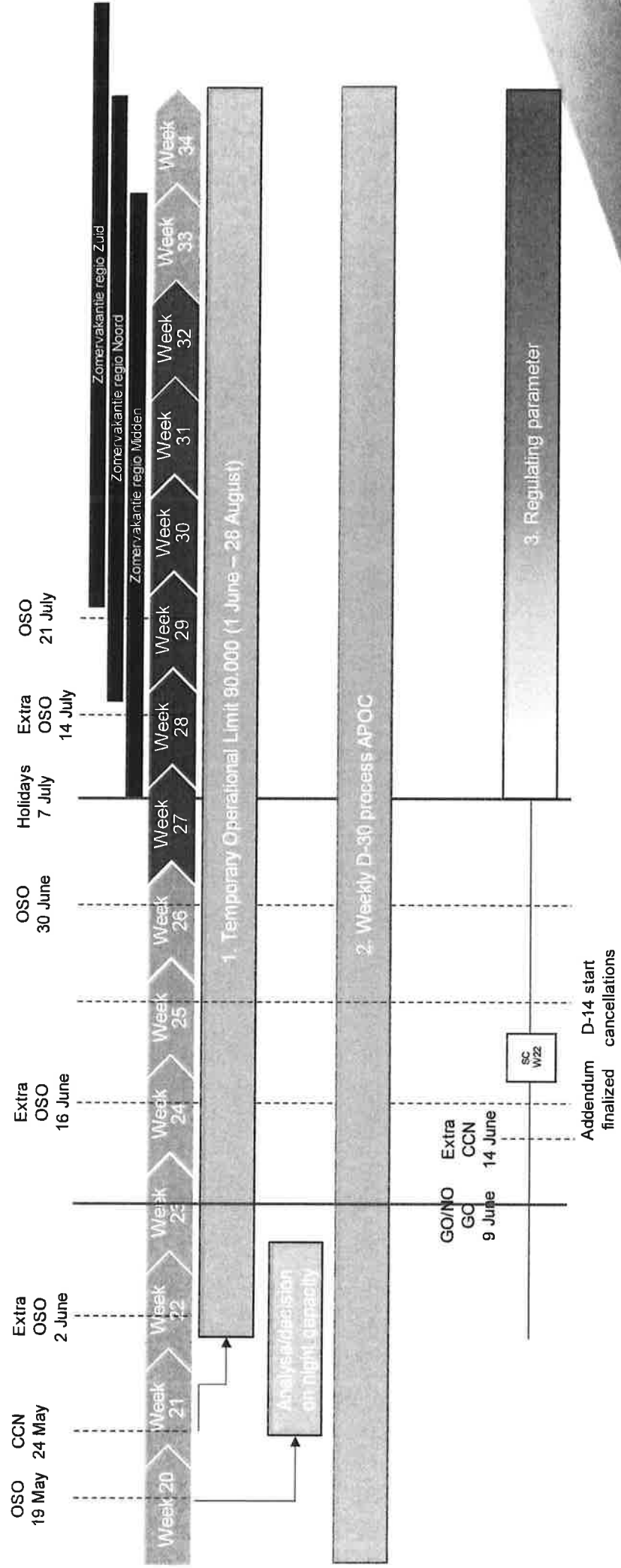
## 4. Operational regulation

- Operational regulation of runway capacity on D-0 or D-1 as a last resort.
- Effect: Aircraft in holding, delays, holding on out-stations, regulations by Eurocontrol
- Large impact on operational process. Effect on terminal unpredictable.
- Procedure conform current situation in case of adverse weather and therefore reduced runway capacity

Last resort

# TIMELINE

Any operational regulating parameter (3), if implementation is required, needs to be consulted by CCN and finalised on June 16 at the latest.



# ADDITIONAL REGULATING PARAMETERS

## Regulation: operational parameter

In case additional regulation during S22 is necessary, there are two options for additional regulating parameters:

1. Terminal parameter: # departing seats / 60 minutes
2. Reduction of runway capacity

## Terminal parameter: # departing seats per 60 minutes

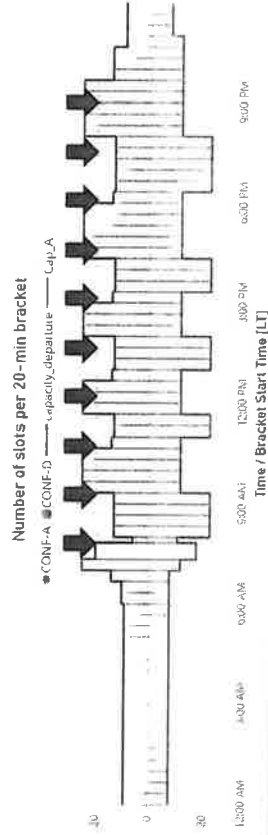
- Parameter focusses on capacity bottleneck at hand
- Takes seat capacity per aircraft into account
- Parameter allows for optimisation (reducing seats)
- Parameter is similar to EIN or RTM situation and technically feasible within slot allocation tooling
- Filing incorrect aircraft types leads to inaccuracy in this model
- Additional stands maybe required for parking

preferred option



## Reduction of runway capacity

- Lowering 20 minutes departure runway capacity
- Similar parameter as temporary parameter FRA
- Technically feasible within slot allocation tooling
- Disregards aircraft size/ seating capacity
- More complex concerning cargo and other STCs
- Higher risk of over- or underregulation
- Pending LVNL checks (legal, feasibility etc.)
- Additional stands maybe required for parking



# TERMINAL PARAMETER

**A Terminal Parameter is regarded as the most preferred regulating parameter, since it represents the capacity bottleneck at hand and enables optimising measures such as decreasing seat capacity.**

- Parameter based on the maximum security throughput for local departing passengers
- Uses seat capacity information from slot data
- Capacity of local departing pax is converted to number of seats (with assumptions on the average load and transfer factor included)
- CapDec S22 addendum:
- *“From 1 June up and to including 28 August, a maximum of XXXX departing seats per 30/60 minutes between XX:XX and XX:XX (UTC) and a maximum of XXXX departing seats per 30/60 minutes between XX:XX and XX:XX (UTC)”*
- Note that preferably the Summer period is divided in one-week periods, where capacity may be changed in case capacity changes (factors as productivity, available staff etc.)
- On average in July-Sept, 61% of the seats is expected to be occupied by local departing pax (transfer factor and load factors included).
- For example, a capacity 1000 local departing pax per hour translates into 1558 departing seats per hour.
- To improve the effectiveness of this parameter, if feasible, designated historical data should be used to better include impact of transfer/OD share per flight
- Using this parameter limits upgauging of aircraft (increasing seat numbers). It does allow for reducing seats per flight.
- It is key to file the correct aircraft type/seating configuration. **Currently in many cases, the filed AC type is incorrect!**
- Proposal to define 3 different capacities for morning/afternoon, evening and night, per weekday.
- Capacity assessment in blocks of 30-er 60 minutes (not rolling)
- Note that in case of outbound cancellations, inbound must also be cancelled or optimised, in order to avoid airside parking issues.

# TERMINAL PARAMETER - continued

Determining the capacity levels is crucial for adequate relief in operations. Levels can be varied per part of day and per weekday. Levels should be set only once and therefore be stretching.

## Terminal parameter: # departing seats per 60 minutes

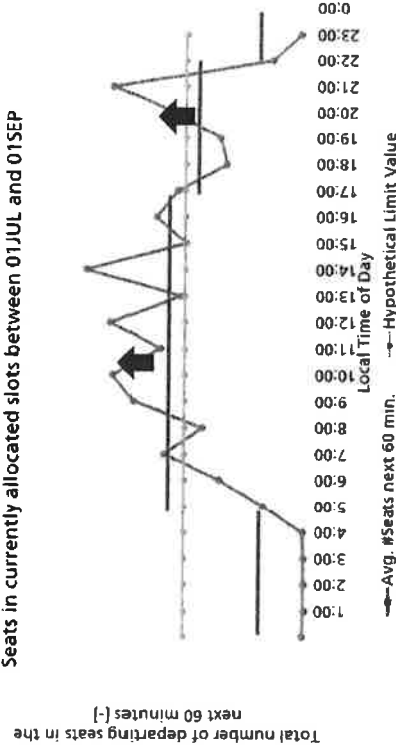
- In order to overcome high complexity for determining overage and reducing slots, number of seats is calculated for every hour (e.g. 7:00-7:55)
- Capacity TBD. Incorporate last estimates on productivity, staffing availability, process optimisations etc.
- Optimally, night, day and afternoon capacities are determined, per weekday, in accordance with expected security planning

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00:00-06:55							
06:00-13:55							
14:00-21:55							
22:00-23:55							

- Levels for a given period cannot be changed. Therefor proposal to define week periods
- Prevent overregulating

## Number of departing seats Summer vs. hypothetical limit Fixed limit vs. varying limit

Seats in currently allocated slots between 01JUL and 01SEP



alternative capacity varying limit (can be varied per working day)

Establishment numbers of capacity:

- Using May Holiday as baseline
- Assess impact productivity, improvement process times, additional capacity

# RUNWAY CAPACITY REDUCTION

In case the Terminal Parameter is not feasible, a reduction of the Runway Capacity can be used as an alternative. Main downside is the neglect of the seat capacity per aircraft.

- The overage in demand can also be expressed in terms of a percentage of departing flights
- A reduction of roughly 20% of departing flights during peak would be required, in the period of XX June until August 28
- See table for the resulting departure capacity, applicable for passenger handling flights
- Cargo flights would not need reduction. For all service types, the CapDec S22 nominal operational runway capacity still applies
- Note that arrival capacity is not reduced. Downside is that mechanism could result in long ground times for aircraft (airside capacity issues). Arriving flights also need cancellation or optimisation.
- Also, aircraft size/ seat capacity is disregarded, which could result in over- or underregulation

ATM mode	Possible within period from - to (UTC)	Current Max # Departures	-20% Max # Departures
Day, departure peak mode (S)	05:00 - 19:39	25	20
Day, arrival peak mode (L)	05:00 - 19:39	13	10
Day, off peak mode (O)	05:00 - 20:39	14	11



# WASB BEST PRACTICE

The WASB paper “Managing temporary reductions of airport capacity” provides guidance concerning this matter.

## Introduction

Competent Authorities may introduce measures that temporarily reduce the available capacity of airports (e.g. as a result of the COVID-19 pandemic). This paper provides guidance to manage temporary reductions of airport capacity announced after the confirmation of seasonal capacity parameters. All guidance is complementary to the Worldwide Airport Slot Guidelines.

## Principles of temporary airport capacity reductions

1. The Competent Authority will explain the rationale for the revised airport capacity parameters and provide them to the Coordinator as soon as practical after having consulted with the Coordination Committee or equivalent body.
2. In the consultation with the Coordination Committee or equivalent body, the Competent Authority will advise the period impacted. If a Coordination Committee or equivalent body does not currently exist, it should be created to encourage open communication between all relevant stakeholders.
3. All stakeholders are encouraged to consider the use of innovative solutions or technologies to limit the need for temporary capacity reductions when possible.
4. Any mandatory schedule reductions must be spread across all affected airlines that utilise the affected infrastructure, in a fair, transparent, and non-discriminatory manner by a slot coordinator acting independently.
8. The required schedule reduction will also consider as a reference the percentage share held by a carrier at the Slot Allocated Listing (SAL). For example, if carrier A held 70% of capacity in the 0900 hour at initial coordination then they should hold 70% of the reduced capacity in the same hour after the capacity reduction, whenever feasible. When slots are allocated for a specific terminal, the reduction may only apply to carriers operating in the said terminal if relocation is not possible.
14. The Airline will decide which flights to cancel or retire into available capacity to meet the reduction in airport capacity. For reductions in passenger throughput limits, the airline may choose to meet the restriction in other ways, for example by capping the aircraft seat capacity instead of cancelling a flight.

Parameter must be consulted through CCN

Important to take slot cancellations prior to additional parameter introduction into account

Use of airline knowledge concerning priorities

22

[REDACTED]

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**Van:** [REDACTED]  
**Verzonden:** donderdag 9 juni 2022 09:41  
**Aan:** [REDACTED]  
**CC:** [REDACTED]  
**Onderwerp:** RE: Oso CCN voorbespreken

**Urgentie:** Hoog

[REDACTED]

Dank voor de terugkoppeling.

Alvast. Zoals gisteren al kort met jullie gedeeld zal ACNL zal geen hybride model t.a.v. JNUS toepassen. Wanneer stap 3 (parameter) wordt aangekondigd betekent dit dat het APOC D-30 proces niet meer van toepassing zal zijn, praktisch zal dus geen JNUS worden toegekend voor de periode waarover nog geen parameter is aangekondigd. Dus JNUS kan dan alleen nog bij evt. prolongatie van de parameter. In het OSO & CCN zullen we dit nog benadrukken.

Tot straks.

Groet,  
[REDACTED]

---

**Van:** [REDACTED]<[REDACTED]@schiphol.nl>  
**Verzonden:** donderdag 9 juni 2022 08:51  
**Aan:** [REDACTED]<[REDACTED]@slotcoordination.nl>  
**CC:** [REDACTED]<[REDACTED]@schiphol.nl>; [REDACTED]<[REDACTED]@slotcoordination.nl>  
**Onderwerp:** RE: Oso CCN voorbespreken

Beste [REDACTED]

Dank voor je feedback. We zijn gisteren niet meer toegekomen aan de inschatting of we nog tijden kunnen bundelen/gelijk stellen. Enerzijds levert dit minder administratie op, maar anderzijds zit er een heldere methodiek achter. Voor nu laten we het even zo staan. Als we de input vanuit CCN gaan verwerken kunnen we dit mogelijk nog meenemen.

We hebben de nacht wel toegevoegd. Helaas zit hier echt een periode in met heel lage capaciteit en een uurtje wat hoger.

We hebben de limieten zo gezet dat deze niet knellend zijn. Wat we wel willen voorkomen is dat wanneer er weer capaciteit beschikbaar komt voor de nacht, deze in de drukke zomer zo min mogelijk wordt ingezet. We hebben naar de bezetting in deze uren gekeken maar ook die is simpelweg kritisch.

T.a.v. de nachtoverheveling. O.b.v. de plannen van de airlines zien we dat deze geen verlichting van het probleem geven. De passagiers schuiven van de ene naar de andere piek. In het algemeen is er sowieso vrijwel geen capaciteit beschikbaar op wat korte momenten na, zoals jullie analyse met SAMS ook laat zien.

Op dit moment gaan we dus niet overhevelen.

We hebben helaas ook de period toch opgeknipt. Er is in het DT zeker begrip voor het werk wat dit oplevert voor jullie en dit wordt niet onderschat. We kampen echter met behoorlijk wat onzekerheid t.a.v. de ontwikkelingen en de leveringen vanuit security. Elke week krijgen we betere informatie binnen. Het nu vastleggen van heel juli brengt daardoor risico's met zich mee. We staan op dit punt echter wel open voor advies vanuit OSO/CCN.

Tot straks bij het OSO!

Gr [redacted]

**From:** [redacted]@slotcoordination.nl>  
**Sent:** Wednesday, 8 June 2022 15:05  
**To:** [redacted]@schiphol.nl>  
**Cc:** [redacted]@schiphol.nl>; [redacted]@slotcoordination.nl>  
**Subject:** FW: Oso CCN voorbespreken

[redacted]  
Zoals zojuist ook besproken.

Er is vanuit ACNL geen bezwaar om een nachtlimiet op te nemen.  
Mocht er overheveling komen dan scheidt dit een addendum en extra configuratie(tijd) aan zijde ACNL.  
Dag/avond : De aantallen liggen op enkele dagen vrij dicht bij elkaar, voor ACNL technisch mogelijk maar vereist separate configuratie(s), uniformer (gebundelde dagen) maken wellicht ook krachtiger (uiting).

Wellicht ook goed op te nemen dat de OL ook van toepassing blijft.

Gr,  
[redacted]

**Van:** [redacted]@schiphol.nl>  
**Verzonden:** woensdag 8 juni 2022 14:06  
**Aan:** [redacted]@slotcoordination.nl> [redacted]@schiphol.nl> [redacted]  
[redacted]@slotcoordination.nl>  
**Onderwerp:** RE: Oso CCN voorbespreken

Beste [redacted]

Dank. Ik zorg vandaag voor de verzending.  
Hierbij een voorstel voor het addendum. Mogelijk wijzigen straks de getallen van de tabel nog.  
Vraag: is deze zo helder en werkbaar voor jullie?

Mvg [redacted]

**From:** [redacted]@slotcoordination.nl>  
**Sent:** Wednesday, 8 June 2022 13:53  
**To:** [redacted]@schiphol.nl>; [redacted]@schiphol.nl>; [redacted]  
[redacted]@slotcoordination.nl>  
**Subject:** RE: Oso CCN voorbespreken

Hierbij de stukken ter verzending aan OSO/CCN.

[redacted]  
[redacted]  
Airport Coordination Netherlands



**airport coordination  
netherlands**

Evert van de Beekstraat 23  
1118 CL Schiphol  
The Netherlands

[www.slotcoordination.nl](http://www.slotcoordination.nl)  
+31 (0)20 4059730

**Van:** [redacted]@schiphol.nl>

**Verzonden:** woensdag 8 juni 2022 13:17

**Aan:** [redacted]@slotcoordination.nl>; [redacted]@schiphol.nl>; [redacted]@slotcoordination.nl>

**Onderwerp:** RE: Oso CCN voorbespreken

Beste [redacted]

Nog een paar opmerkingen/verbeteringen t.a.v. de working procedure:

- Punt 25: "should an airline fail to operate"
- Punt 23: "80-20" weglaten? Aangezien percentages nu anders zijn
- Punt 12: hoe wordt er omgegaan met airlines die uitsluitend slots hebben ontvangen na HBD? Is daar een vergelijkbaar mechanisme voor?

Mvg [redacted]

**From:** [redacted]@slotcoordination.nl>

**Sent:** Wednesday, 8 June 2022 08:56

**To:** [redacted]@schiphol.nl>; [redacted]@schiphol.nl>; [redacted]@slotcoordination.nl>

**Subject:** RE: Oso CCN voorbespreken

En hierbij een draft van de working procedure.

Is gebaseerd op de WASB best practice.

Ook wat algemener gemaakt zodat deze ook in toekomstige situaties of bij verlengingen kan worden toegepast.

[redacted]  
[redacted]  
Airport Coordination Netherlands



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Evert van de Beekstraat 23  
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[www.slotcoordination.nl](http://www.slotcoordination.nl)  
+31 (0)20 4059730

**Van:** [redacted]@schiphol.nl>

**Verzonden:** woensdag 8 juni 2022 08:48

**Aan:** [redacted]@schiphol.nl>; [redacted]@slotcoordination.nl>; [redacted]@slotcoordination.nl>

**Onderwerp:** RE: Oso CCN voorbespreken

Hoi [redacted] en [redacted]

Bijgevoegd de laatste status van de presentatie van gisteren.

Dit is nog work-in-progress en [redacted] en ik zullen vandaag hier nog veel tijd in moeten steken.  
De rode rekt moet nog aangepast worden. Maar alvast een goede start van onze discussie.

Tot zo,

-----Original Appointment-----

**From:** [redacted]@schiphol.nl>

**Sent:** Wednesday, 8 June 2022 07:01

**To:** [redacted]

**Cc:** [redacted]

**Subject:** Oso CCN voorbespreken

**When:** Wednesday, 8 June 2022 09:30-10:30 (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna.

**Where:**

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## Microsoft Teams-vergadering

### **Deelnemen op uw computer of via de mobiele app**

[Klik hier om deel te nemen aan de vergadering](#)

### **Of deelnemen via telefoon (alleen audio)**

+31 20 708 6410,,760751155# Netherlands, Amsterdam

Id voor telefonische vergadering: 760 751 155#

[Een lokaal nummer zoeken](#) | [Pincode opnieuw instellen](#)

[Meer informatie](#) | [Opties voor vergadering](#)

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23

[REDACTED]

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**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 18 mei 2022 08:57  
**Aan:** [REDACTED]@lvnl.nl';  
[REDACTED]@barin.nl'; [REDACTED]@corendon.nl'; [REDACTED]  
[REDACTED]@lvnl.nl'; [REDACTED]@minienm.nl';  
[REDACTED]@minienm.nl'; [REDACTED]@klm.com'; [REDACTED]@barin.nl';  
[REDACTED]; [REDACTED]@martinair.com'; [REDACTED]  
(SPLFI) - [REDACTED], [REDACTED] (ITOP) - KLM; [REDACTED] - DGB;  
[REDACTED]@tuifly.nl'; [REDACTED]@tui.nl'; [REDACTED]  
[REDACTED] (SPLZL) - KLM; [REDACTED] (SPLOZ) - KLM; [REDACTED]  
[REDACTED] DGLM; [REDACTED]  
[REDACTED]@lvnl.nl'; [REDACTED]

**CC:** [REDACTED]  
**Onderwerp:** RE: OSO concept agenda 12 mei  
**Bijlagen:** 220519 OSO CCN ACNL working method S22 draft.pdf; 20220519\_OSO\_S22  
Operationele Maatregelen.pdf; Agenda OSO 12-05-2022\_concept.docx; OSO-  
prestatierapportage april 2022.pdf; Voorstel voorbereiding zomer 12mei22.pdf

Geachte OSO-leden,

Met excuses voor de late verzending verstuur ik hierbij de stukken voor het komende OSO.

1. Een kleine update van de agenda
2. De performance rapportage april 2022 van de WG Performance
3. Een nieuwe presentatie t.a.v. de maatregelen voor S22.
4. Een hierop aanvullende slide van ACNL met een werkprocedure
5. De presentatie die op 12 mei gedeeld is in de Board Level Airline meeting

In de presentatie (3) vragen we jullie advies, welke aanstaande dinsdag in het CCN tot consensus dient te komen, t.a.v. het instellen van een tijdelijke operationele limiet. Hiervoor graag alvast jullie speciale aandacht. Daarnaast ook voor mogelijke andere oplossingen die jullie zien om de vraag en aanbod van capaciteit deze zomer beter op elkaar aan te laten sluiten.

Mvg [REDACTED]

---

**From:** [REDACTED]  
**Sent:** Friday, 13 May 2022 16:23  
**To:** [REDACTED]@schiphol.nl>; [REDACTED]@lvnl.nl>;  
[REDACTED]@lvnl.nl'; [REDACTED]@barin.nl'; [REDACTED]@corendon.nl';  
[REDACTED]@transavia.com>; [REDACTED]@easyjet.com>; [REDACTED]@lvnl.nl';  
[REDACTED]@minienm.nl'; [REDACTED]@minienm.nl'; [REDACTED]@klm.com';  
[REDACTED]@barin.nl'; [REDACTED]@schiphol.nl>; [REDACTED]@schiphol.nl>;  
[REDACTED]@martinair.com'; [REDACTED] - Martinair [REDACTED]@martinair.com>;  
[REDACTED] (ITOP) - KLM [REDACTED]@KLM.COM>; [REDACTED] - DGB  
[REDACTED]@minienw.nl>; [REDACTED]@tuifly.nl'; [REDACTED]@tui.nl'; [REDACTED]  
[REDACTED]@slotcoordination.nl>; [REDACTED] (SPLZL) - KLM [REDACTED]@KLM.COM> [REDACTED] (SPLOZ) -  
KLM [REDACTED]@KLM.COM>; [REDACTED]@schiphol.nl>; [REDACTED]  
[REDACTED]@schiphol.nl>; [REDACTED] - DGLM [REDACTED]@minienw.nl>; [REDACTED]  
[REDACTED]@schiphol.nl>; [REDACTED]@lvnl.nl'; [REDACTED]@schiphol.nl>  
**Cc:** [REDACTED]@schiphol.nl>  
**Subject:** OSO concept agenda 12 mei



Geachte OSO-leden,

Hierbij de concept agenda voor het OSO van 19 mei.

Zoals jullie zien ontbreken de stukken nog, dit ivm de korte opvolging t.o.v. vorig OSO en de tussenliggende meivakantie.

Dit OSO zal voornamelijk in het teken staan van de vooruitblik naar de zomer en de maatregelen die wij als sector kunnen nemen om deze in goede banen te leiden.

Een begeleidend stuk hiervoor zal in de loop van volgende week meegestuurd worden.

Aan eenieder uiteraard wel het verzoek om vooraf mee te denken aan oplossingen om de vraag naar capaciteit en de beschikbaarheid hiervan in lijn te brengen.

Mochten er nog aanvullingen zijn t.a.v. de concept agenda dan verneem ik dat graag.

Voor nu een goed weekeinde!

Met vriendelijke groet,





# ACNL Working method Lock on the door AMS S22

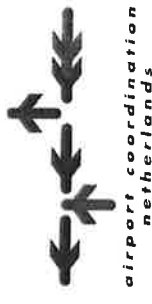
OSO, 19 May 2022

CCN, 24 May 2022

**DRAFT**



# ACNL Working method Lock on the door AMS S22 – in terms of addition to operational limit



## **Preparation**

- ACNL will consider revised airport capacity parameter (in this case operational limit) after publication of a capacity declaration addendum.
- ACNL will not anticipate by suspending allocation of slots prior publication of such addendum.

## **Process**

- New slot requests and slots request on the waiting list will be processed according to the revised coordination parameter for the period concerned.
- Coordination parameters will be applied. As such, changes in departure/arrival, destination/origin aircraft type and number of seats remain will be processed.

## **Monitoring & Enforcement**

- Re-timings will be monitored. In case of excessive re-timings towards end of season, ACNL will start dialogue.
- Force Majeure for the use-it or lose-it rule may be requested for (series of) slots in case of a voluntary cancellation for operations until and included 28 August. Effective date as well as extension after 28 August to be determined by ACNL. FM requests according to normal procedure.

**AO&AP / PPI /  
Airport & Airline Solutions**

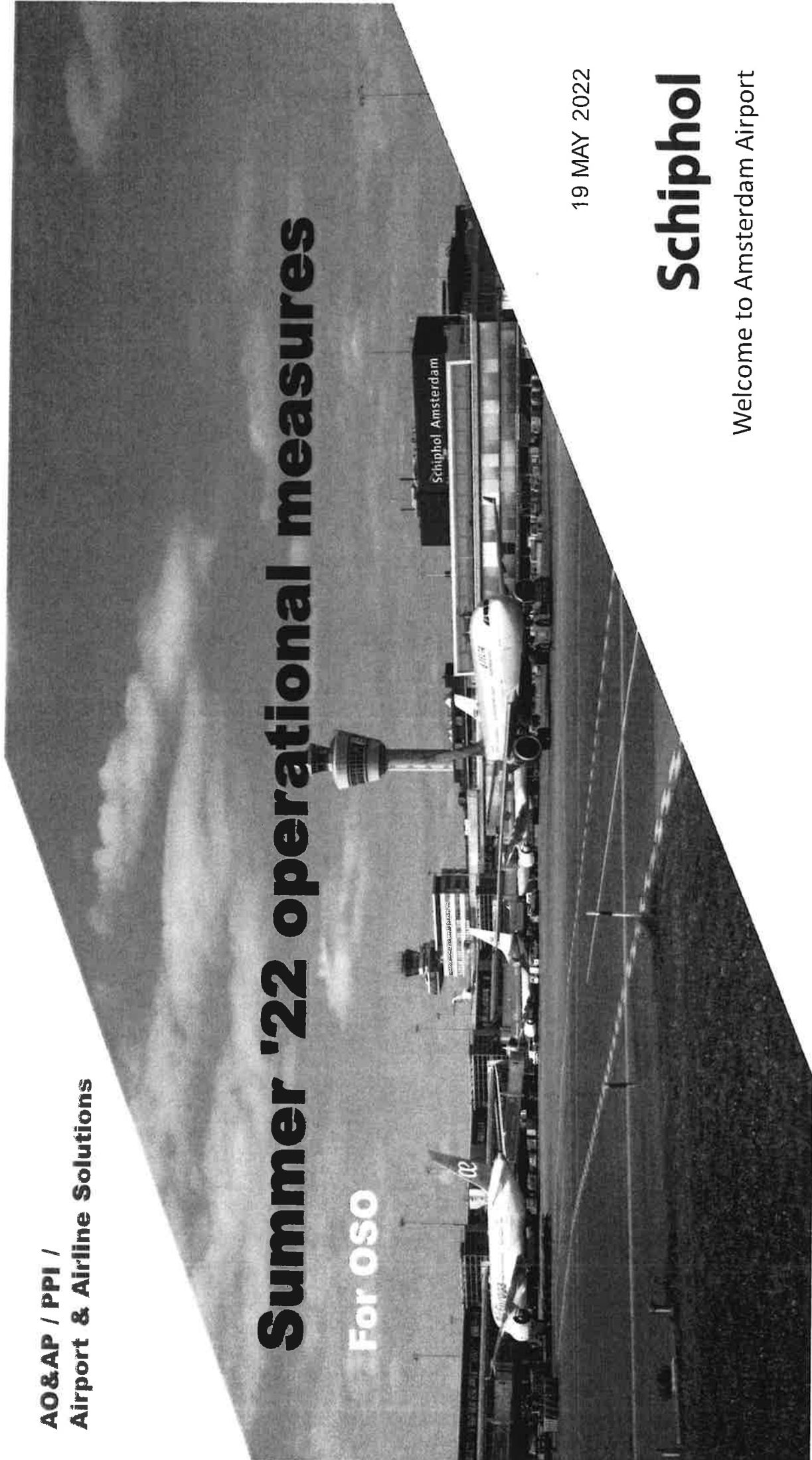
# Summer '22 operational measures

**For OSO**

19 MAY 2022

**Schiphol**

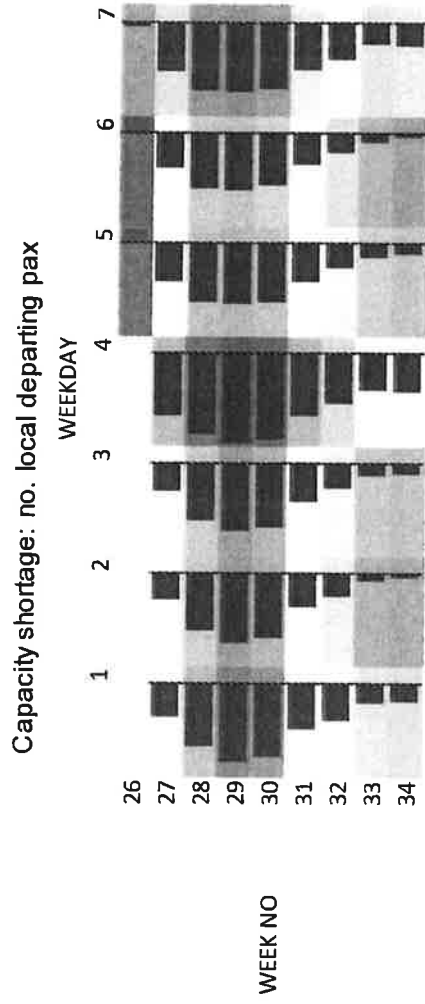
Welcome to Amsterdam Airport



# SUMMER 2022 expectations

Major capacity shortages expected during summer holidays for local departing passengers

- Based on most recent insights
- Assuming high productivity and maximum effort security companies
- Disregarding waiting times
- Below: shortages compared to expected delivery
- Hence; we expect major capacity shortages and immediate action of all involved is required



# PROPOSED MEASURES SUMMER 2022

## 1. "Lock on the door"

Contain Issue

- Despite all operational issues, new S22 slots are still being allocated. Also during peak moments/peak periods, which increases operational challenges compared to the latest forecasts.
- In order to safeguard the operational integrity for the summer operations, a "lock on the door" is necessary in order to stop the reallocation of new slots.
- For this, Schiphol proposes an additional Operational Limit, and thus request ACNL to stop allocating new slots.
- **For this, guidance from the OSO is requested and the CCN will be consulted a.s.a.p. accordingly.**
- ACNL will clarify the impact of this measure, including the potential impact on historic, through a working procedure.

## 2. D-30 Joint Control/APOC

Manage Issue

- In order to prevent rigorous last-minute measures due to demand exceeding capacity, a rolling D-30 capacity management cycle is performed by the APOC.
- Schedule optimisation or operational measures will be aligned with the airlines through the Partnership Managers.

## 3. Regulation: operational parameter

- In case the D-30 APOC process is deemed insufficient, a new temporary capacity regulation will be introduced.
- This will be in the shape of a "security parameter" or a runway parameter.
- An additional parameter is regarded an "ultimum remedium" but prepared in parallel as a contingency measure.

## 4. Evaluation of "lock on the door" & D30 process

Improve

- Mid-July 2022 the effectiveness of the D-30 process and "lock on the door" will be evaluated
- Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may remain throughout the summer season, be replaced (by another parameter) or deleted.

# 1. LOCK ON THE DOOR

## 1. "Lock on the door"

- In order to stop the allocation of new slots, whilst the sector is working together on measures to match the demand during the summer season with available capacity, a "lock on the door" is required.
- Proposed "lock on the door":
- An additional "Operational Limit for flights with service types J / C / G / S / Q / B / R / O / L".
  - To establish a limit a reduction of roughly 30% of allocated slots is assumed.\*
  - This limit is applicable for the upcoming period of 30th May up to and including 28th August 2022 (weeks 22-34).
  - **91,000 slots** (13 weeks x 7,000 slots)
- Mid-July a decision is requested upon possible extension, deletion or amendment of this limit.

\* Note that there will be no forced withdrawal of slots. This is assumed as bottom line.

Week	Slots total	Slots pax
22	9,233	8,793
23	9,387	8,946
24	9,491	9,046
25	10,103	9,664
26	10,152	9,710
27	10,389	9,937
28	10,394	9,959
29	10,405	9,975
30	10,412	9,983
31	10,401	9,973
32	10,412	9,983
33	10,475	10,045
34	10,580	10,141

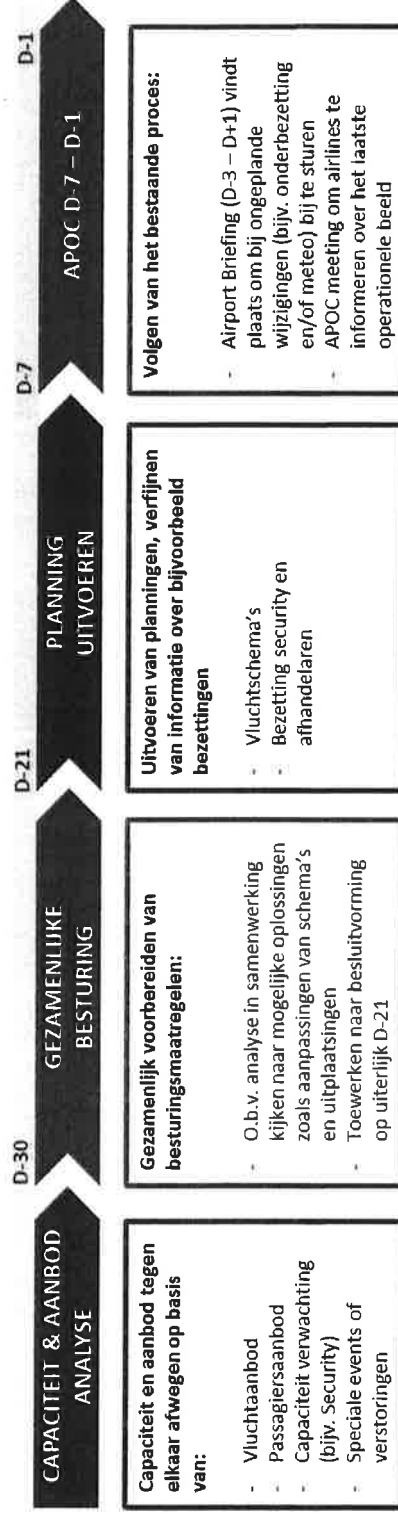
# 2. D-30 JOINT CONTROL APOC

ZOMER 2022

## EERDERE ANALYSE CAPACITEIT EN AANBOD VANAF D-30 VANUIT HET APOC

### Uitgangspunten

- Doel: voorkomen van last-minute en rigoureuze maatregelen omdat passagiersaanbod hoger is dan de verwerkingscapaciteit.
- Richting de zomer gezamenlijk en eerder, namelijk vier weken voor uit (D-30), vaststellen op welke momenten de capaciteit onvoldoende zal zijn ten opzichte van het verwachte passagiersaanbod.
- In een nieuw APOC meeting wordt naast de operationele update ook de eerste analyse voor 30 dagen vooruit worden besproken. Aansluitend wordt via de Partnership Manager per airline verder afgestemd over eventuele schema-aanpassingen of andere oplossingen. Kick-Off op 12 mei.
- Informatie wordt verfijnd richting de dag van operatie (rollend proces), tot die tijd werken we met de beste informatie die beschikbaar is. Delen van specifiekere informatie is daarom belangrijk.





## **2. ADDITIONAL MEASURES**

- It is of paramount importance to make sure the D-30 joint control process in the APOC will be successful, and operational measures and schedule optimisations or cancellations deliver the necessary relief.
- **The members of the OSO are requested to deliver their solutions or options in order to achieve a better match between the available capacity and demand.**

# 3. ADDITIONAL REGULATING PARAMETERS (CONTINGENCY)

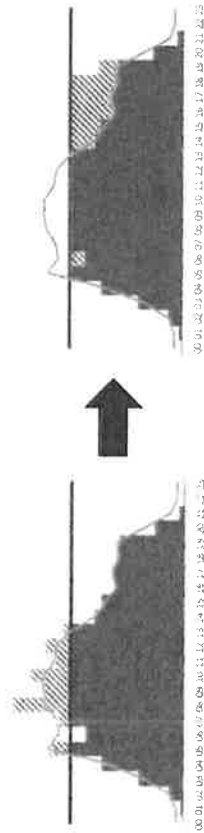
## 3. Regulation: operational parameter

In case additional regulation during S22 is necessary, there are two options for additional regulating parameters (as a last resort)

1. # departing seats / 60 minutes
2. Reduction of runway capacity

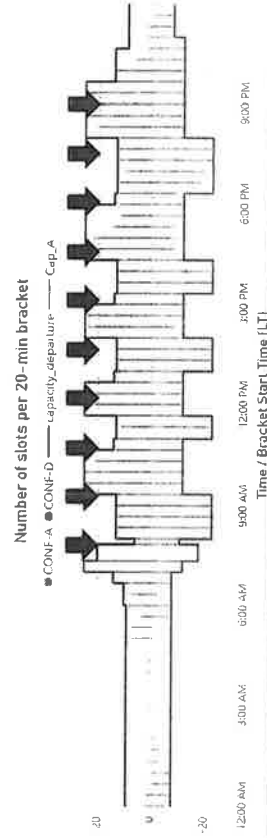
### # departing seats per 60 minutes

- Norm based on expected maximum capacity
- Parameter allows for optimisation towards off-peaks
- Parameter is similar to EIN or RTM situation and technically feasible within slot allocation tooling



### Reduction of runway capacity

- Lowering 20 and/or 60 minutes runway capacity with xx%
- Similar parameter as temporary parameter FRA
- Technically feasible within slot allocation tooling
- An exemption for freight will be applied



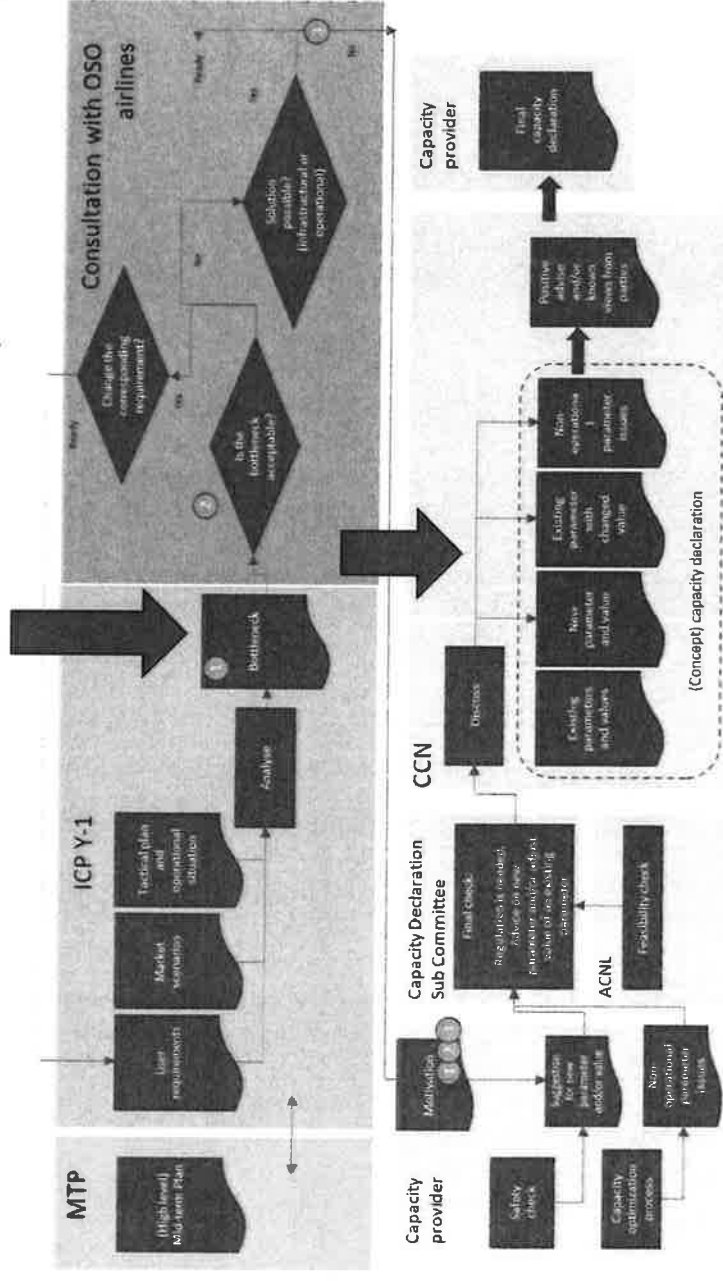
## 4. EVALUATION D-30 & “LOCK ON THE DOOR”

### 4. Evaluation of “lock on the door” & D30 process

- Mid-July 2022 (at the latest) the effectiveness of the D-30 process and “lock on the door” will be evaluated
- Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may prolonged throughout the summer season, be replaced (by another parameter) or deleted.
- The OSO will be requested for guidance.
- The CCN will be consulted

# APPENDIX: GOVERNANCE OSO

- OSO ToR:
  - The OSO is responsible for: [...] Finding (operational) solutions for expected capacity bottlenecks (from ICP Y-1, capacity analysis or environmental regulation), to prevent the necessity of new or more stringent capacity parameters (both operational and environmental). This includes discussing trade-offs between traffic volume and quality of service and performance. See also appendix 2.



## APPENDIX: Capacity Declaration S22

### Operational parameters

COVID-19 has caused the aviation industry to be in a global crisis and the path to recovery is tentative and uncertain. The demand levels and patterns of demand currently are and will most likely remain uncertain for the oncoming season. At the same time, the operational capacity availability is highly dependent on COVID-19 mitigation measures and regulations imposed to control the spreading of the virus. New information might require capacity providers and airline operators to implement additional operational measures or to regulate capacity operationally. As a last resort, additional or more stringent operational capacity parameters can be declared after the initially declared operational capacity. This might occur pre- or in-season. If necessary, Amsterdam Airport Schiphol will adhere to relevant regulations, legislation and the best practice posed by the Worldwide Airport Slot Board (WASB). Schiphol will consult the Coordination Committee Netherlands, LVNL and ACNL of anticipated changes in declared capacity, wherever possible at least two weeks before declaring such change(s).

# APPENDIX: EU Slotregulation 95/93 and WASG

## EU Slotregulation 95/93

Artikel 6

### Coördinatieparameters

1. Op een gecoördineerde luchthaven draagt de verantwoordelijke lidstaat er zorg voor dat de parameters voor de toewijzing van slots tweemaal per jaar worden vastgesteld, waarbij rekening wordt gehouden met alle relevante technische, operationele en milieubeperkingen en de eventuele veranderingen die hierin zijn opgetreden.

Hierbij wordt uitgegaan van een objectieve analyse van de mogelijkheden om het luchtverkeer te verwerken, rekening houdend met de verschillende types verkeer op de luchthaven, de congestie van het luchtruim die tijdens de coördinatieperiode waarschijnlijk zal optreden en de capaciteitsituatie.

## WASG edition 1

### 6 DEMAND AND CAPACITY MANAGEMENT

#### 6.1 DEMAND AND CAPACITY ANALYSIS

6.1.1 The airport managing body or other competent body shall ensure that a thorough demand and capacity analysis, using commonly recognized best practice methods, is regularly conducted. The analysis should be completed in a timely manner to enable an official capacity declaration for coordination for each IATA season. At a minimum the analysis should be conducted whenever there are significant changes in airport infrastructure, operational practices or patterns of demand.

6.1.2 The analysis should objectively consider the ability of the airport infrastructure to accommodate demand at applicable service levels, such as queue times, levels of congestion, and delay, while taking into account relevant airspace limitations set by local ATC authorities. This analysis should provide all relevant capacity limits of the runway(s), apron, terminal(s), and other airport facilities as deemed necessary.

#### 6.10 REDUCTION IN AIRPORT CAPACITY

6.10.1 If a planned capacity reduction is unavoidable the Coordination Committee must be consulted during the decision process and as soon as possible before any reduction of capacity occurs. In all cases, airlines' historic slots must be honored. The coordinator or other competent body must communicate the capacity change to all relevant stakeholders well in advance of each scheduling season as soon as possible and at least 14 days and not later than 7 days before the Initial Submission Deadline for the SC.

6.10.2 Unplanned capacity reductions may occur which are impossible to discuss in advance with the Coordination Committee. If the reduction is ongoing, however, the Coordination Committee must be consulted as soon as possible regarding the impact of the ongoing reduction on future operations. In all cases, airlines' historic slots must be honored.

6.10.3 A capacity reduction after the Initial Submission Deadline, or a capacity reduction that cannot accommodate historic slots must be avoided except in exceptional circumstances.

# Agenda Operationeel Schiphol Overleg

19 mei 2022, 10:30 – 12:00 uur, Teams

## Deelnemers:

- [redacted] (AAS; voorzitter)
- [redacted] (KLM)
- [redacted] (TUfly)
- [redacted] (easyJet)
- [redacted] (ACNL)
- [redacted] (Corendon Dutch Airlines)
- [redacted] (LVNL)
- [redacted] (lenW)
- [redacted] (KLM)

## Afwezig (m.k.):

- [redacted] (AAS)

## Secretaris (a.i.):

- [redacted] (AAS)

- [redacted] (AAS)
- [redacted] (BARIN)
- [redacted] (Martinair)
- [redacted] (Transavia)
- [redacted] (Transavia)
- [redacted] (VNL)
- [redacted] (AAS)
- [redacted] (lenW/DGLM)
- [redacted] (AAS)

## AGENDA

Tijd	Onderwerpen	Dossierhouder	Doel van het onderwerp	Vergaderstukken
1 10:30 – 10:40	Opening, mededelingen en ingekomen stukken	a / b		<ul style="list-style-type: none"> <li>• HB-2022.001- ACNL - Capacity Declaration Amsterdam Airport Schiphol Winter season 2022.pdf</li> </ul>
2 10:40 – 10:45	Verslag & actie- en besluitenlijst	d		Notulen volgen
3 10:45 – 10:55	Update WG Performance	b		<ul style="list-style-type: none"> <li>• OSO-prestatierapportage april 2022.pdf</li> </ul>
4 10:55 – 11:45	Operationele situatie zomer	a c e	Bespreken operationele maatregelen zomer 2022, besluitvorming "lock on the door"	<ul style="list-style-type: none"> <li>• 20220519_OS0_S22 Operationele Maatregelen.pdf</li> <li>• 220519 OSO CCN ACNL working method S22 draft.pdf</li> <li>• Voorstel voorbereiding zomer 12mei22.pdf</li> </ul>
5 11:45 – 11:55	NNHS Governance	b	Korte toelichting op voorstel NNHS Governance, besluitvorming volgend OSO	Volgt
6 11:55 – 12:00	Rondvraag	a		

7	12:00	Sluiting		a		
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**Status agendapunt: mondeling (a), ter informatie (b), discussiestuk (c), vaststelling (d), besluitvorming (e)**



# OSO performance report

April 2022

# Definitions (1/2)

- **Arrival punctuality (A0 or A15)**
  - difference between SIBT<sup>1</sup> and AIBT<sup>1</sup>
  - A0: in case AIBT <= SIBT then on time
  - A15: in case AIBT <= SIBT +15 then on time
- **Departure punctuality (D15 or On Time Performance-OTP)**
  - difference between SOBT<sup>2</sup> and AOBT<sup>2</sup>
  - in case AOBT <= SIBT+15 minutes then on time
- **Number of landings and take-offs with commercial traffic since the start of the operational year (1 November)**
  - H24
  - Night (23:00-07:00 local time)

- **NNHS rules**

- 1. Percentage of runway combinations legitimately explained, based on preference tables
- 2a/2b. Percentage of usage second runway legitimately explained (number of movements higher than capacity single runway)
- 3a/3b/3c. Percentage of traffic handled on western runway
- 4a. Average number of movements on fourth runway per day
- 4b. Number of days with more than 80 movements on fourth runway

since start of operational year (winter season) or IATA summer season

since start of operational year

<sup>1</sup> SIBT/AIBT = Scheduled/Actual In-Block Time

<sup>2</sup> SOBT/AOBT = Scheduled/Actual Off-Block Time

# Definitions (2/2)

- ATFM<sup>1</sup> delay
  - Airport: delay due to ATFM regulations by LVNL on airport capacity
  - En-route: delay due to ATFM regulations by LVNL on IAFs<sup>2</sup> and ACC sectors
- Sustainability of inbound capacity: percentage of time that declared capacity is achieved
- Percentage early arrivals: arrivals where  $AIBT^3 \leq SIBT^3 - 15$  minutes (A-15)
- Reactionary delay is the outbound delay of a flight as a result of a late inbound aircraft. Can only occur when the inbound delay results in  $AIBT^3 + MTTT^4 > SOBT^5$ , so an outbound delay as a reaction on the inbound delay.
- Ground Handling delay is when a flight endures as a result of a delay in the turnaround process, excluding the delay as a result of a late inbound (i.e., reactionary delay). This delay includes any of the turnaround and ground handling processes including but not limited to baggage handling activities, aircraft maintenance, PRM<sup>6</sup> processes, passenger (dis)embarking, fueling, towing on and off (not to be confused with push-back), assets inoperative, etc.
- Start-up delay is due to unbalance in runway capacity and demand:  $TOBT^7 - TSAT^8$
- Pushback delay is due to solving conflicts related to pushbacks:  $AOBT^5 - ASRT^9$
- Schedule delay is delay that is caused by scheduling:  $MTTT^4 > SOBT_{outbound\ flight} - SIBT_{inbound\ flight}$
- Punctuality of turn-around process TBD (expected mid July)

<sup>1</sup> ATFM = Air Traffic Flow Management

<sup>2</sup> IAF = Initial Approach Fix

<sup>3</sup> SIBT/AIBT = Scheduled/Actual In-Block Time

<sup>4</sup> MTTT = Minimum Time to Turn (turnaround)

<sup>5</sup> SOBT/AOBT = Scheduled/Actual Off-Block Time

<sup>6</sup> PRM = ...

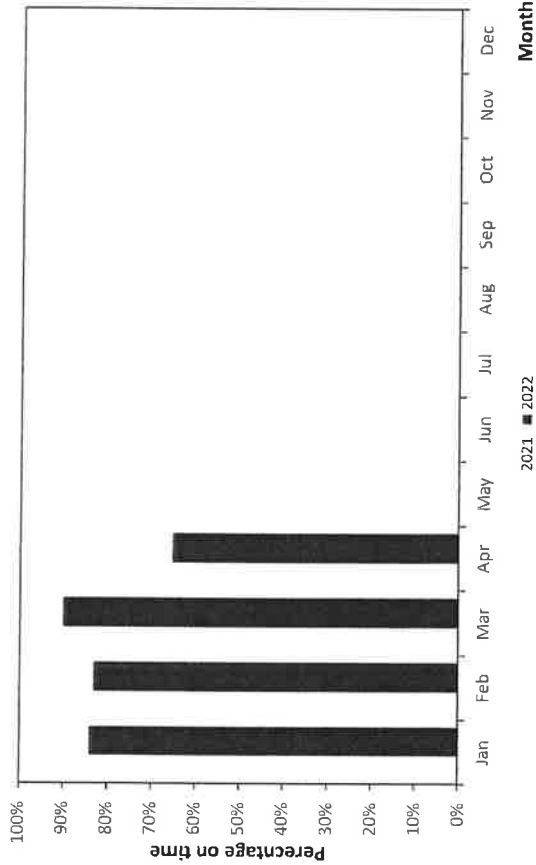
<sup>7</sup> TOBT = Target Off-Blocks Time

<sup>8</sup> TSAT = Target Start-up Approval Time

<sup>9</sup> ASRT = Actual Start-up Request Time

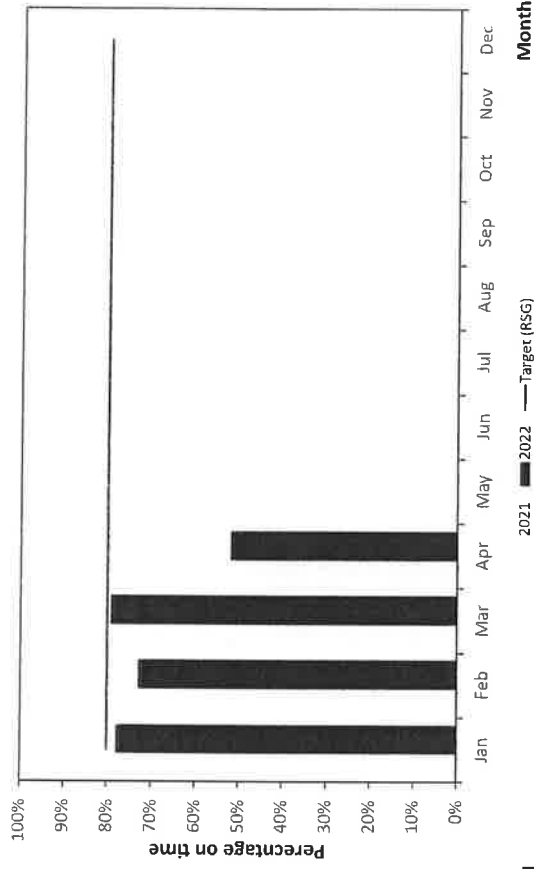
# Punctuality

A15



The month started with snowfall on April 1st with significant impact on OTP with an ATFM regulation implemented due to stand capacity. Throughout the month the works on runway 18L/36R (and 09/27) in combination with unfavorable wind conditions caused (notably April 7th) reduced runway capacity affecting in- and outbound punctuality.

D15



The month started with snowfall on April 1st with significant impact on OTP with an ATFM regulation implemented due to stand capacity. Throughout the month the works on runway 18L/36R (and 09/27) in combination with unfavorable wind conditions caused (notably April 7th) reduced runway capacity affecting in- and outbound punctuality.

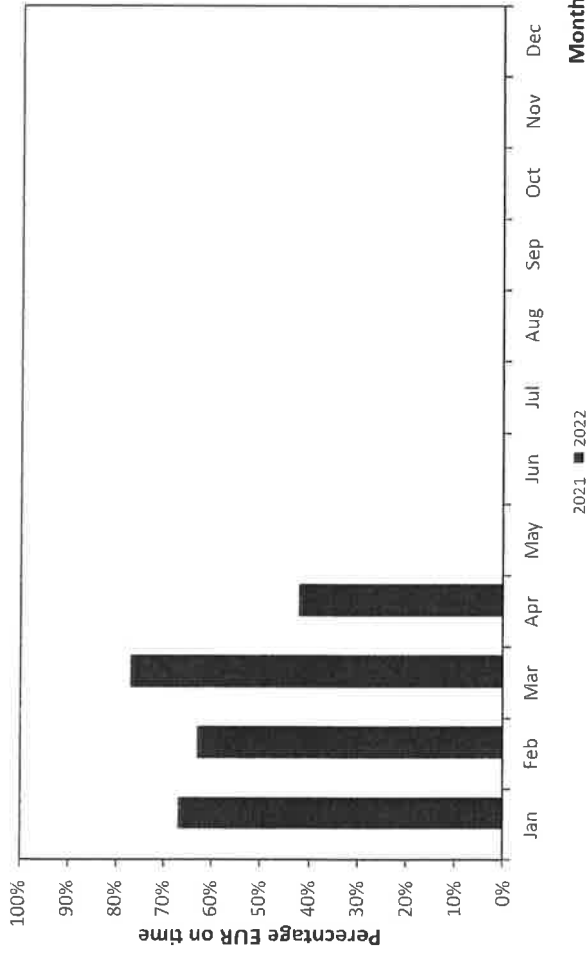
Until April 20th, the OTP level was lower than pre-covid levels. Since the start of the May holidays (April 22nd) OTP has been affected significantly by a combination of factors. From the 22nd of April onward there were significant queues due to understaffing in the security process, causing outbound delays and could subsequently result in additional reactionary delays. On Saturday April 23rd a combination of low runway capacity caused by works on runways 18L/36R and 09/27, staff shortage at airport security and ground handling agents as well as a wild strike resulted in significantly disrupted operations. The effect of staff shortages and reduced runway capacity continued throughout the week resulting in a May holiday (April 22nd to May 1st) outbound OTP of 33% and an inbound OTP of 50%. The most prominent delay causes were reactionary (25% caused mostly by the aforementioned disturbances), Start-up (11%), crew rotation (8%), lack of loading staff (4%), mandatory security (4%), waiting for passengers (4%) and industrial action within own airline (3%).

**Recommendation:** due to the unpredictable operational conditions it's nevertheless important to keep TOBTs updated and prevent an expiring TSAT at all cost (A TSAT Expires at TSAT+5 minutes). The effects the late updating of TOBT and TSAT leads to:

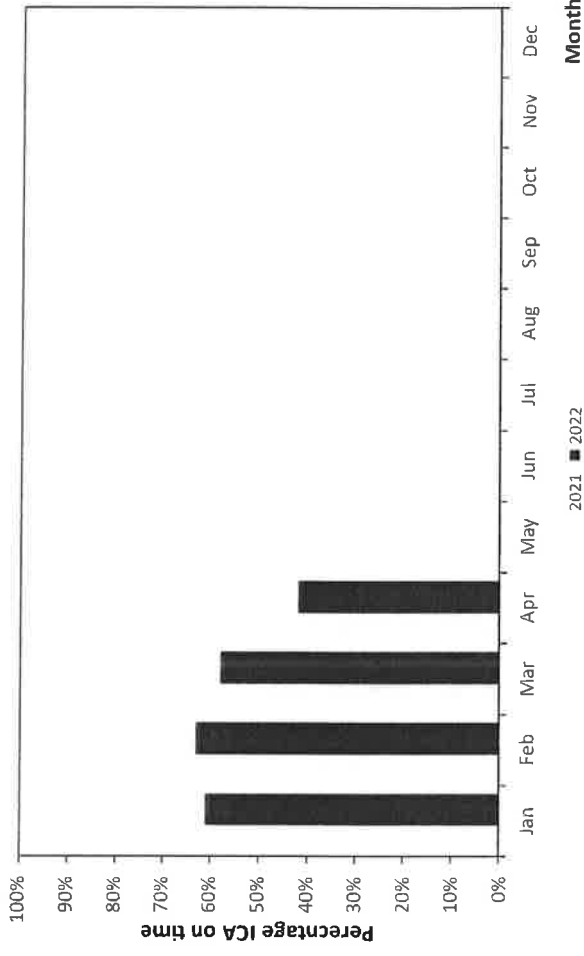
- Unnecessary additional delay for your flight (Avg. 20 minutes) in case of missed TSAT
- Phantom peaks (a secondary runway seems required and is made available but at the last moment those flights update their TOBT and the peak dissolves
- Available runway capacity is not fully utilized due to flights not calling ready

# Arrival punctuality A0 - Per product/region

EUR



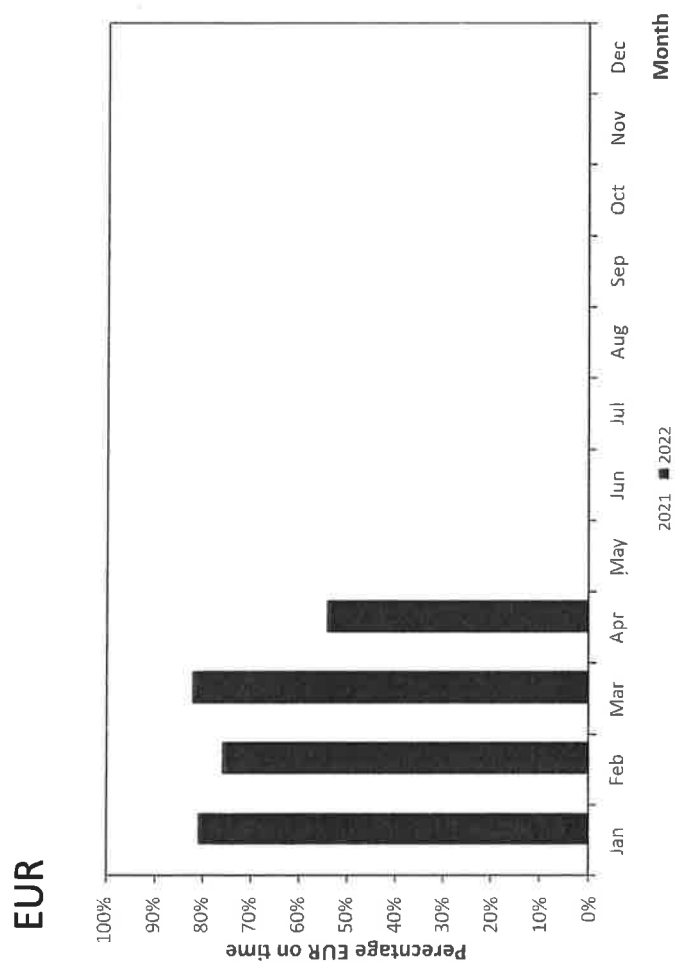
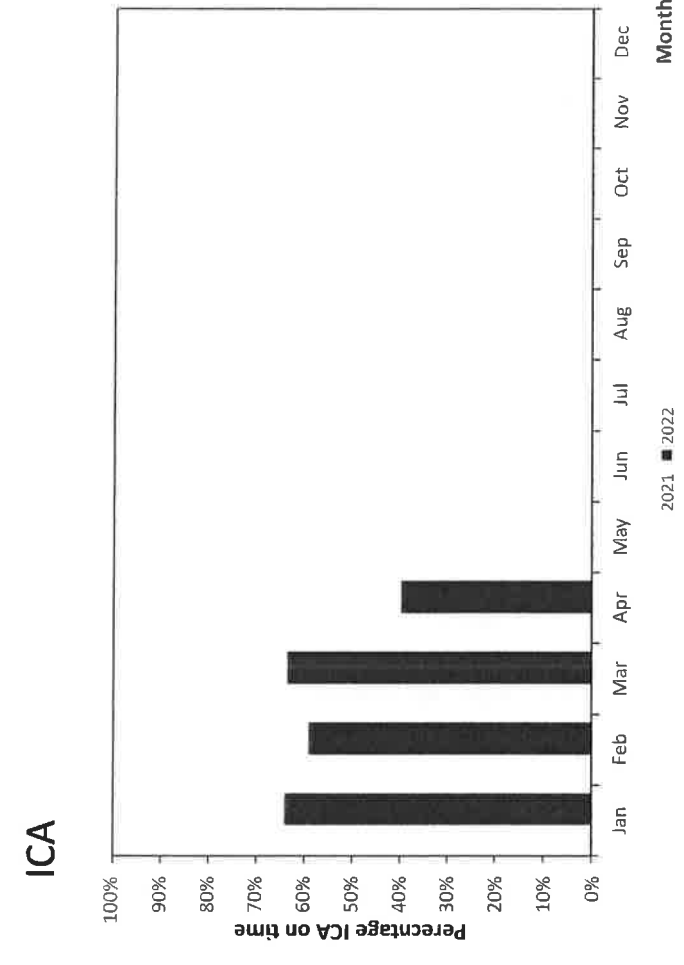
ICA



- The April arrival punctuality matched the levels of May-Jun 2019 and Sep-Oct 2019 when the EFS driven capacity restrictions, taxiway A8 maintenance and taxiway Q works heavily affected OTP.
- This year the cause of the low punctuality is the disturbances mentioned on the previous slide.



# Departure punctuality D15 - Per product/region

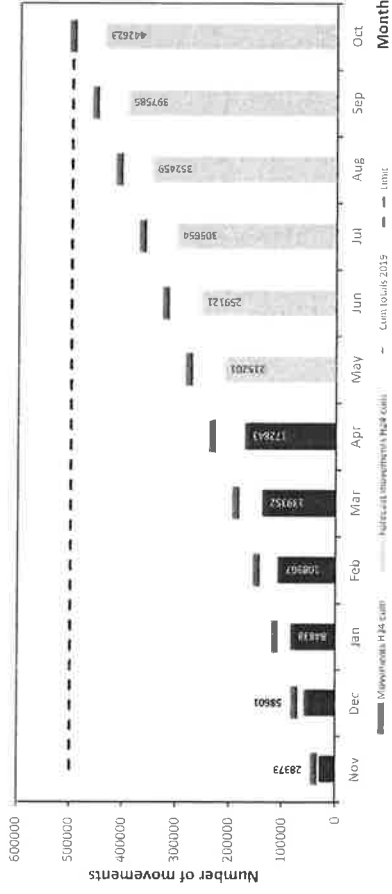


- Low score due to the disturbances mentioned on slide 4.



# NNHS - Numbers of movements with commercial traffic

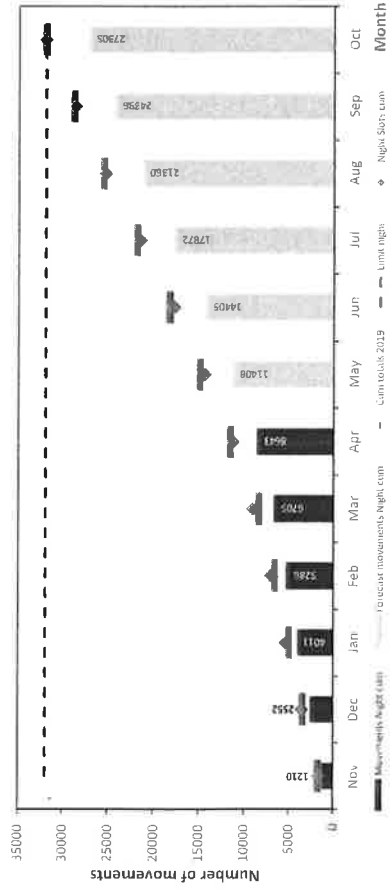
0:00-24:00 hours



Total number of commercial movements and number of night movements in ‘Gebruiksjaar’ 2022 is

- below the monthly totals of 2019, but not as low as in 2021
- after six months with low numbers, compliance with the legal limits is virtually guaranteed in “Gebruiksjaar” 2022

23:00-7:00 hours



## NNHS – Preferential runway usage

Rule	Norm	Winter 2021/2	Summer 2022
1. Percentage of runway combinations explained	95%	98.2%	98,7%
2a. Percentage usage of second landing runway explained	90%	96.1%	95,8%
2b. Percentage usage of second take-off runway explained	95%	95.9%	91,8%
3a. Percentage landings on 18R with landing 18R+18C	45%	47.2%	48,6%
3b. Percentage landings on 06 with landing 06+36R	50%	50.8%	52.1%
3c. Percentages take-offs to sector 4+5 from western runway	97%	98.1%	99.5%

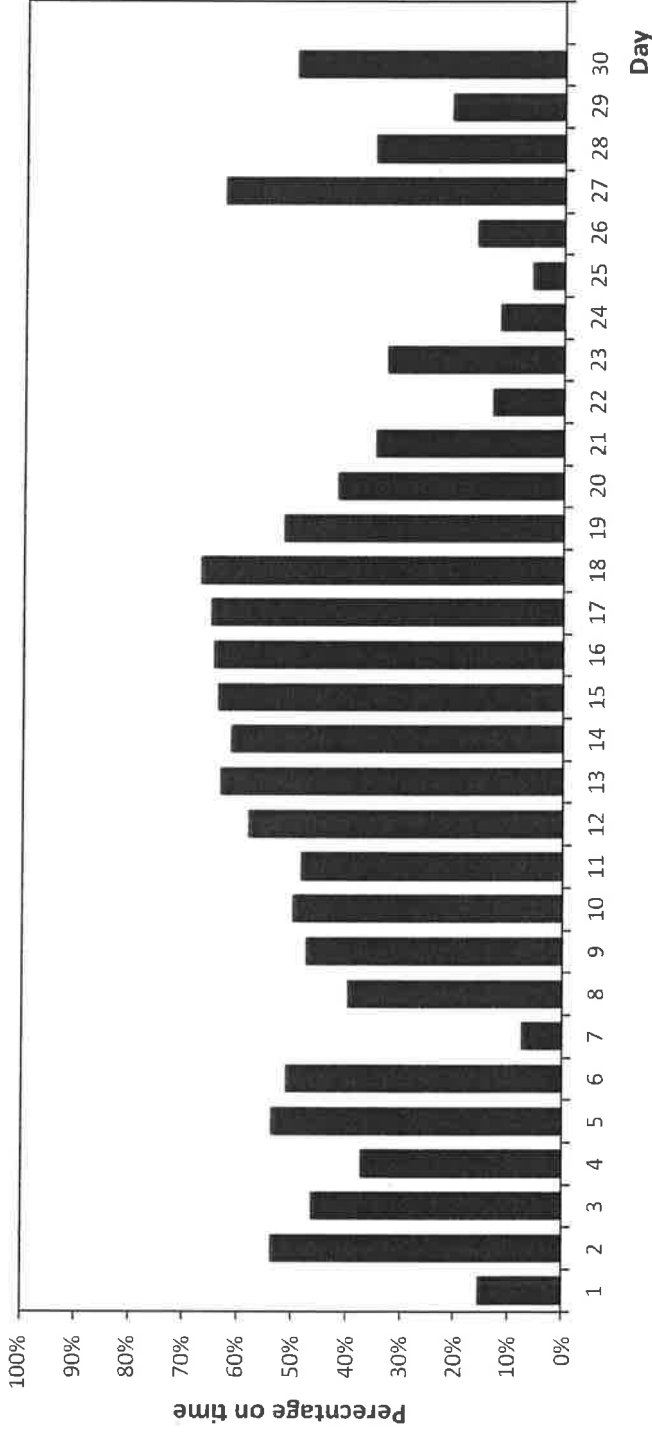
Rule	Norm	Gebruiksjaar 2022
4a. Average number of movements on fourth runway per day	40	2
4b. Number of days with more than 80 movements on fourth runway	0	0

- Performance on all rules was compliant with norms in Winter 2021/2.
- Decreasing performance on Rule 2b. Performance is impacted by incorrect TOBT settings, which causes an unreliable outbound planning. **Intervention is required to stay within norms.**
- All other rules are compliant with norms in Summer 2022.



# Appendix

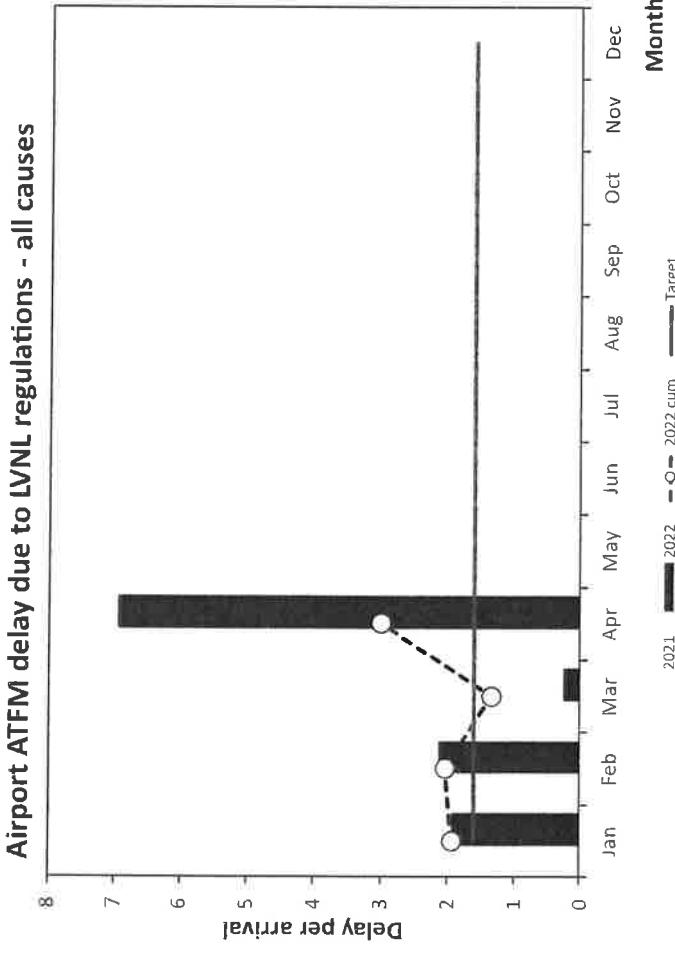
# pp punctuality



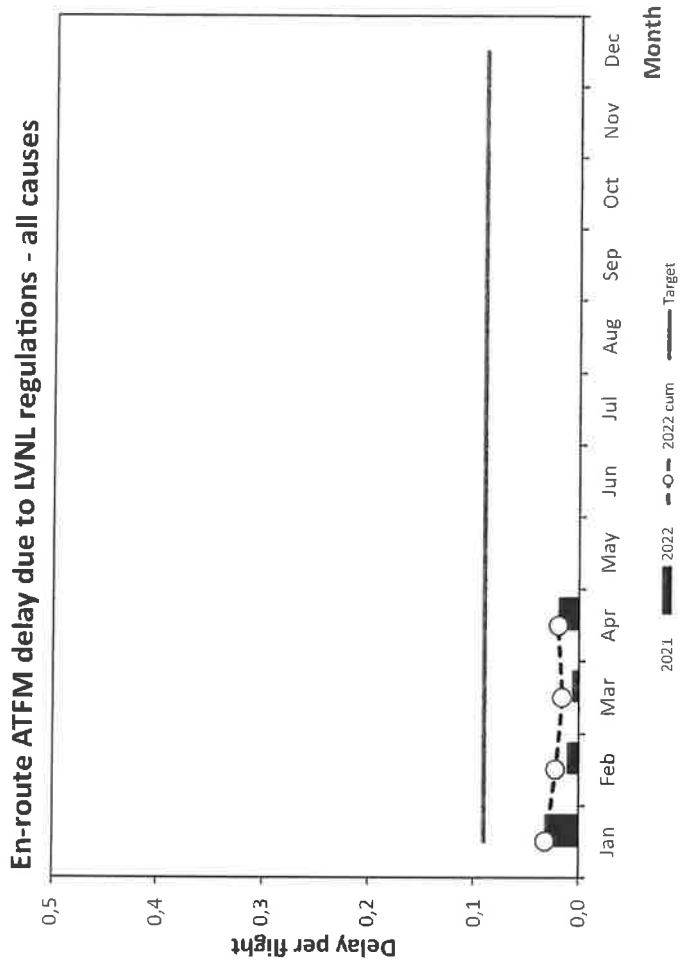
- Several days with lower punctuality due to snow (April 1<sup>st</sup>) and adverse wind-conditions (April 7<sup>th</sup>). Last week of April several days with lower punctuality due to runway maintenance (18L/36R and 09/27) and staffing issues at the airport/ security.



# ATFM delay - Per month



- Airport ATFM delay is highly above the yearly target. This is caused by a combination of airport maintenance, unfavorable wind and a snow day. The total airport delay (all causes) is 134,727 minutes in April. On 1 April the airport operation was disturbed due to heavy snowfall in the evening and night of 31 March. Maintenance of RWY18L/36R is causing limited northerly RWY use. For a few periods also RWY 09/27 was not available due to maintenance. In this period the wind was strongly east, so there were no other options than a single RWY inbound operation. Note that target is still provisional.

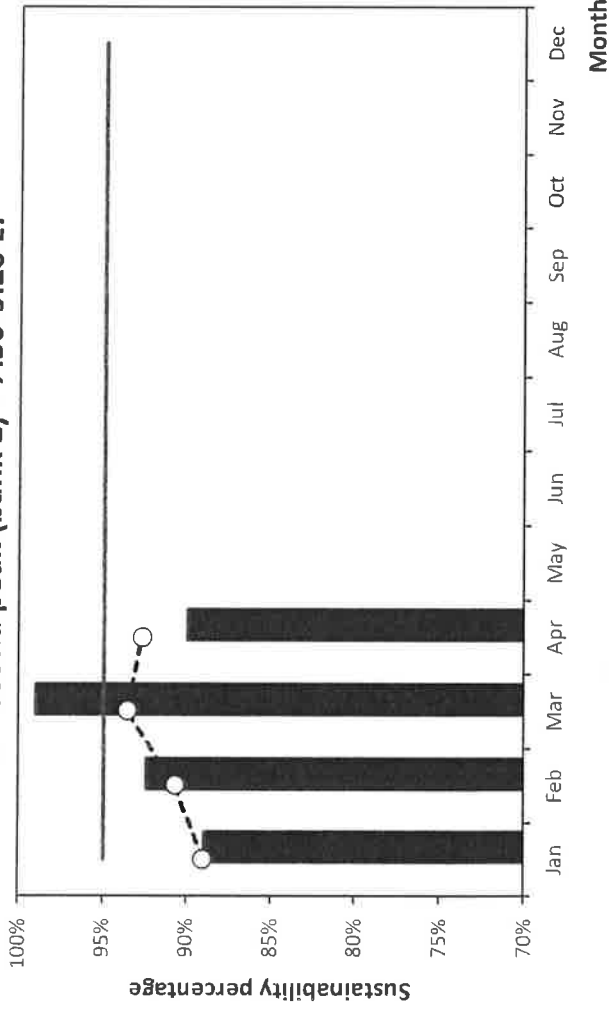


- Overdemand for Initial Approach Fixes on some days, in particular SUGOL during the morning inbound peak and ARTIP during morning or evening inbound peak. Delay per flight is well below target. Note that the target is still provisional.



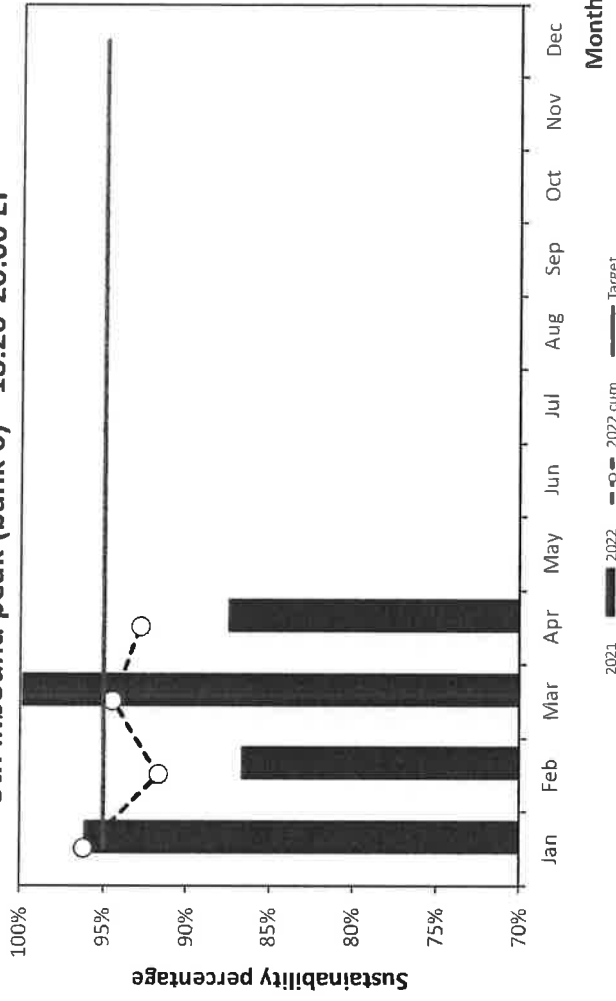
# Sustainability of inbound capacity - Per month

Sustainability of inbound capacity  
1st inbound peak (bank 2) - 7:50-9:20 LT



- Sustainability for April 2022 was 90% mainly due to simultaneous maintenance of runways 09/27 + 18L/36R and snowy conditions on April 1st.
- Cumulative performance is 92.7%. Target of 95% for 2022 still feasible because of expected high sustainability in summer season, although the low scores in January, February and April are reason for some concern.

Sustainability of inbound capacity  
5th inbound peak (bank 6) - 18:20-20:00 LT

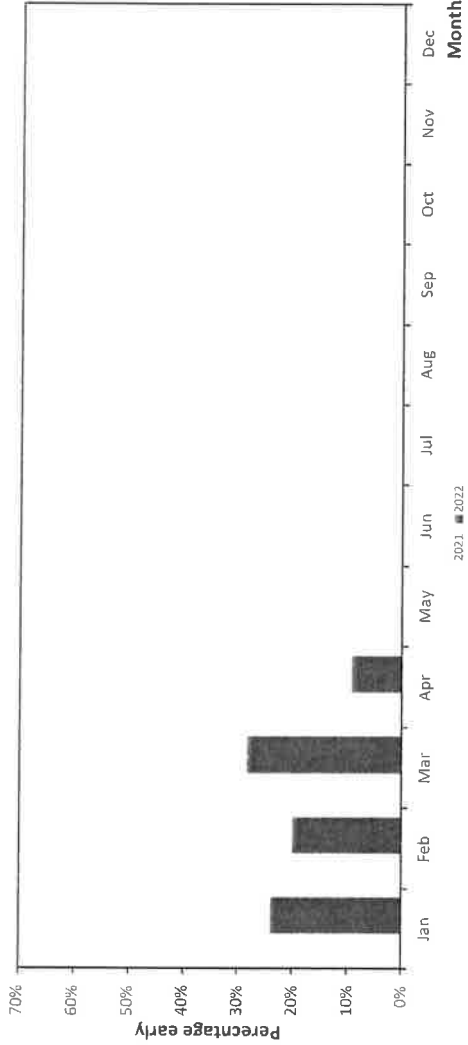


- Sustainability for April 2022 was 87.5% due to simultaneous maintenance of runways 09/27 + 18L/36R and some days with adverse wind conditions.
- Cumulative performance is 92.8%. Target of 95% for 2022 still feasible because of expected high sustainability in summer season, although the low scores in January, February and April are reason for some concern.

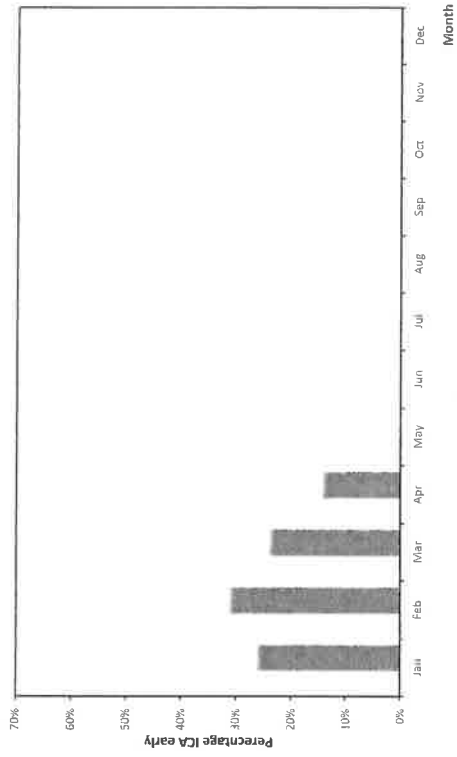
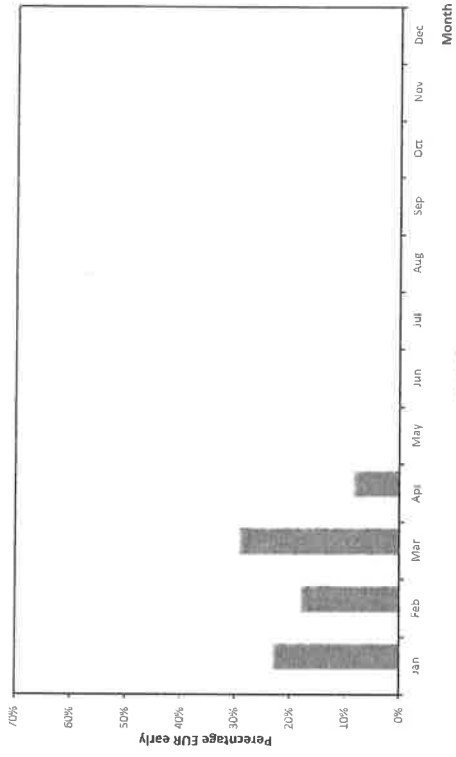


# Percentage early arrivals - Per month

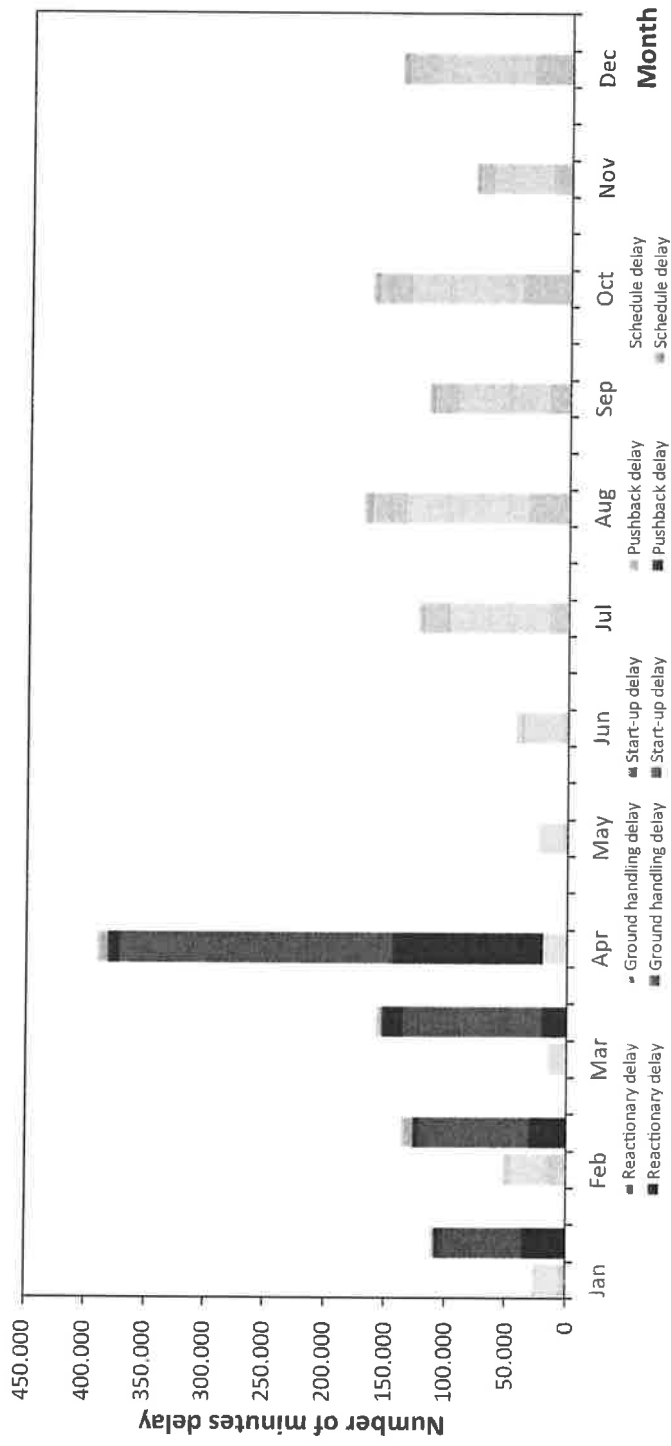
Total



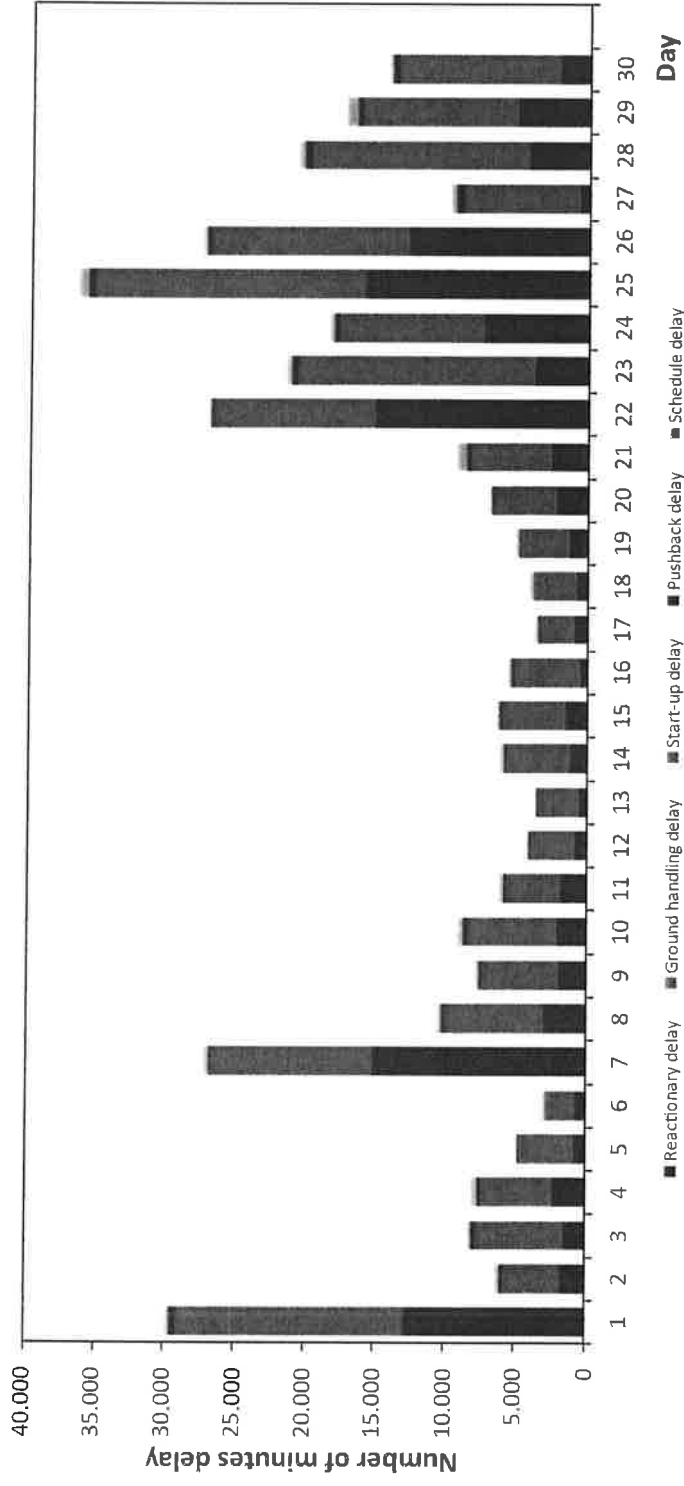
Per product/region



# Reasons for outbound delays - Per month



# Reasons for outbound delays - Per day April 2022



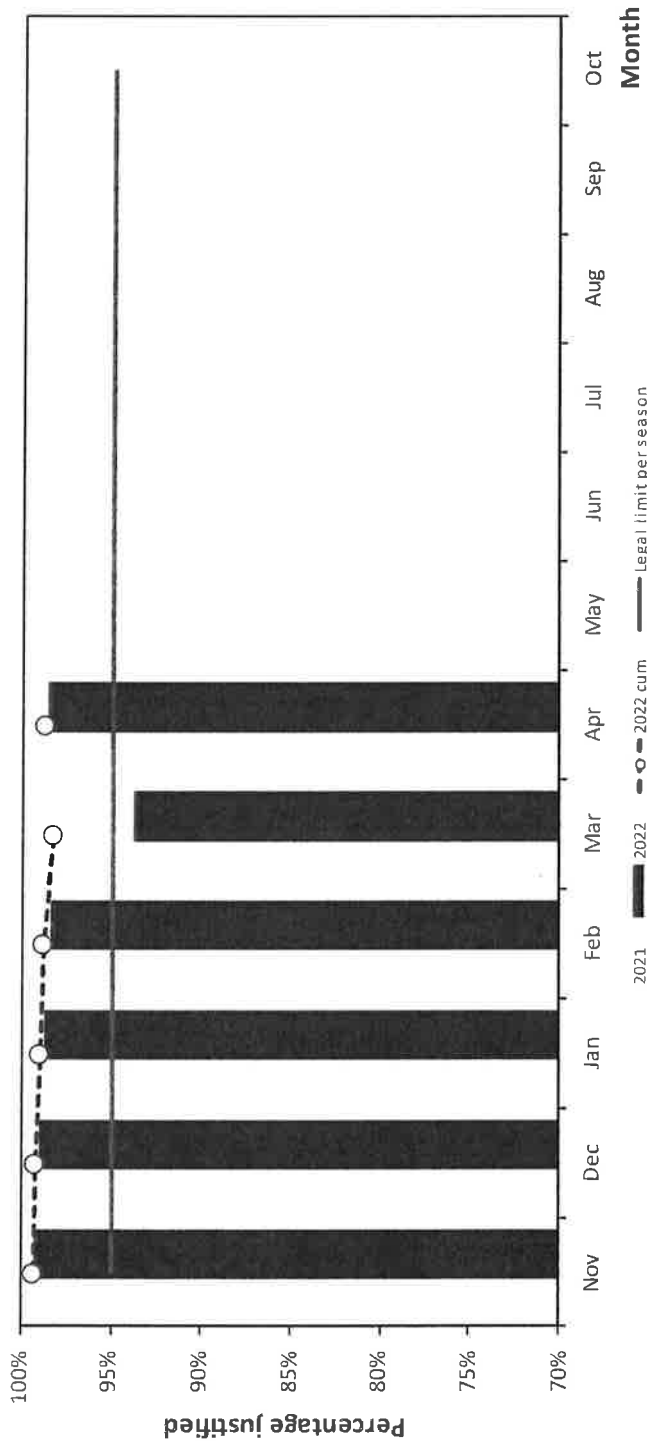
# Punctuality of turn-around process - *Per day*

Under development -- Expected mid July





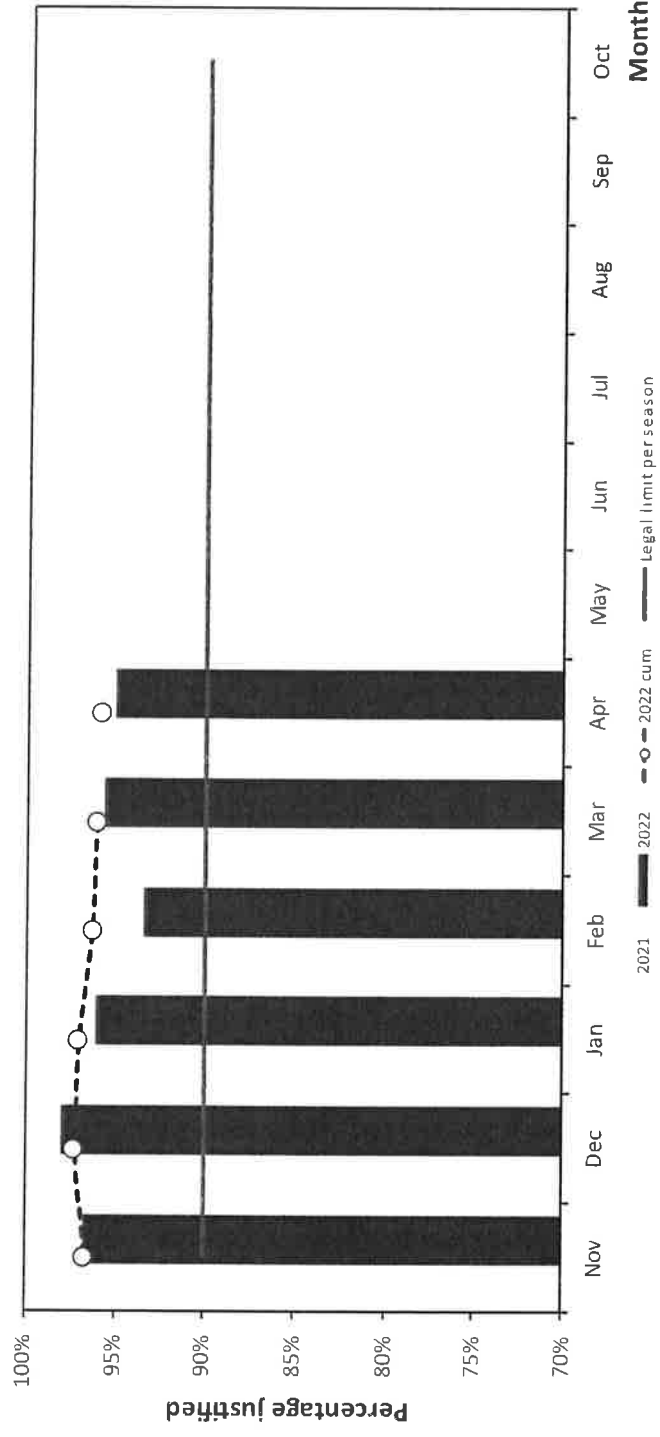
# NNHS rule 1 - Percentage runway usage legitimately explained



- Start of the summer season period
- Performance has remained above target in April



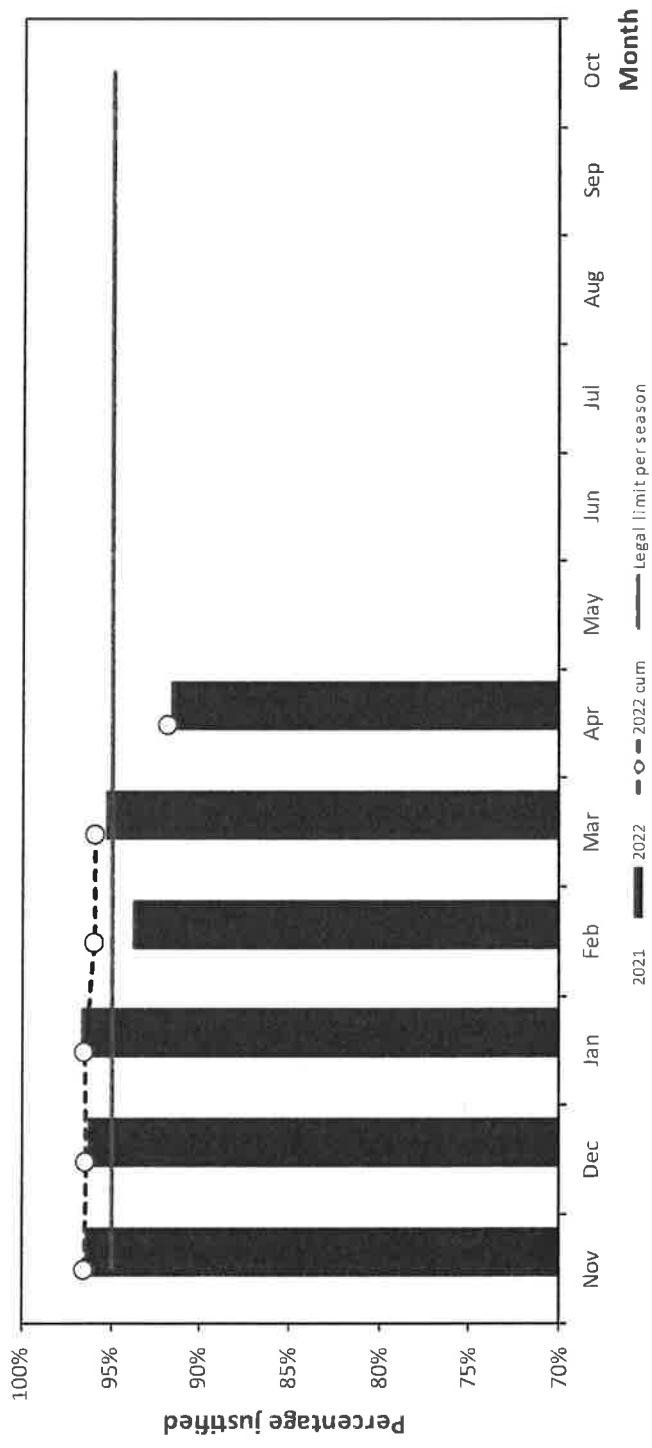
# NNHS rule 2a - Usage second landing runway legitimately explained



- Start of the summer season period
- Performance has remained above target in April



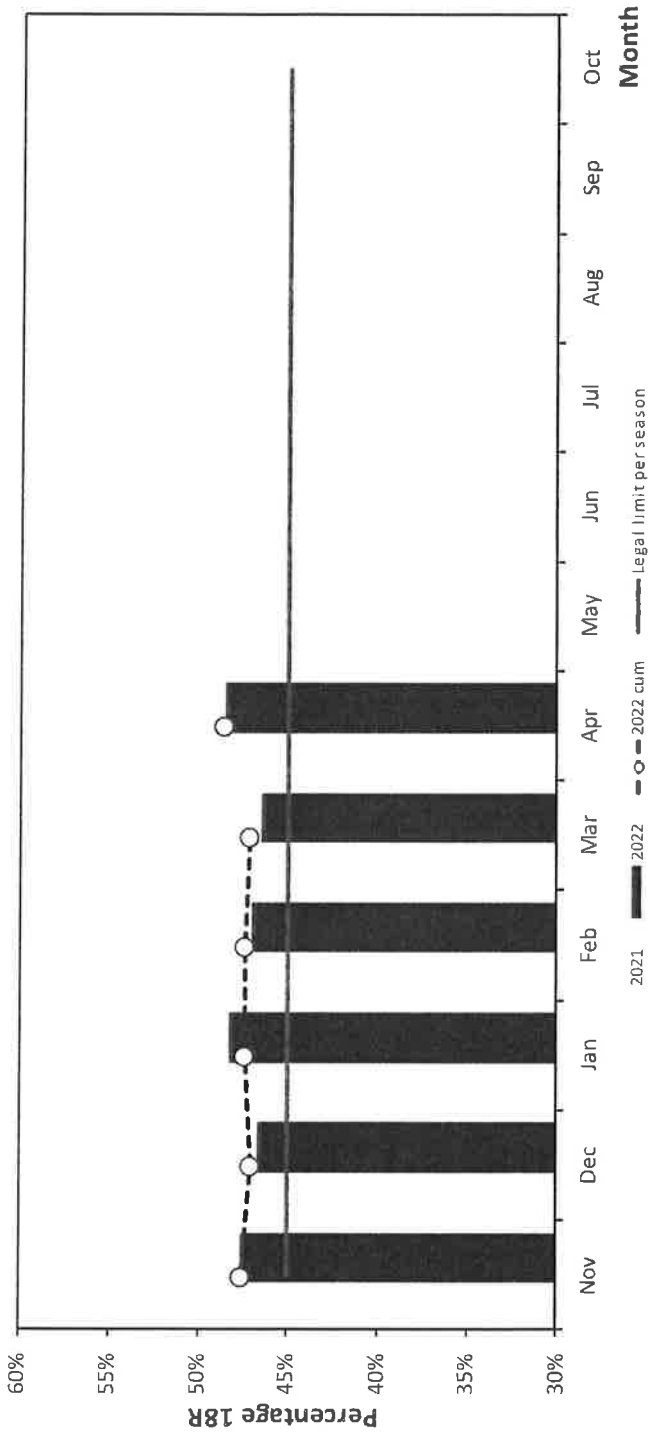
# NNHS rule 2b - Usage second take-off runway legitimately explained



- Start of the summer season period
- Performance is below 95% target. Performance is impacted by incorrect TOBT settings, which causes an unreliable outbound planning. **Intervention is required to stay within norms. Advice is to impose the handlers and/or WG CDM to improve the TOBT quality.**



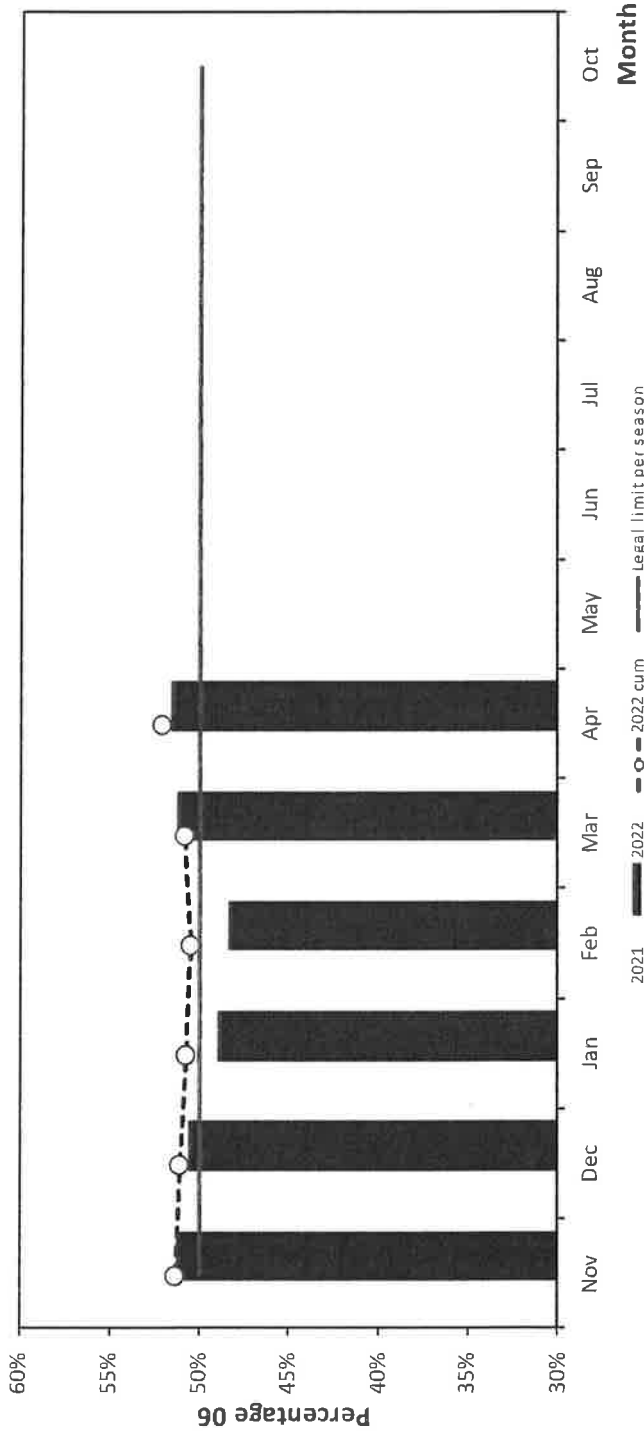
# NNHS rule 3a - Percentage landings on 18R with landing 18R+18C



- Start of the summer season period
- Performance has remained above target in April



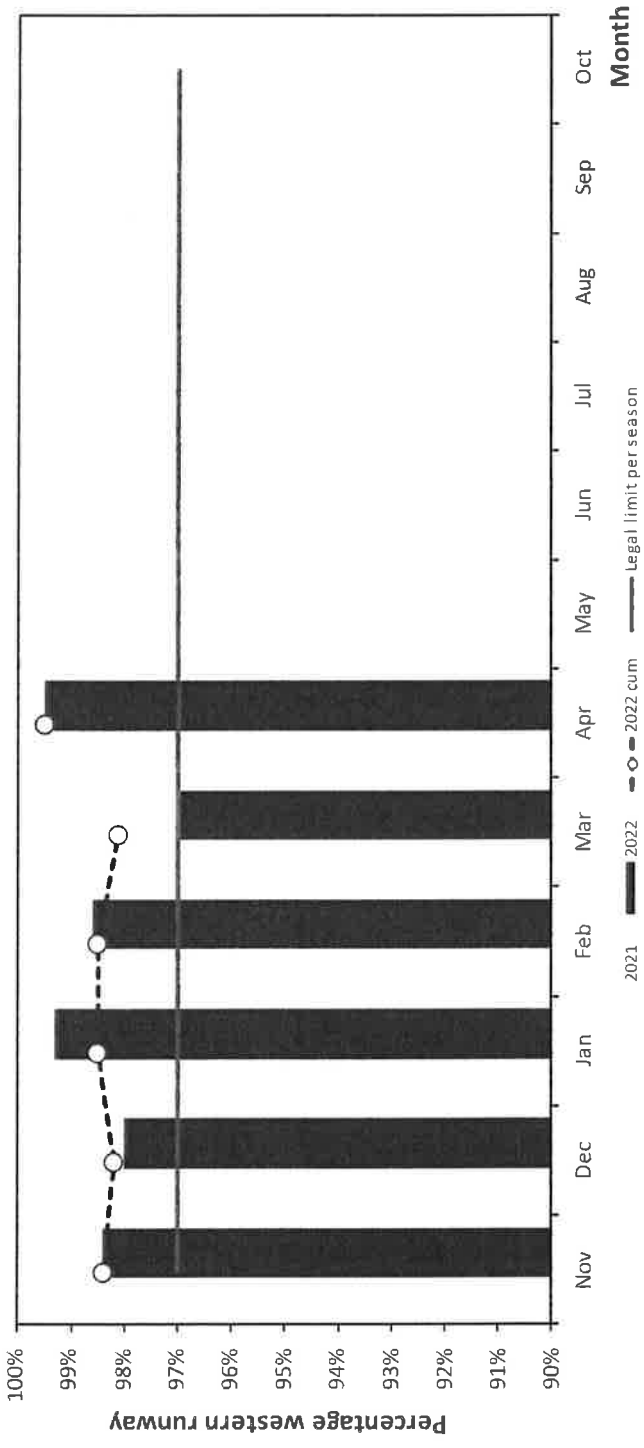
# NNHS rule 3b - Percentage landings on 06 with landing 06+36R



- Start of the summer season period
- Performance has remained above target in April



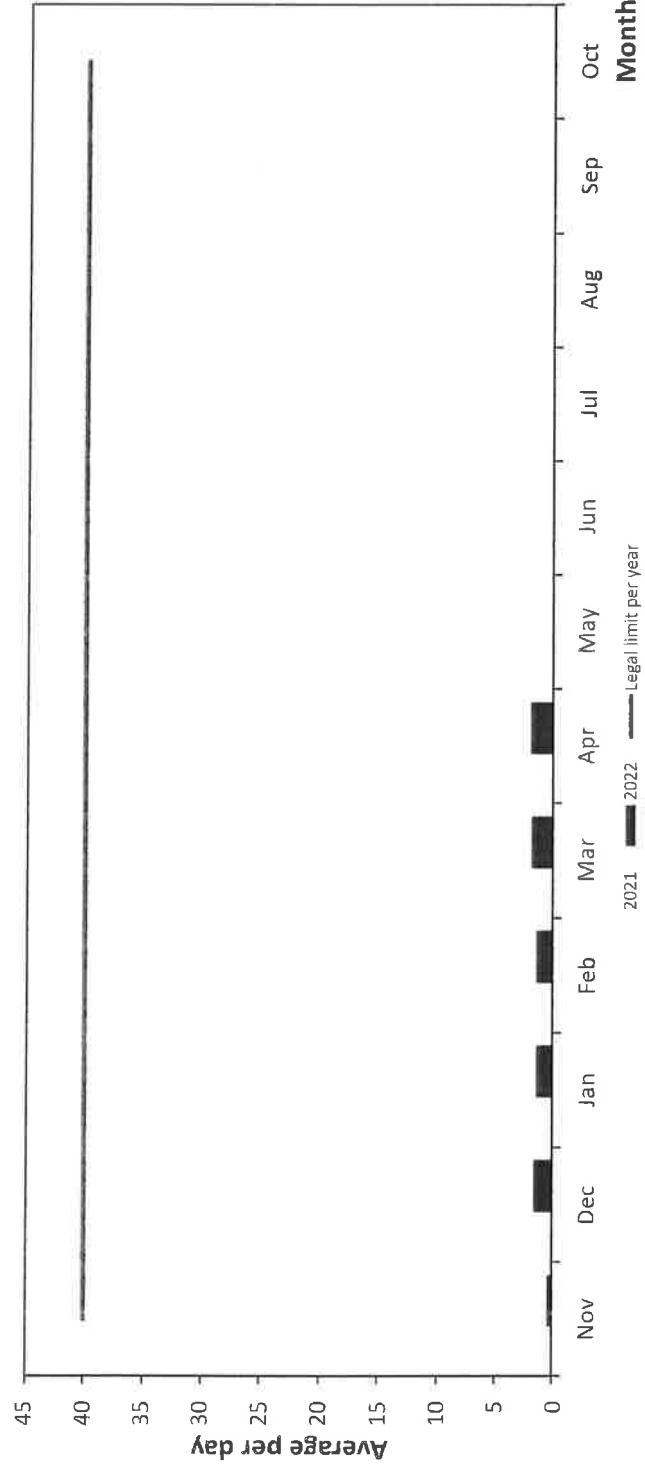
# NNHS rule 3c - Percentage take-offs to sector 4/5 from western runway



- Start of the summer season period
- Performance has remained above target in April



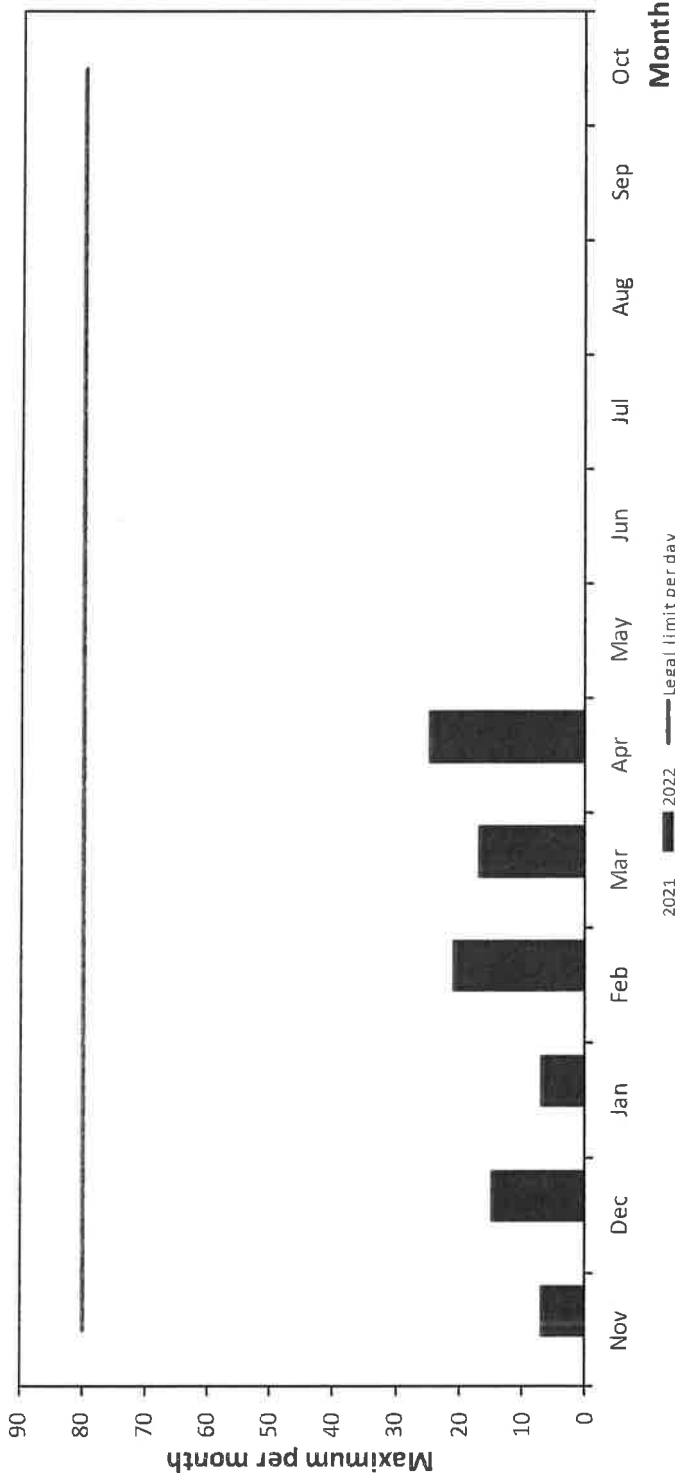
# NNHS rule 4a - Average daily number of movements on fourth runway *Cumulative, without application of exemptions*



- The maximum of 14,600 for “Gebruiksjaar 2022” - equivalent to 40 per day - is unlikely to be exceeded.



# NNHS rule 4b - Maximum movements per day on fourth runway Per month, without application of exemptions



- Maximum number per day is increasing with increasing traffic volumes, but still far from maximum allowable amount per day.





**Kickoff Boardlevel Airline Meeting**  
12 mei 2022

**ZES WEKEN TOT AAN DE ZOMER**

**Schiphol**

Welcome to Amsterdam Airport



# INHOUD

➤ **Terugblik meivakantie**

**Vooruitzicht zomer**

**Wat gaat Schiphol doen?**

**Wat kunnen we gezamenlijk doen?**

**Voorstel voor vervolg**

## ZOMER 2022

### TERUGBLIK MEIVAKANTIE – EERSTE BEVINDINGEN

1. De voorbereidingen zijn getroffen op de passagiersforecast passend bij het J+ scenario. De realisatie is gemiddeld 3% hoger gebleken met uitschieters van +6% op dagtotaal.
2. In de ochtend ligt het capaciteitstekort op de vertrekkers tussen de 10% - 30%. Een tekort op security personeel speelt in meerdere sectoren en in meerdere landen.
3. De productiviteit van security filters was conform planning en historische gegevens.
4. Er zijn verschillende momenten geweest dat security lanes zijn stilgelegd vanwege de stagnerende doorstroom bij de paspoortcontrole. Dit heeft voor extra wachttijd bij non-Schengen filters gezorgd.
5. Het verstoorde aanmeldpatroon van passagiers (vroegkomers) heeft bijgedragen aan zeer lange wachtrijen.

# INHOUD

Terugblik meivakantie

> Vooruitzicht zomer

Wat gaat Schiphol doen?

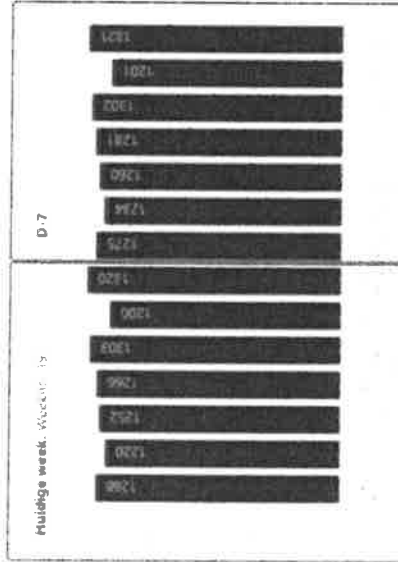
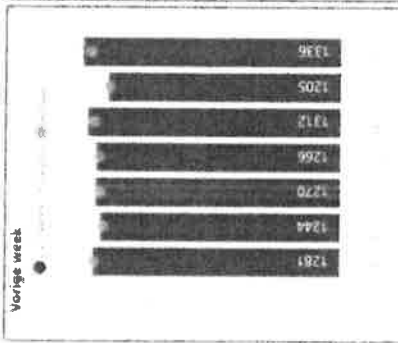
Wat kunnen we gezamenlijk doen?

Voorstel voor vervolg

# ZOMER 2022

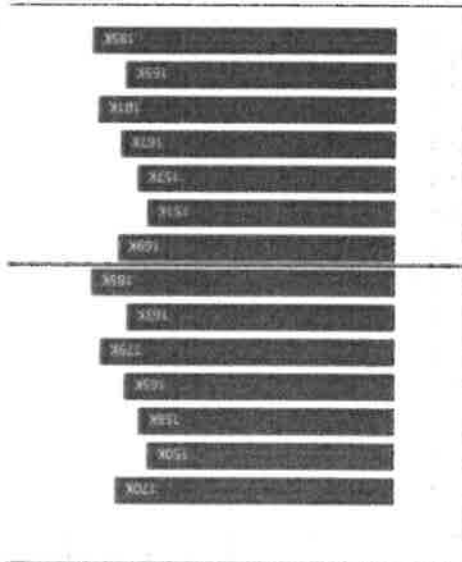
## SHORT TERM FORECAST: DAGTOTALEN VLUCHTEN EN PASSAGIERS TOT EN MET 12 JUNI

Totaal aantal vluchten per dag (arr+dep)



Forecast  
S22.8.1

Totaal aantal passagiers per dag



\*Al vanaf 12 juni 2022 worden de vluchten naar en van Schiphol weer normaal uitgevoerd.

# INHOUD

Terugblik meivakantie

Vooruitzicht zomer

Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

Voorstel voor vervolg

ZOMER 2022

## WAT GAAT SCHIPHOL DOEN?

### 1. Actielijn "Aantrekken Personeel"

- Voortzetten gezamenlijke werving via banenmarkt-initiatief LCS (11 juni)
- Security personeel:
  - Overleg met beveiligingsbedrijven over incentives (zowel tekenen als retentie)
  - Onderzoeken omscholen personeel staff-filters naar pax filters
  - Onderzoeken waar opleidingen eventueel ingekort kunnen worden (ter goedkeuring NCTV)
  - McKinsey aangetrokken voor Operatie Secure Summer
  - Oud CEO beveiligingsbedrijf als adviseur

### 2. Actielijn "Operational Excellence"

- Productiviteit security lanes
  - Reductie handbagage
  - Inzet op preparatie pax in voorgebied
  - Optimale lane bezetting
  - Flow balancing met Kmar-filters
- Flow- en crowdmanagement
  - Wachtrij optimalisatie
  - Informatie wachttijden
  - Crowd-control inzet
- Extra inzet Airport Assistants en Welcome teams
- Support teams bagage

# INHOUD

Terugblik meivakantie

Vooruitzicht zomer

Wat gaat Schiphol doen?

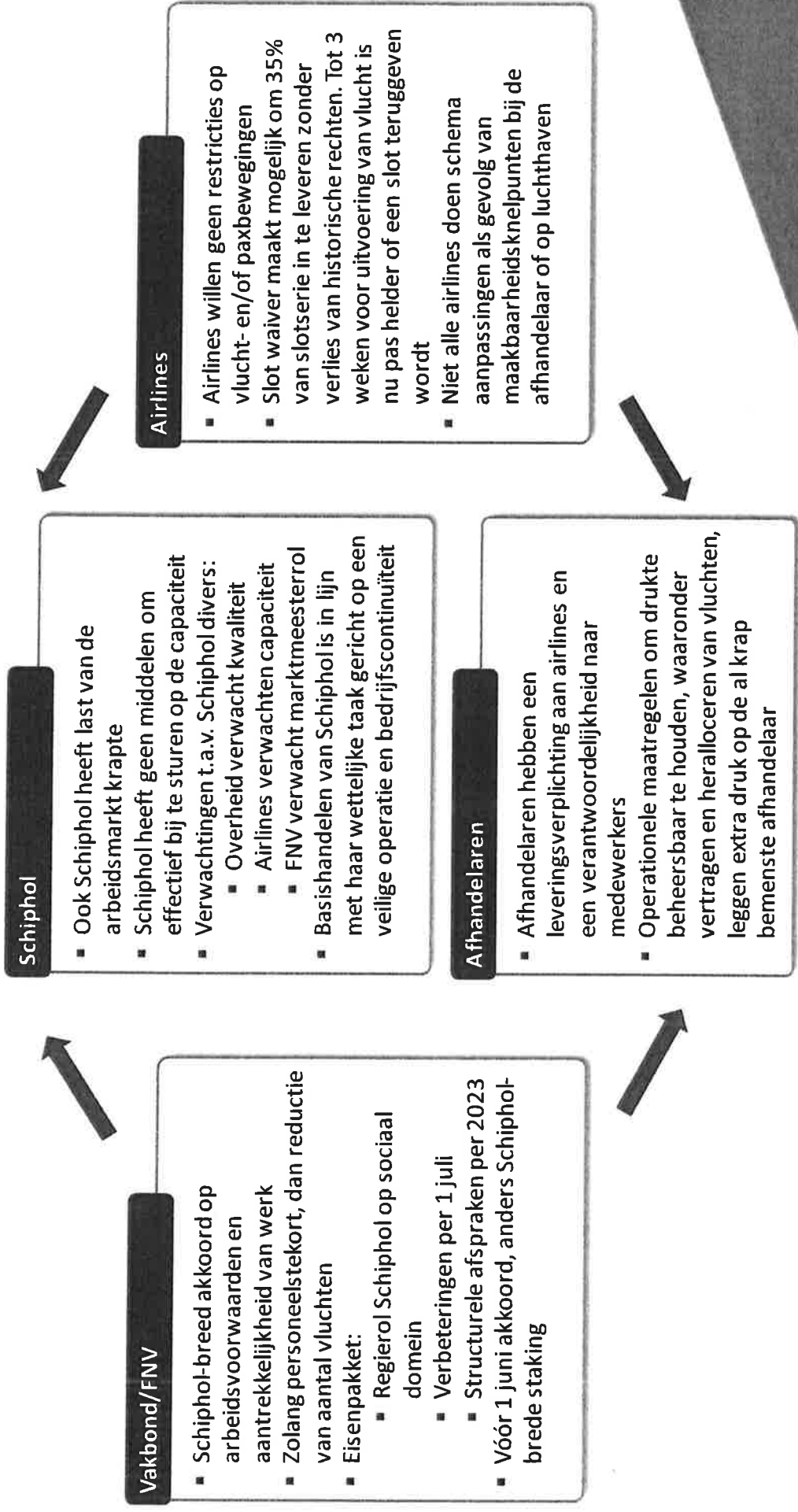
➤ Wat kunnen we gezamenlijk doen?

Voorstel voor vervolg



ZOMER 2022

## DIVERSITEIT AAN BELANGEN – SAMENWERKING NOODZAKELIJK



## ZOMER 2022

### WAT KUNNEN WE GEZAMENLIJK DOEN?

#### 3. Actielijn "Aantrekkelijk werken op Schiphol"

- Gedragen en gerichte acties om arbeidsvoorwaarden en -omstandigheden te verbeteren en aantrekkelijkheid van werk te vergroten:
  - Breder betrokkenheid van medewerkers via focusgroepen op diverse onderwerpen
  - Commitment van alle ketenpartners op actieprogramma
  - Gezamenlijke vakbond-strategie gericht op co-creatie
- Gezamenlijk campagne "Werken op Schiphol is leuk"

#### 4. Actielijn "Maakbare operatie"

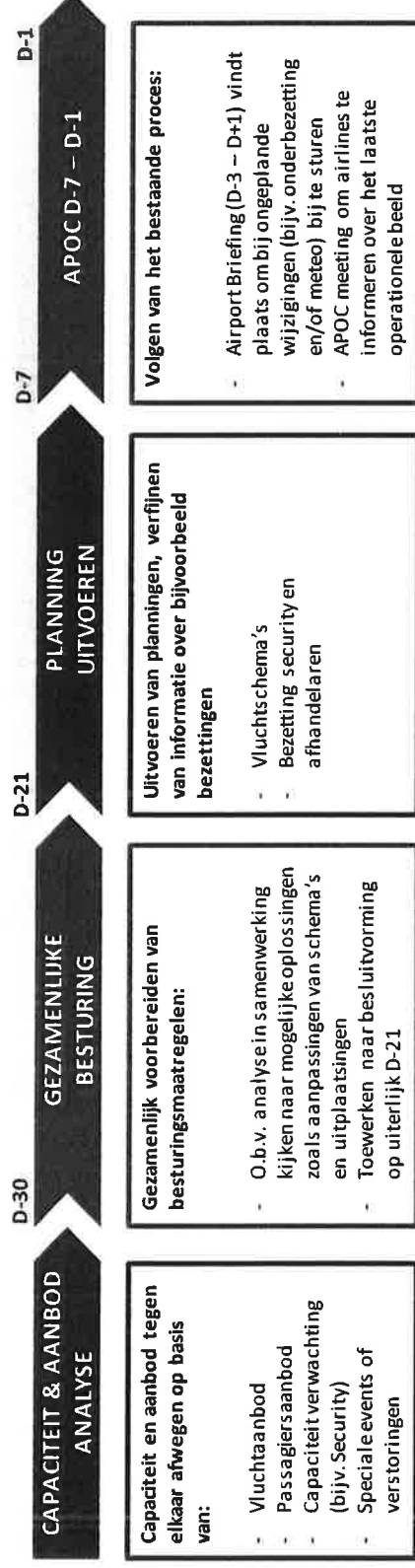
- Via het APOC wordt met de airlines:
  - Actief data uitgewisseld om tot een actuele en betrouwbare forecast te komen van de te verwachten boekingsaantallen
  - Beschikbare capaciteit transparant gedeeld op de verschillende procesonderdelen
  - Indien nodig tijdig schema aanpassingen gedaan om tot een maakbare operatie te komen
- Het OSO krijgt terugkoppeling en stuurt bij indien het APOC niet tot oplossingen komt met als doel om capaciteitsingrepen binnen de D-7 te voorkomen
- Zomer uitplaatsing naar Regionale luchthavens
- "Slot op de deur" en optimaliseren aanbod

ZOMER 2022

## EERDERE ANALYSE CAPACITEIT EN AANBOD VANAF D-30 VANUIT HET APOC

### Uitgangspunten

- Doel: voorkomen van last-minute en rigoureuze maatregelen omdat passagiersaanbod hoger is dan de verwerkingscapaciteit.
- Richting de zomer gezamenlijk en eerder, namelijk vier weken voor uit (D-30), vaststellen op welke momenten de capaciteit onvoldoende zal zijn ten opzichte van het verwachte passagiersaanbod.
- In een nieuw APOC meeting wordt naast de operationele update ook de eerste analyse voor 30 dagen vooruit worden besproken. Aansluitend wordt via de Partnership Manager per airline verder afgestemd over eventuele schema-aanpassingen of andere oplossingen. Kick-Off op 12 mei.
- Informatie wordt verrijkt richting de dag van operatie (rollend proces), tot die tijd werken we met de beste informatie die beschikbaar is. Delen van specifiekere informatie is daarom belangrijk.



## ZOMER 2022

### AANVULLENDE MAATREGELEN TER BEINVLOEDING OP HET AANBOD

#### "Slot op de deur"

- Om de operationele integriteit te waarborgen en planstabiliteit te verbeteren is het niet wenselijk dat nieuwe slots gealloceerd worden op piekmomenten/piekdagen. Oftewel een "slot op de deur" voor nieuwe aanvragen.
- Hiervoor dient RSG de urgentie van het probleem aan te geven en een verzoek te doen aan ACNL om per ommeegaande geen vrijgekomen slots te heralloceren (NB t.a.v. passagiersvluchten).
- ACNL zal naar verwachting dit verzoek overnemen en een werkprocedure opstellen. Dit verzoek is, gegeven de onderbouwing van het capaciteitsprobleem, ook een basis om force majeure toe te kennen voor geannuleerde slots (behoud historische rechten).

#### Concept verzoek:

*"Based on a forecast of operational capacity for the remainder of the 2022 summer season, Schiphol is considering a temporary capacity reduction for passenger flights in relation to the allocated slots. We are already informing you about this, in line with the Best Practice as drawn up by the Worldwide Airport Slot Board, to give ACNL the opportunity to immediately put in place measures to prevent new slot requests from being processed until further notice. In the meantime, we will consult with airlines about possible solutions and make decisions about necessary adjustments to the coordination parameters."*

#### Optimaliseren aanbod

- Parallel aan het D-30 APOC proces wordt in OSO andere sectorbrede oplossingen voorgesteld, besproken en indien mogelijk besloten. In geval van impact op slots/slotallocatie dient vervolgens de CCN formeel geconsulteerd te worden.
- Regulatie middels een parameter is als ultimatum remedium een mogelijke uitkomst, omdat dit kan fungeren als een fijnmaziger slot op de deur. Indien hiertoe besloten wordt zal eveneens het reguliere proces via de CCN gevolgd worden.

# INHOUD

Terugblik meivakantie

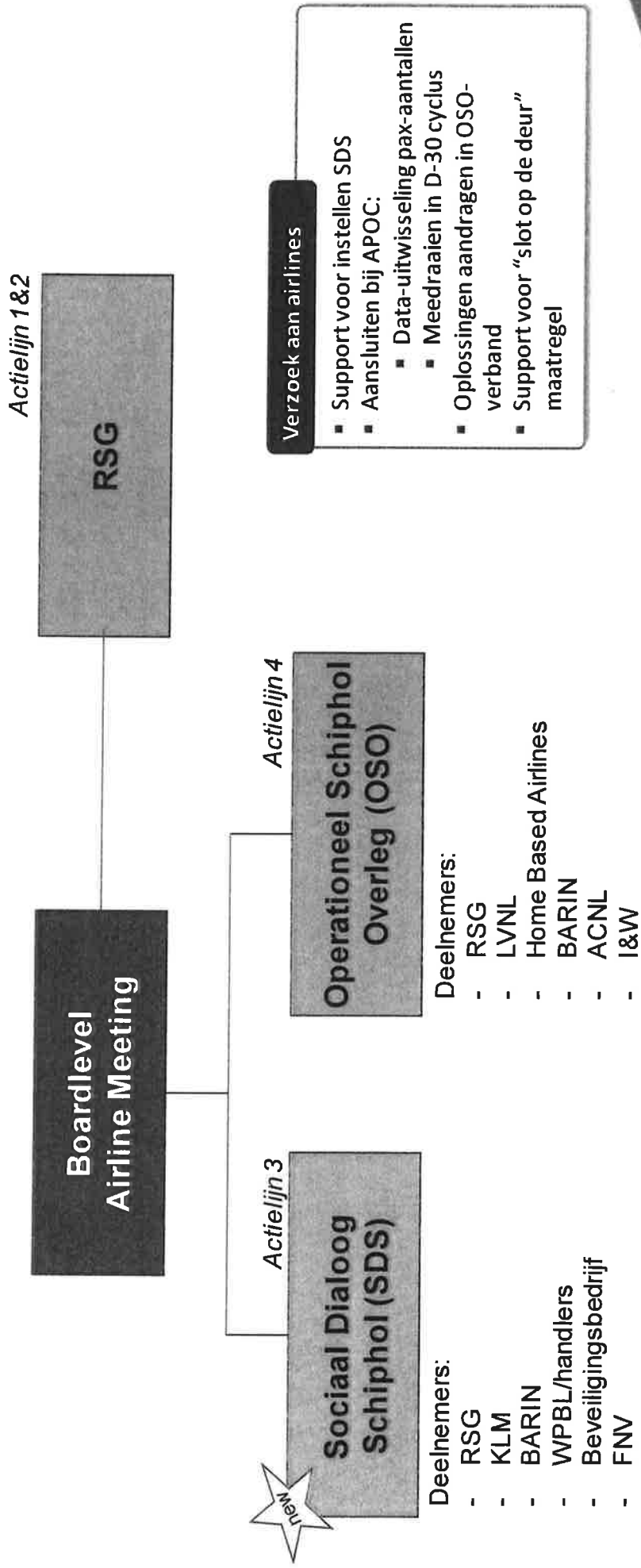
Vooruitzicht zomer

Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

➤ Voorstel voor vervolg

**ZOMER OP SCHIPHOL 2022**  
**VOORSTEL VOOR HOE VERDER – VERZOEK OM DEELNAME DOOR AIRLINES**



24

[REDACTED]

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**Van:** [REDACTED]>  
**Verzonden:** donderdag 12 mei 2022 10:32  
**Aan:** [REDACTED]  
**CC:** [REDACTED]  
**Onderwerp:** RE: Security parameter overwegingen

Beste [REDACTED]

Allereerst dank voor de snelle reactie en informatie.

T.a.v. de getallen die jullie delen en het voorbeeld van Air Malta:

In de capaciteitsanalyses die wij doen voor de komende maanden anticiperen wij al op annuleringen van slots. Van een aantal bestemmingen/herkomsten was de kans uiteraard al groot dat deze slots geannuleerd zouden worden. Het heralloceren van slots heeft voor ons dus wel tot gevolg dat de vraag hoger zal zijn dan waar wij nu mee rekenen.

NB Toen destijds de waivers geïntroduceerd werden pleitten wij dan ook voor een langere teruggaveperiode, namelijk van 7 weken voor operatie. Dit in verband met het proces van het plannen van (security) personeel. Dit is helaas in een soort koehandel naar 3 weken teruggebracht. We zien nu in ieder geval dat slots inderdaad ca. 3 weken van tevoren geannuleerd worden, maar wij hadden deze informatie liever eerder beschikbaar gehad.

T.a.v. de routes die je beschrijft. In het verleden hebben we met de airlines werkwijzes afgesproken over zowel structurele als tijdelijke regulerende parameters.

Deze route loopt altijd via het OSO, waarin we bekijken of er operationele maatregelen mogelijk zijn. Dit is in het verleden met bijv. NABO capaciteit succesvol gebleken.

We zullen daarom eerst ook de mogelijkheden in het OSO bespreken. Indien we daar besluiten dat een parameter de oplossing is zullen we uiteraard, zo snel mogelijk, het CCN ook consulteren.

Mvg [REDACTED]

**From:** [REDACTED]>  
**Sent:** Wednesday, 11 May 2022 17:05  
**To:** [REDACTED]>; [REDACTED]>; [REDACTED]>  
[REDACTED]>  
**Cc:** [REDACTED]>; [REDACTED]>  
**Subject:** RE: Security parameter overwegingen

[REDACTED]

Mede naar aanleiding van onderstaande uitwisseling en het belletje met [REDACTED] gisteren (waaruit ik afleidde dat eerst in OSO verband en nog niet in CCN wordt gesproken) heb ik behoefte de proceskant van de tijdelijke capaciteitsreductie overzichtelijk te maken.

Er zijn twee routes mogelijk (kunnen ook na elkaar/overlappend).

1. Via het OSO

In het OSO spreken de daarin betrokken partijen (dus niet alle airlines doen mee) maatregelen af. RSG geeft aan ACNL de spec's (als grondslag voor overmacht). Betreffende airlines melden zich indien van toepassing bij ACNL voor overmacht. ACNL verschaft overmacht indien binnen de spec's. ACNL zal nieuwe aanvragen niet blokkeren, ook niet in de aankondigingsfase. Daarvoor is geen grondslag. Geen nieuwe aanvragen indienen zal dus onderdeel moeten zijn van de afspraken tussen de OSO-partijen.







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**Van:** [redacted]  
**Verzonden:** dinsdag 10 mei 2022 14:42  
**Aan:** [redacted]@schiphol.nl>  
**CC:** [redacted]@slotcoordination.nl>; [redacted]@slotcoordination.nl>; [redacted]@schiphol.nl>; [redacted]@schiphol.nl>  
**Onderwerp:** RE: Security parameter overwegingen

[redacted]

Zoals net telefonisch bericht willen we op beide verzoeken ingaan. Dit vraagt inderdaad een formalisatie.

Het volgende voorbeeld kan daarvoor dienen. Graag in een brief welke we tezamen met werkprocedure voor de airlines zullen publiceren.

“Based on a forecast of operational capacity for the remainder of the 2022 summer season, Schiphol is considering a temporary capacity reduction for passenger flights in relation to the allocated slots. We are already informing you about this, in line with the Best Practice as drawn up by the Worldwide Airport Slot Board ([link](#)), to give ACNL the opportunity to immediately put in place measures to prevent new slot requests from being processed until revised capacity parameters are received.

In the meantime, we will consult with airlines about possible solutions and make decisions about possible adjustments to the coordination parameters. ”

Vervolgens zal ACNL een eerste versie van een werkprocedure met proces- en spelregels bekendmaken, waarin onder meer aangegeven zal worden dat voor slots die worden geannuleerd in verband met de voorgenomen capaciteitsreductie een beroep gedaan kan worden op overmacht voor de use-it-or-lose-regel.

Oké zo?

Gr.

[redacted]

[redacted]

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**Van:** [redacted]@schiphol.nl>

**Verzonden:** dinsdag 10 mei 2022 11:21

**Aan:** [redacted]@slotcoordination.nl>

**CC:** [redacted]@slotcoordination.nl> [redacted]@slotcoordination.nl>; [redacted]

[redacted]@schiphol.nl>

**Onderwerp:** Security parameter overwegingen

Hallo [redacted]

Nogmaals dank voor het telefonische overleg vanmorgen.

Inmiddels hebben [redacted] en [redacted] esloten dat zij eerst met de airlines er samen willen proberen om "eruit te komen", voordat een slot-parameter in beeld komt.

Hiervoor zal onder andere ook het OSO van komende week worden ingezet.

Bij deze tussenstap hoort dus nog geen parameter, maar wij willen jullie graag het volgende verzoeken:

- A) Het verzoek tot toekennen JNUS in geval airlines willen annuleren (in dit geval dus nog zonder aanvullende parameter).
- B) Het verzoek tot het stoppen van herallocatie van slots qua timing, maar ook het uitgeven van nieuwe slots. Terwijl wij bezig zijn om airlines te bewegen vluchten te schrappen en/of boekingen te verwijderen, zien wij dat andere airlines slots aanvragen en krijgen (bijvoorbeeld Air Malta / KM afgelopen week). Het is vanuit jullie kant begrijpelijk dat dit gebeurt, er is immers niets dat dit tegenhoudt op dit moment. Echter vergroot dit het probleem, en is het bovendien moeilijk aan de andere airlines uit te leggen. Deze stap is ook beschreven in punt 5 van de WASB best practice paper ([link](#))

Wij willen deze verzoeken graag formaliseren in een brief, maar willen vooraf bij jullie checken of dit technisch en juridisch haalbaar is, en of jullie andere bezwaren zijn tegen een formeel verzoek.

We horen graag; alvast bedankt. Eventueel zijn we telefonisch beschikbaar.

Groet, ook namens [redacted]

[redacted]  
[redacted]  
[redacted]  
Airport Operations

Out of the office on Fridays

Evert van de Beekstraat 202, 1118 CP Schiphol, The Netherlands  
P.O. Box 7501, 1118 ZG Schiphol, The Netherlands, [schiphol.nl](http://schiphol.nl)

# Schiphol

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25

[REDACTED]

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**Van:** [REDACTED]  
**Verzonden:** vrijdag 20 mei 2022 11:50  
**Aan:** [REDACTED]  
**CC:** [REDACTED]  
**Onderwerp:** RE: stukken CCN  
**Bijlagen:** 20220524 CCN ACNL Working method Lock on the door AMS S22 DRAFT v0.2.pdf

[REDACTED]

Hierbij onze bijdrage.  
Mag je ook meesturen aan [REDACTED] als je toch eea gaat versturen.

Hartelijke groet,

[REDACTED]

[REDACTED]

Airport Coordination Netherlands



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[REDACTED]

**Van:** [REDACTED]  
**Verzonden:** vrijdag 20 mei 2022 10:09  
**Aan:** [REDACTED]@schiphol.nl>; [REDACTED]@slotcoordination.nl> [REDACTED]  
[REDACTED]@slotcoordination.nl>  
**CC:** [REDACTED]@schiphol.nl>  
**Onderwerp:** RE: stukken CCN

[REDACTED]

Onze slide wordt nog aangepast en zullen we separaat aan [REDACTED] en [REDACTED] versturen.

Gr.

[REDACTED]  
[REDACTED]  
[REDACTED]  
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[REDACTED]

Van [REDACTED]@schiphol.nl>

Verzonden: vrijdag 20 mei 2022 09:56

Aan: [REDACTED]@slotcoordination.nl>; [REDACTED]@slotcoordination.nl>;

[REDACTED]@slotcoordination.nl>

CC: [REDACTED]@schiphol.nl>

Onderwerp: stukken CCN

Heren,

Ik pas vandaag de presentatie van het OSO nog wat aan, n.a.v. discussie in het OSO en met jullie opmerkingen. Daarna verstuur ik deze aan het CCN. Zal ik jullie slides meesturen? Of sturen jullie die aan [REDACTED] en [REDACTED]

Wij delen vandaag ook een concept addendum met brief. Graag jullie check of onze formuleringen daarin helder zijn.

Met vriendelijke groet, kind regards,

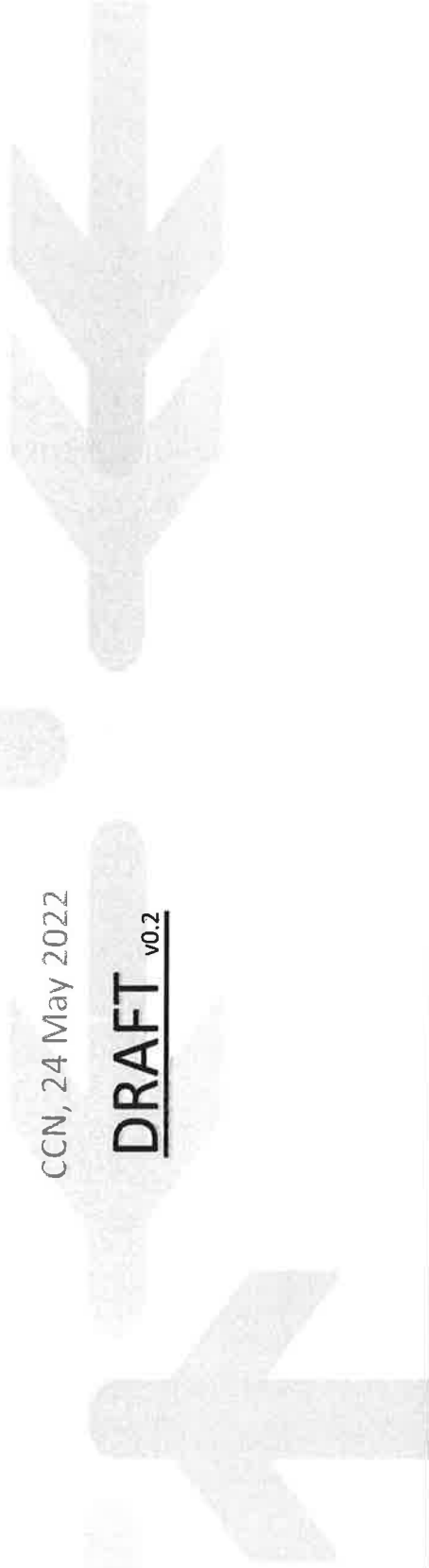
[REDACTED]  
[REDACTED]  
[REDACTED]  
Amsterdam Airport Schiphol  
[REDACTED]  
[REDACTED]



# ACNL Working method Lock on the door AMS S22

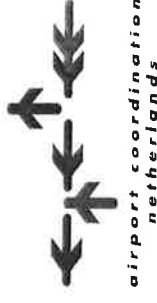
CCN, 24 May 2022

DRAFT v0.2





# ACNL slot provisions temporary capacity reduction AMS S22



## Steps:

1. Adding temporary operational limit for pax. Main goal: lock on the door to limit the problem size and to safeguard outcomes D-30 Joint Control APOC process.
2. Implement D-30 Joint Control APOC. Main goal: effective capacity management cycle.
3. Optional: adding coordination parameters for a temporary limit for seats/runway. Main goal: to set target for capacity reduction.

## Preparation

- ACNL will consider revised airport capacity parameter (in this case operational limit) after publication of a capacity declaration addendum. ACNL will not anticipate by suspending allocation of slots prior publication of such addendum.

## Slot allocation provisions

- Step 1: New slot requests, slots request on the waiting list and changes to allocated slots will be processed according to the revised coordination parameter for the period concerned. Changes in departure/arrival, destination/origin, aircraft type and number of seats will be processed.
- Step 2: D-30 Joint Control APOC process will be supported by force majeure (FM) for the use-it-or-lose-it-rule. At AMS, FM may be requested for (series of) slots in case of a cancellation for operations as outcome of the D-30 process until and included 28 August. Effective date as well as extension after 28 August to be determined by ACNL. FM requests according to normal procedure. At the other end of the route within Europe, FM may be requested for (series of) slots in case of mandatory cancellations due to revised airport capacity parameters (as shown by the procedures as dealt with in the CCN).
- Step 3: to be elaborated in case a coordination parameter is introduced.

26

[REDACTED]  
[REDACTED]

---

**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 25 mei 2022 16:34  
**Aan:** [REDACTED]  
**Onderwerp:** RE: Verzoek aan KLM voor komende zondag

Super, dankjewel! Grt [REDACTED]

**Van:** [REDACTED]@slotcoordination.nl>  
**Verzonden:** woensdag 25 mei 2022 16:27  
**Aan:** [REDACTED]@schiphol.nl>  
**Onderwerp:** FW: Verzoek aan KLM voor komende zondag

Done

[REDACTED]  
[REDACTED]

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[REDACTED]

**Van:** [REDACTED]  
**Verzonden:** woensdag 25 mei 2022 16:26  
**Aan:** [REDACTED] (AMSLR) - KLM [REDACTED]@KLM.COM>; [REDACTED] (AMSLR) - KLM [REDACTED]@klm.com>  
**CC:** [REDACTED]@slotcoordination.nl> [REDACTED]@slotcoordination.nl>  
**Onderwerp:** FW: Verzoek aan KLM voor komende zondag

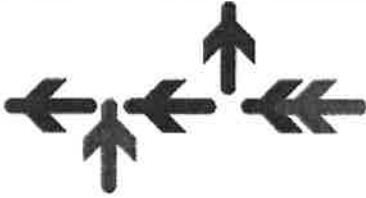
[REDACTED]

FM wordt toegekend voor vluchtwijzigingen als gevolg van onderstaand verzoek van AMS.

Gr.

[REDACTED]  
[REDACTED]

[REDACTED]  
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[REDACTED]  
Van: [REDACTED]  
Verzonden: woensdag 25 mei 2022 15:22  
Aan: [REDACTED]@schiphol.nl>  
Onderwerp: RE: Verzoek aan KLM voor komende zondag

[REDACTED]  
Volstaat.

Gr.  
[REDACTED]  
[REDACTED]  
[REDACTED]

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[REDACTED]  
Van: [REDACTED]@schiphol.nl>  
Verzonden: woensdag 25 mei 2022 13:17

Aan: [redacted]@slotcoordination.nl>

Onderwerp: FW: Verzoek aan KLM voor komende zondag

Hi [redacted]

Bij deze het verzoek dat ik KLM heb gedaan voor komende zondag.

Heb je hier voldoende aan?

Grt. [redacted]

From: [redacted]@schiphol.nl>

Sent: Monday, May 23, 2022 10:07 PM

To: [redacted] (SPLAC) - KLM [redacted]@klm.com>; [redacted] (SPLAA) - KLM

<[redacted]@KLM.COM>

Cc: [redacted]@schiphol.nl>; [redacted] (SPLKC) - KLM [redacted]@klm.com>

Subject: Verzoek aan KLM voor komende zondag

Beste [redacted] en [redacted],

Zoals vanmiddag al even met [redacted] besproken, de operatie van vandaag leverde grote problemen op. Heel vervelend om te horen dat ook jullie veel problemen hebben gehad. Dit is absoluut niet hoe wij het zouden willen.

Voor komende zondag willen we jullie hulp vragen om passagiers aantallen op lokaal vertrekkend verkeer omlaag te brengen. Het is ons bekend dat jullie reeds aanpassingen voor zondag hebben gedaan.

Het zou enorm helpen als jullie komende zondag in het blok tussen 08h00 en 15h00 nog 1000 lokaal vertrekkende passagiers eruit kunnen halen.

Uiteraard staat ons team in APOC klaar om eea verder af te stemmen en uit te werken of voor vragen. [redacted] geniet even van een paar dagen weg, maar [redacted] is er (zie ook cc).

Laat weten als jullie over dit verzoek nog vragen voor mij hebben okay?

Veel dank wederom voor jullie hulp!

Grt. [redacted]

Met vriendelijke groeten,

[redacted signature block]

E-mail: [redacted]@Schiphol.nl  
Tel: [redacted]

Visit: Terminal West, B-toren, 4<sup>de</sup> verdieping

Evert van de Beekstraat 202, 1118 ZG Schiphol  
Postbus 7501, 1118 ZG Schiphol  
Locatiecode: 02-36

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\*\*\*\*\*



27

[REDACTED]

---

**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 25 mei 2022 16:17  
**Aan:** [REDACTED]  
**Onderwerp:** RE: Verzoek aan KLM voor komende zondag

Super, veel dank! Stuur jij dan dan nog apart bericht uit naar KLM zodat zij zekerheid hebben? Grt [REDACTED]

**Van:** [REDACTED]@slotcoordination.nl>  
**Verzonden:** woensdag 25 mei 2022 15:22  
**Aan:** [REDACTED]@schiphol.nl>  
**Onderwerp:** RE: Verzoek aan KLM voor komende zondag

[REDACTED]

Volstaat.

Gr.

[REDACTED]

[REDACTED]

[REDACTED]

Airport Coordination Netherlands



*airport coordination  
netherlands*

Evert van de Beekstraat 23  
1118 CL Schiphol  
The Netherlands

[www.slotcoordination.nl](http://www.slotcoordination.nl)  
+31 (0)20 4059730

[REDACTED]

**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 25 mei 2022 13:17  
**Aan:** [REDACTED]@slotcoordination.nl>  
**Onderwerp:** FW: Verzoek aan KLM voor komende zondag

Hi [REDACTED]

Bij deze het verzoek dat ik KLM heb gedaan voor komende zondag.

Heb je hier voldoende aan?



Grt. [REDACTED]

From: [REDACTED]@schiphol.nl>

Sent: Monday, May 23, 2022 10:07 PM

To: [REDACTED] (SPLAC) - KLM <[REDACTED]@klm.com>; [REDACTED] (SPLAA) - KLM  
<[REDACTED]@KLM.COM>

Cc: [REDACTED]@schiphol.nl>; [REDACTED] (SPLKC) - KLM [REDACTED]

Subject: Verzoek aan KLM voor komende zondag

Beste [REDACTED]

Zoals vanmiddag al even met [REDACTED] besproken, de operatie van vandaag leverde grote problemen op. Heel vervelend om te horen dat ook jullie veel problemen hebben gehad. Dit is absoluut niet hoe wij het zouden willen.

Voor komende zondag willen we jullie hulp vragen om passagiers aantallen op lokaal vertrekkend verkeer omlaag te brengen. Het is ons bekend dat jullie reeds aanpassingen voor zondag hebben gedaan.

Het zou enorm helpen als jullie komende zondag in het blok tussen 08h00 en 15h00 nog 1000 lokaal vertrekkende passagiers eruit kunnen halen.

Uiteraard staat ons team in APOC klaar om eea verder af te stemmen en uit te werken of voor vragen [REDACTED] geniet even van een paar dagen weg, maar [REDACTED] is er (zie ook cc).

Laat weten als jullie over dit verzoek nog vragen voor mij hebben okay?

Veel dank wederom voor jullie hulp!

Grt. [REDACTED]

Met vriendelijke groeten,

[REDACTED]

E-mail: [REDACTED]@Schiphol.nl

Tel: [REDACTED]

Visit: Terminal West, B-toren, 4<sup>de</sup> verdieping

Evert van de Beekstraat 202, 1118 ZG Schiphol  
Postbus 7501, 1118 ZG Schiphol  
Locatiecode: 02-36

**Schiphol**

Welcome to Amsterdam Airport

28

[REDACTED]  
**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 25 mei 2022 16:34  
**Aan:** [REDACTED]  
**Onderwerp:** RE: Verzoek aan KLM voor komende zondag

Super, dankjewel! Grt [REDACTED]

**Van:** [REDACTED]@slotcoordination.nl>  
**Verzonden:** woensdag 25 mei 2022 16:27  
**Aan:** [REDACTED]@schiphol.nl>  
**Onderwerp:** FW: Verzoek aan KLM voor komende zondag

Done

[REDACTED]  
[REDACTED]  
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The Netherlands

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+31 (0)20 4059730

**Van:** [REDACTED]  
**Verzonden:** woensdag 25 mei 2022 16:26  
**Aan:** [REDACTED] (AMSLR) - KLM <[REDACTED]@KLM.COM>; [REDACTED] (AMSLR) - KLM <[REDACTED]@klm.com>  
**CC:** [REDACTED]@slotcoordination.nl>; [REDACTED]@slotcoordination.nl>  
**Onderwerp:** FW: Verzoek aan KLM voor komende zondag

[REDACTED]  
FM wordt toegekend voor vluchtwijzigingen als gevolg van onderstaand verzoek van AMS.

Gr.  
[REDACTED]  
[REDACTED]

[REDACTED]  
Airport Coordination Netherlands



**airport coordination  
netherlands**

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1118 CL Schiphol  
The Netherlands

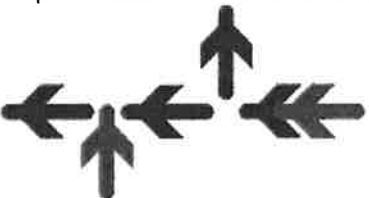
[www.slotcoordination.nl](http://www.slotcoordination.nl)  
+31 (0)20 4059730

[REDACTED]  
**Van:** [REDACTED]  
**Verzonden:** woensdag 25 mei 2022 15:22  
**Aan:** [REDACTED]@schiphol.nl>  
**Onderwerp:** RE: Verzoek aan KLM voor komende zondag

[REDACTED]  
Volstaat.

Gr.

[REDACTED]  
[REDACTED]  
[REDACTED]  
Airport Coordination Netherlands



**airport coordination  
netherlands**

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The Netherlands

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+31 (0)20 4059730

[REDACTED]  
**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** woensdag 25 mei 2022 13:17

**Aan:** [redacted]@slotcoordination.nl>  
**Onderwerp:** FW: Verzoek aan KLM voor komende zondag

Hi [redacted]

Bij deze het verzoek dat ik KLM heb gedaan voor komende zondag.

Heb je hier voldoende aan?

Grt. [redacted]

**From:** [redacted]@schiphol.nl>

**Sent:** Monday, May 23, 2022 10:07 PM

**To:** [redacted]@PLAC) - KLM [redacted]@klm.com> [redacted]@PLAA) - KLM

<[redacted]@KLM.COM>

**Cc:** [redacted]@schiphol.nl>; [redacted]@SPLKC) - KLM <[redacted]@klm.com>

**Subject:** Verzoek aan KLM voor komende zondag

Beste [redacted] en [redacted]

Zoals vanmiddag al even met [redacted] besproken, de operatie van vandaag leverde grote problemen op. Heel vervelend om te horen dat ook jullie veel problemen hebben gehad. Dit is absoluut niet hoe wij het zouden willen.

Voor komende zondag willen we jullie hulp vragen om passagiers aantallen op lokaal vertrekkend verkeer omlaag te brengen. Het is ons bekend dat jullie reeds aanpassingen voor zondag hebben gedaan.

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Uiteraard staat ons team in APOC klaar om eea verder af te stemmen en uit te werken of voor vragen [redacted] geniet even van een paar dagen weg, maar [redacted] er (zie ook cc).

Laat weten als jullie over dit verzoek nog vragen voor mij hebben okay?

Veel dank wederom voor jullie hulp!

Grt. [redacted]

Met vriendelijke groeten,

[redacted]  
[redacted]

[redacted]  
E-mail: [redacted]@Schiphol.nl

Tel: [redacted]

Visit: Terminal West, B-toren, 4<sup>de</sup> verdieping

Evert van de Beekstraat 202, 1118 ZG Schiphol  
Postbus 7501, 1118 ZG Schiphol  
Locatiecode: 02-36

# Schiphol

Welcome to Amsterdam Airport

\*\*\*\*\*

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\*\*\*\*\*

29

[REDACTED]

---

**Van:** [REDACTED]@schiphol.nl>  
**Verzonden:** vrijdag 13 mei 2022 15:41  
**Aan:** [REDACTED]  
**CC:** [REDACTED]  
**Onderwerp:** slides zomer aanpak  
**Bijlagen:** Voorstel voorbereiding zomer 12mei22.pptx

Hi [REDACTED] zoals net beloofd de slides die we gisteren met de airlines gedeeld hebben.  
Hierin vind je ook het voorstel rondom de D-30 aanpak.  
Grt. [REDACTED]

Met vriendelijke groeten,

[REDACTED]

[REDACTED]  
E-mail: [REDACTED]@Schiphol.nl  
Tel: [REDACTED]

Visit: Terminal West, B-toren, 4<sup>de</sup> verdieping

Evert van de Beekstraat 202, 1118 ZG Schiphol  
Postbus 7501, 1118 ZG Schiphol  
Locatiecode: 02-36

**Schiphol**

Welcome to Amsterdam Airport

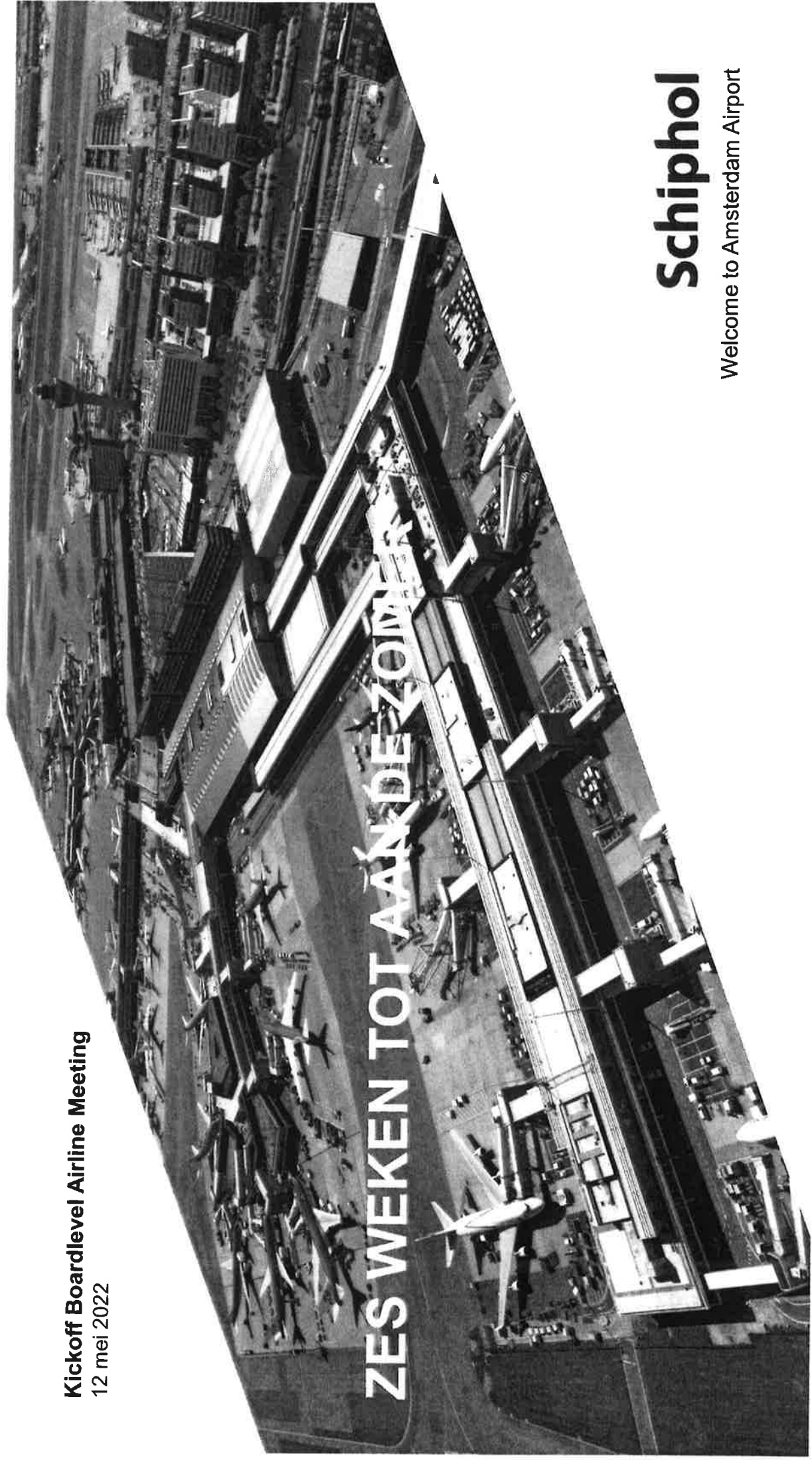


**Kickoff Boardlevel Airline Meeting**  
12 mei 2022

**ZES WEKEN TOT AANKOMSTE VAN DE ZOMER**

**Schiphol**

Welcome to Amsterdam Airport



# INHOUD

➤ **Terugblik meivakantie**

**Vooruitzicht zomer**

**Wat gaat Schiphol doen?**

**Wat kunnen we gezamenlijk doen?**

**Voorstel voor vervolg**

**TERUGBLIK MEIVAKANTIE – EERSTE BEVINDINGEN**

1. De voorbereidingen zijn getroffen op de passagiersforecast passend bij het J+ scenario. De realisatie is gemiddeld 3% hoger gebleken met uitschieters van +6% op dagtotaal.
2. In de ochtend ligt het capaciteitstekort op de vertrekkers tussen de 10% - 30%. Een tekort op security personeel speelt in meerdere sectoren en in meerdere landen.
3. De productiviteit van security filters was conform planning en historische gegevens.
4. Er zijn verschillende momenten geweest dat security lanes zijn stilgelegd vanwege de stagnerende doorstroom bij de paspoortcontrole. Dit heeft voor extra wachttijd bij non-Schengen filters gezorgd.
5. Het verstoorde aanmeldpatroon van passagiers (vroegkomers) heeft bijgedragen aan zeer lange wachtrijen.

**Dia 3**

---

**RM0**

vraag: waarom is die voorspelling gebaseerd, ook op informatie airlines? hoe zijn verschillen tussen voorspelling en realisatie te verklaren?

2022-05-11T13:03:54.318

# INHOUD

Terugblik meivakantie



Vooruitzicht zomer

Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

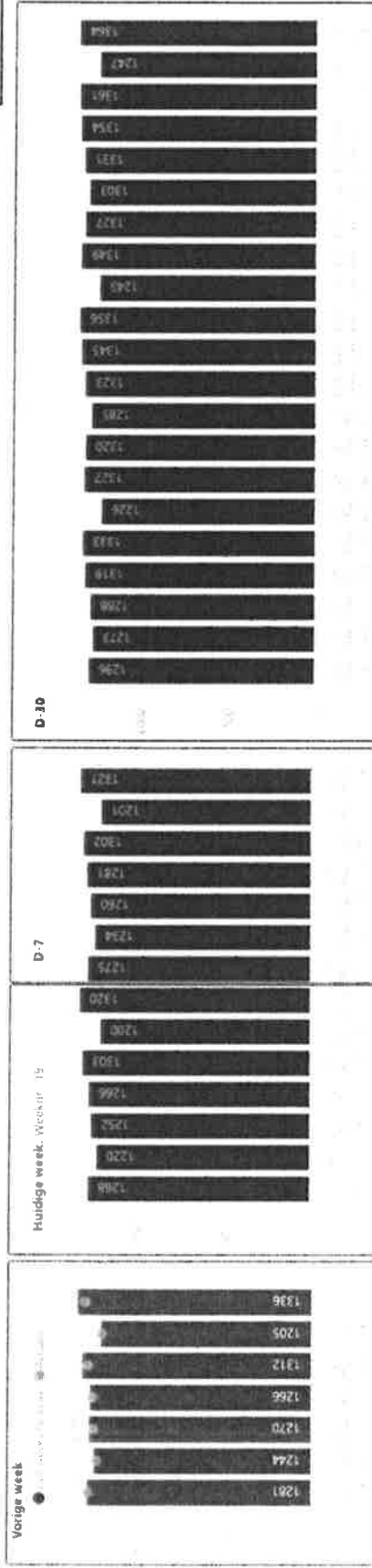
Voorstel voor vervolg

# ZOMER 2022

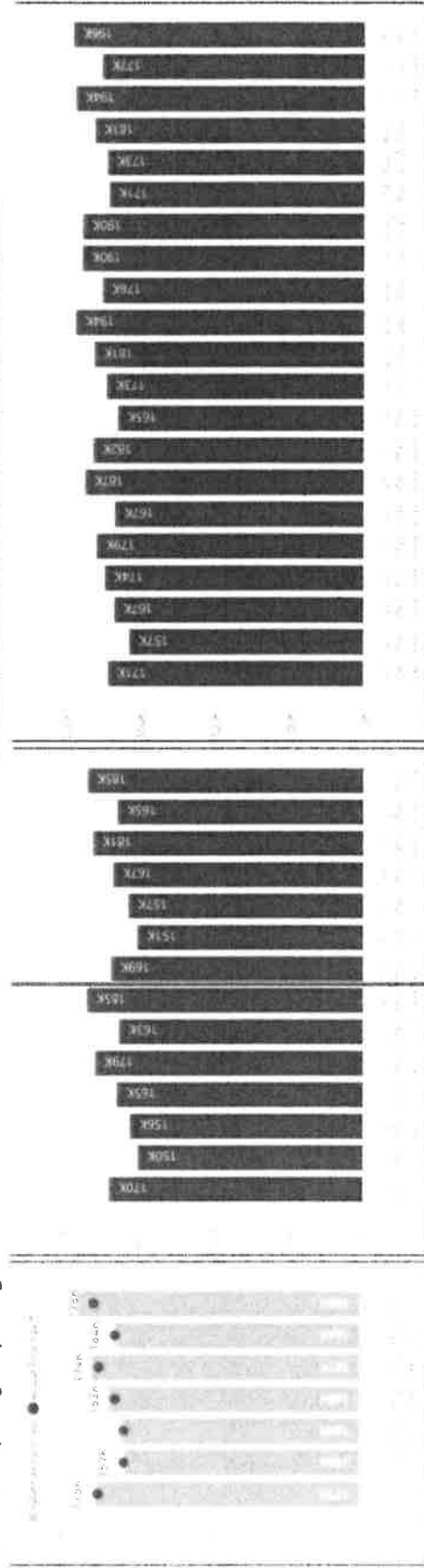
## SHORT TERM FORECAST: DAGTOTALEN VLUCHTEN EN PASSAGIERS TOT EN MET 12 JUNI

Totaal aantal vluchten per dag (arr+dep)

Erstat  
522.8.1



Totaal aantal passagiers per dag



# INHOUD

Terugblik meivakantie

Vooruitzicht zomer

➤ Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

Voorstel voor vervolg

## ZOMER 2022

### WAT GAAT SCHIPHOL DOEN?

#### 1. Actielijn "Aantrekken Personeel"

- Voortzetten gezamenlijke werving via banenmarkt-initiatief LCS (11 juni)
- Security personeel:
  - Overleg met beveiligingsbedrijven over incentives (zowel tekenen als retentie)
  - Onderzoeken omscholen personeel staff-filters naar pax filters
  - Onderzoeken waar opleidingen eventueel ingekort kunnen worden (ter goedkeuring NCTV)
  - McKinsey aangetrokken voor Operatie Secure Summer
  - Oud CEO beveiligingsbedrijf als adviseur

#### 2. Actielijn "Operational Excellence"

- Productiviteit security lanes
  - Reductie handbagage
  - Inzet op preparatie pax in voorgebied
  - Optimale lane bezetting
  - Flow balancing met Kmar-filters
- Flow- en crowdmanagement
  - Wachtrij optimalisatie
  - Informatie wachttijden
  - Crowd-control inzet
- Extra inzet Airport Assistants en Welcome teams
- Support teams bagage



# INHOUD

Terugblik meivakantie

Vooruitzicht zomer

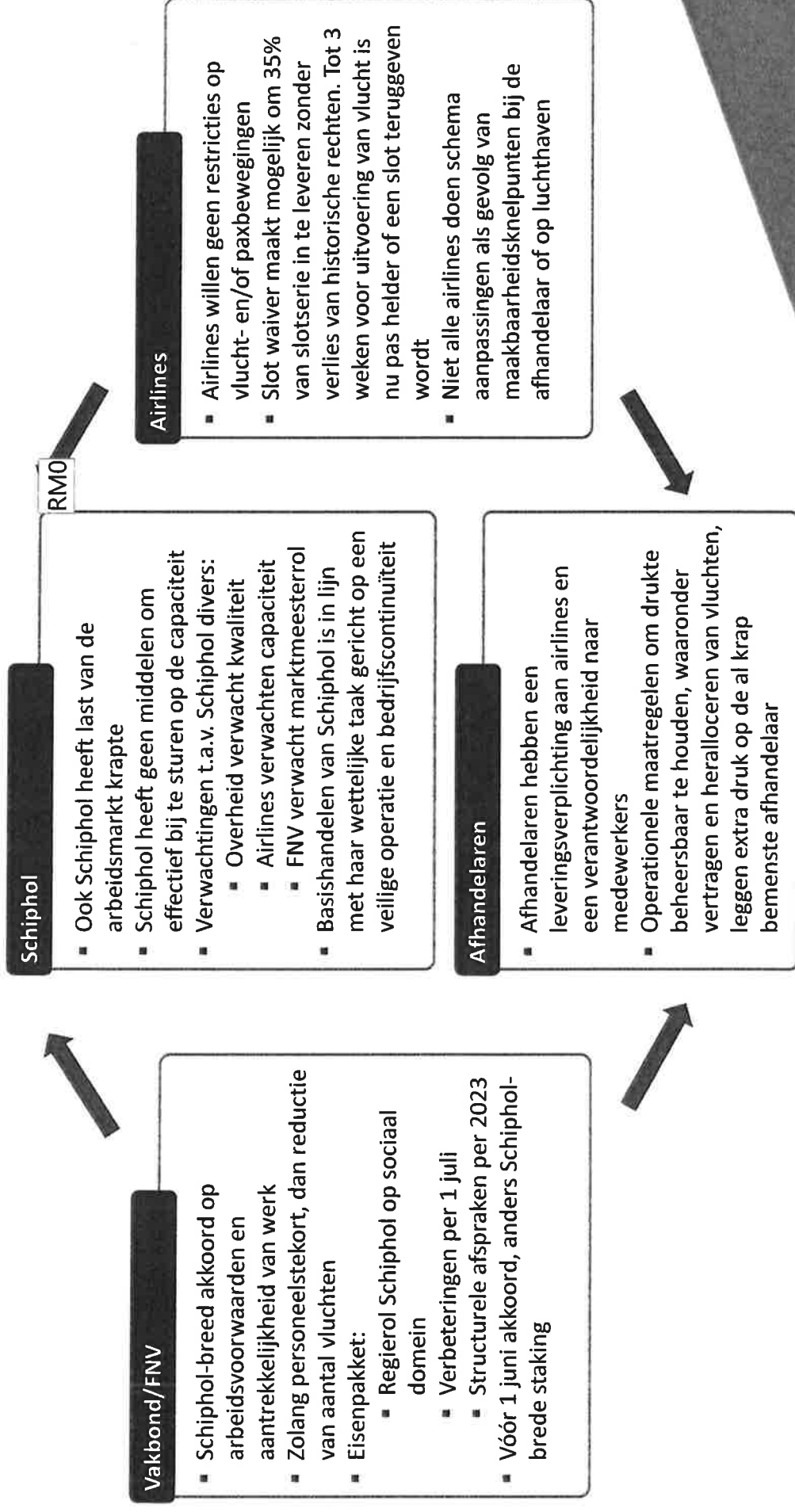
Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

Voorstel voor vervolg

ZOMER 2022

## DIVERSITEIT AAN BELANGEN – SAMENWERKING NOODZAKELIJK



**Dia 9**

---

**RM0**    suggestei toegevoegd: wettelijke taak  
          [REDACTED] 2022-05-11T13:27:53.246

## ZOMER 2022

### WAT KUNNEN WE GEZAMENLIJK DOEN?

#### 3. Actielijn "Aantrekkelijk werken op Schiphol"

- Gedragen en gerichte acties om arbeidsvoorwaarden en -omstandigheden te verbeteren en aantrekkelijkheid van werk te vergroten:
  - Bredere betrokkenheid van medewerkers via focusgroepen op diverse onderwerpen
  - Commitment van alle ketenpartners op actieprogramma
  - Gezamenlijke vakbond-strategie gericht op co-creatie
- Gezamenlijk campagne "Werken op Schiphol is leuk"

#### 4. Actielijn "Maakbare operatie"

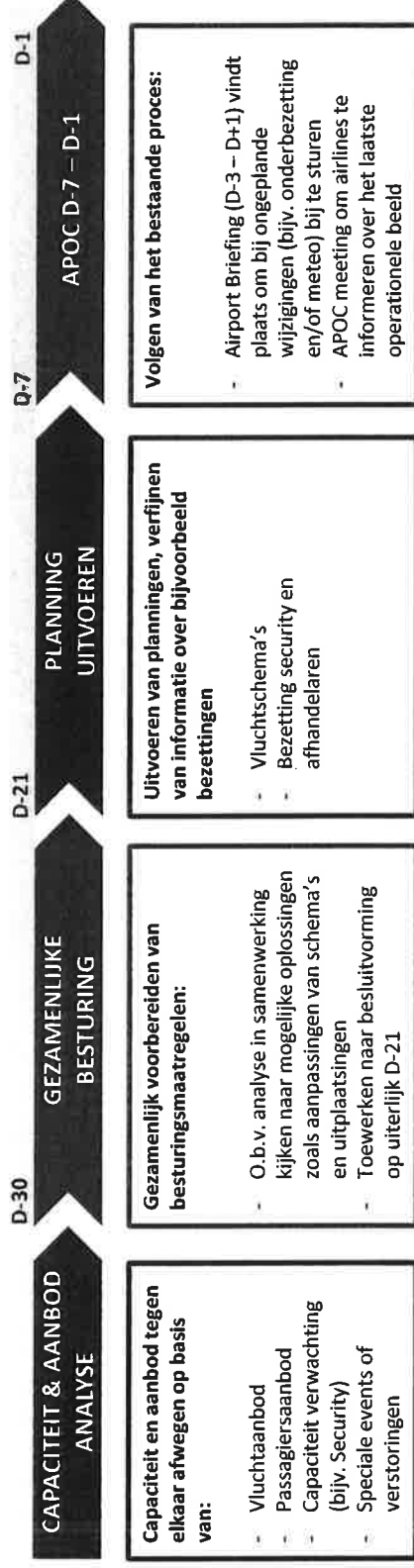
- Via het APOC wordt met de airlines:
  - Actief data uitgewisseld om tot een actuele en betrouwbare forecast te komen van de te verwachten boekingsaantallen
  - Beschikbare capaciteit transparant gedeeld op de verschillende procesonderdelen
  - Indien nodig tijdig schema aanpassingen gedaan om tot een maakbare operatie te komen
- Het OSO krijgt terugkoppeling en stuurt bij indien het APOC niet tot oplossingen komt met als doel om capaciteitsingrepen binnen de D-7 te voorkomen
- Zomer uitplaatsing naar Regionale luchthavens
- "Slot op de deur" en optimaliseren aanbod

ZOMER 2022

## EERDERE ANALYSE CAPACITEIT EN AANBOD VANAF D-30 VANUIT HET APOC

### Uitgangspunten

- Doel: voorkomen van last-minute en rigoureuze maatregelen omdat passagiersaanbod hoger is dan de verwerkingscapaciteit.
- Richting de zomer gezamenlijk en eerder, namelijk vier weken voor uit (D-30), vaststellen op welke momenten de capaciteit onvoldoende zal zijn ten opzichte van het verwachte passagiersaanbod.
- In een nieuw APOC meeting wordt naast de operationele update ook de eerste analyse voor 30 dagen vooruit worden besproken. Aansluitend wordt via de Partnership Manager per airline verder afgestemd over eventuele schema-aanpassingen of andere oplossingen. Kick-Off op 12 mei.
- Informatie wordt verfijnd richting de dag van operatie (rollend proces), tot die tijd werken we met de beste informatie die beschikbaar is. Delen van specifiekere informatie is daarom belangrijk.



## ZOMER 2022

### AANVULLENDE MAATREGELEN TER BEINVLOEDING OP HET AANBOD

#### "Slot op de deur"

- Om de operationele integriteit te waarborgen en planstabiliteit te verbeteren is het niet wenselijk dat nieuwe slots gealloceerd worden op piekmomenten/pekdagen. Oftewel een "slot op de deur" voor nieuwe aanvragen.
- Hiervoor dient RSG de urgentie van het probleem aan te geven en een verzoek te doen aan ACNL om per ommeegaande geen vrijgekomen slots te heralloceren (NB t.a.v. passagiersvluchten).
- ACNL zal naar verwachting dit verzoek overnemen en een werkprocedure opstellen. Dit verzoek is, gegeven de onderbouwing van het capaciteitsprobleem, ook een basis om force majeure toe te kennen voor geannuleerde slots (behoud historische rechten).

#### Concept verzoek:

*"Based on a forecast of operational capacity for the remainder of the 2022 summer season, Schiphol is considering a temporary capacity reduction for passenger flights in relation to the allocated slots. We are already informing you about this, in line with the Best Practice as drawn up by the Worldwide Airport Slot Board, to give ACNL the opportunity to immediately put in place measures to prevent new slot requests from being processed until further notice. In the meantime, we will consult with airlines about possible solutions and make decisions about necessary adjustments to the coordination parameters."*

#### Optimaliseren aanbod

- Parallel aan het D-30 APOC proces wordt in OSO andere sectorbrede oplossingen voorgesteld, besproken en indien mogelijk besloten. In geval van impact op slots/slotallocatie dient vervolgens de CCN formeel geconsulteerd te worden.
- Regulatie middels een parameter is als ultimatum remedium een mogelijke uitkomst, omdat dit kan fungeren als een fijnmaziger slot op de deur. Indien hiertoe besloten wordt zal eveneens het reguliere proces via de CCN gevolgd worden.

# INHOUD

Terugblik meivakantie

Vooruitzicht zomer

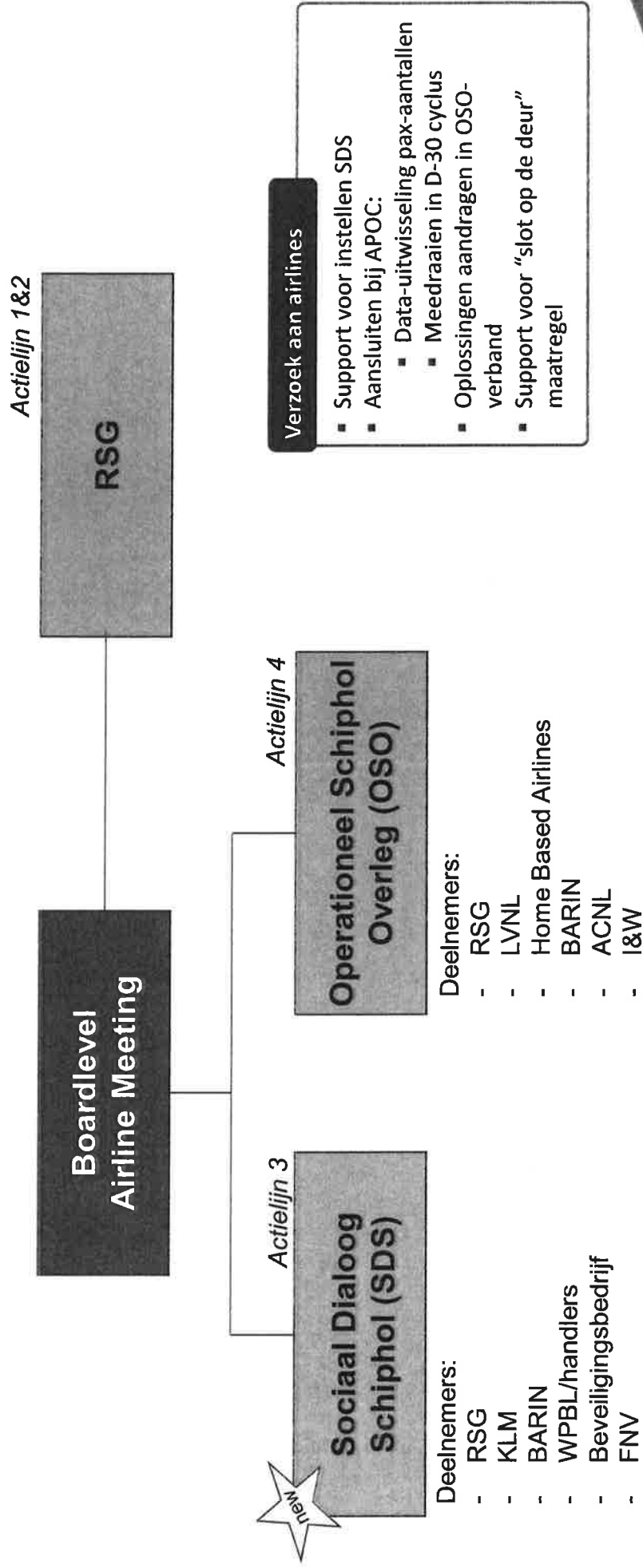
Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

➤ Voorstel voor vervolg

## ZOMER OP SCHIPHOL 2022

### VOORSTEL VOOR HOE VERDER – VERZOEK OM DEELNAME DOOR AIRLINES





30

[12-05-2022 12:38:37] ██████████ Berichten en gesprekken worden end-to-end versleuteld. Niemand buiten deze chat kan ze lezen of beluisteren, zelfs WhatsApp niet.

[12-05-2022 12:38:37] ██████████ Goedemiddag ██████████ Zou jij morgen 15:00 tijd hebben om met ██████████ en mij bij te praten en het oso voor te bereiden?

[12-05-2022 12:42:43] ██████████: morgen 15u past. stuur je teamsinvite?

[12-05-2022 13:08:17] ██████████ Zal ik doen. Dank!

31

[29-04-2022 14:35:13] ██████████ : Berichten en gesprekken worden end-to-end versleuteld. Niemand buiten deze chat kan ze lezen of beluisteren, zelfs WhatsApp niet.

[29-04-2022 14:35:13] ██████████ : Hi ██████████ ik hoor net dat LOT een extra vlucht gaat uitvoeren zondag en dat ze daarvoor een slot hebben gekregen. 1265 en 1266 is er een mogelijkheid om dit soort dingen te voorkomen?

[29-04-2022 14:41:59] ██████████ : of zelfs voor LOT terug te draaien?

[29-04-2022 14:42:05] ██████████ : Zondag is nog echt een probleem

[29-04-2022 14:42:17] ██████████ : Zaterdag lijkt opgelost

[29-04-2022 14:52:02] ██████████ : Ik zal eea nagaan.

[05-05-2022 13:19:57] ██████████ : ██████████ kan ik je zo om 1330 even bellen?

[05-05-2022 13:20:33] ██████████ : prima. ben bereikbaar

[05-05-2022 13:25:50] ██████████ : Okay ik bel je!

[05-05-2022 14:09:17] ██████████ : zit in je mail

[05-05-2022 14:11:40] ██████████ : top, veel dank ik ga kijken!

[25-05-2022 09:51:50] ██████████ : Hi ██████████ heb jij tijd om om 1030 even tee bellen met mij en ██████████?

[25-05-2022 09:56:00] ██████████ : 10.30 past.

[25-05-2022 10:01:01] ██████████ : laat ██████████ ook aansluiten. zal teamsinvite zenden. dan zitten we er allemaal in.

[25-05-2022 12:14:23] ██████████ : Hi ██████████ dank voor meeting zojuist. Je punt is ons helder. Heb nog een ander verzoek. Wij hebben KLM gevraagd om voor aankomende zondag weer lokaal vertrekkende vluchten te annuleren. Kan jij hier ook weer een force majeure voor verlenen?

[25-05-2022 12:37:18] ██████████ : voor het laatste heb ik een afschrift van een schriftelijk/mail verzoek van AMS aan KL als onderlegger nodig. Lukt dat?

[25-05-2022 13:20:11] ██████████ : Yes, heb ik je net gestuurd.

32

**Van:**

**Aan:**

[REDACTED]  
[REDACTED]@lvnl.nl"; [REDACTED]@barin.nl";  
[REDACTED]  
[REDACTED]@lvnl.nl"; [REDACTED]@minienm.nl"; [REDACTED]@tui-fly.nl";  
[REDACTED]@minienm.nl"; [REDACTED]@klm.com"; [REDACTED]@barin.nl"; [REDACTED]  
[REDACTED]@martinair.com"; [REDACTED] (SPL-F) - Martinair [REDACTED]  
(TOP) - KLM [REDACTED] - DGLM; [REDACTED]@tui-fly.nl";  
[REDACTED]@tui.nl";  
(SPLZL) - KLM [REDACTED] (SPL0Z) - KLM [REDACTED]  
[REDACTED] - DGLM; [REDACTED]@lvnl.nl

**Onderwerp:**

RE: OSO meeting

**Datum:**

vrijdag 29 april 2022 13:58:41

**Bijlagen:**

image001.png

Beste OSO-leden,

ACNL heeft ook vragen ontvangen over force majeure bij annuleringen.

Daartoe hebben we onderstaand antwoordbericht opgesteld. Deze zend ik toe ter informatie (we willen het normale proces van slotallocatie en -monitoring blijven volgen).

Hartelijke groet en heel veel sterkte met de uitvoering in het komend weekeinde.

[REDACTED]

--

INFORMATION TO THE AIRLINES REGARDING FORCE MAJEURE OPERATIONAL SHORTAGES AT AMS AT 30APR AND 01MAY

By letter of 28 April 2022 Amsterdam Airport Schiphol has, because of shortage in operational capacity, urged airlines to decrease the number of passengers departing from Schiphol in the upcoming days so that safety in the airport terminal buildings is guaranteed.

ACNL have received requests from airlines relating to force majeure in case of retiming of flights to the night and cancellations at AMS (also because of rerouting to other airports). In principle shortages in operational capacity are not eligible for force majeure of the use-it-or-lose-it provisions. However ACNL regards the situation at AMS for this weekend as unavoidable and unforeseeable for the air carriers. For the rest of the summer season, we assume sufficient lead time to balance the supply and demand of capacity and force majeure will not be granted.

The requests are processed as follows:

*Night movements*

Force majeure will be granted for a (planned) night movement with a day slot. This applies to the nights from Friday to Saturday, Saturday to Sunday and Sunday to Monday and to flights that have been notified in advance by the airline to ACNL (via [info@slotcoordination.nl](mailto:info@slotcoordination.nl) with reference to this email). It is not necessary to request/obtain a night slot. The original day slot must remain in place.

*Planned cancellations also because of rerouting to other airports*

Force majeure will be granted for cancellations upcoming Saturday (30APR) and Sunday (01MAY) in the context of the urge of AMS.

If applicable, submit your request for force majeure according to standard procedure of ACNL with reference to this message to [monitoring@slotcoordination.nl](mailto:monitoring@slotcoordination.nl).

[REDACTED]

Airport Coordination Netherlands



Evert van de Beekstraat 23  
1118 CL Schiphol  
The Netherlands

[www.slotcoordination.nl](http://www.slotcoordination.nl)

**Van:** [REDACTED]  
**Verzonden:** donderdag 28 april 2022 15:47  
**Aan:** [REDACTED]@schiphol.nl> [REDACTED]@lvnl.nl>;  
[REDACTED]@lvnl.nl'; [REDACTED]@barin.nl'; [REDACTED]@corendon.nl';  
[REDACTED]@transavia.com'; [REDACTED]@ [REDACTED];  
[REDACTED]@easyjet.com>; [REDACTED]@lvnl.nl'; [REDACTED]@minienm.nl';  
[REDACTED]@tuifly.nl'; [REDACTED]@minienm.nl', [REDACTED]@klm.com';  
[REDACTED]@barin.nl'; [REDACTED]@schiphol.nl> [REDACTED]  
[REDACTED]k@schiphol.nl>; [REDACTED]@martinair.com'; [REDACTED] (SPLFI) - Martinair  
[REDACTED]@martinair.com>; [REDACTED] (ITOP) - KLM  
[REDACTED]@KLM.COM> [REDACTED] - DGB [REDACTED]@minienw.nl>;  
[REDACTED]@tuifly.nl'; [REDACTED]@tui.nl'; [REDACTED]  
[REDACTED]@tuifly.be> [REDACTED] < [REDACTED]@schiphol.nl>; [REDACTED]  
[REDACTED]@schiphol.nl>; [REDACTED] (SPLZL) - KLM < [REDACTED]@KLM.COM>; [REDACTED]  
[REDACTED] (SPLOZ) - KLM [REDACTED]@KLM.COM>; [REDACTED]@schiphol.nl>; [REDACTED]  
[REDACTED]@schiphol.nl>; [REDACTED]@minienw.nl; [REDACTED]@lvnl.nl

**Onderwerp:** RE: OSO meeting

Beste OSO-leden,

In het OSO van vanochtend is de uitvoering van komend weekeinde besproken. Een van de mogelijke piekafvlakkingsmaatregelen is het herplannen van vluchten die mogelijk ook in de nacht kunnen terechtkomen. Omdat er nog geen nachtslots beschikbaar zijn én er nog een

wachttijd is voor nachtslots is gekeken naar een oplossing in het bereik van de handhaving. In afstemming met ILT kan ik het volgende aangeven.

Alleen voor komend weekeinde geldt dat overmacht voor een (voorzien) nachtbeweging met een dagslot kan worden ingeroepen op grond van de voorspelde operationele tekorten in met name het veiligheidsfilter op AMS. Dit geldt voor de nachten van vrijdag op zaterdag, zaterdag op zondag en zondag op maandag en voor de vluchten die vooraf door de luchtvaartmaatschappij aan ACNL (via [info@slotcoordination.nl](mailto:info@slotcoordination.nl) met verwijzing naar deze email) zijn aangemeld. Het is niet nodig een nachtslot aan te vragen. Het originele dagslot dient te blijven staan. ACNL zal de overmacht reden doorgeven aan ILT.

Voor de rest van het zomerseizoen gaan wij uit van voldoende doorlooptijd om vraag naar en aanbod van capaciteit in balans te brengen en kan geen beroep gedaan worden op bovenstaande.

We hopen hiermee enige ruimte te bieden aan het afvlakken van de piekmomenten in het komend weekeinde.

Indien nog vragen heeft kan u ACNL benaderen.

Hartelijke groet,

[Redacted signature]

Airport Coordination Netherlands



Evert van de Beekstraat 23  
1118 CL Schiphol  
The Netherlands

[www.slotcoordination.nl](http://www.slotcoordination.nl)

[Redacted text]

-----Oorspronkelijke afspraak-----

**Van:** [Redacted]@schiphol.nl>

**Verzonden:** dinsdag 16 november 2021 12:33

**Aan:** [Redacted]@lvnl.nl'; [Redacted]@barin.nl';  
[Redacted]@corendon.nl'; [Redacted]@transavia.com'; [Redacted]  
[Redacted]@lvnl.nl'; [Redacted]@minienm.nl'; [Redacted]@tuifly.nl';  
[Redacted]@minienm.nl'; [Redacted]@klm.com'; [Redacted]@barin.nl'; [Redacted]  
[Redacted]@martinair.com'; [Redacted] (SPLFI) - Martinair;



[REDACTED] (ITOP) - KLM; [REDACTED] - DGB; [REDACTED]@tuifly.nl';  
[REDACTED]@tui.nl'; [REDACTED]  
[REDACTED] (SPLZL) - KLM; [REDACTED] (SPLOZ) - KLM; [REDACTED]  
[REDACTED]@minienw.nl; [REDACTED]@lvnl.nl

**Onderwerp:** OSO meeting

**Tijd:** donderdag 28 april 2022 10:30-12:00 (UTC+01:00) Amsterdam, Berlijn, Bern, Rome, Stockholm, Wenen.

**Locatie:** Microsoft Teams-vergadering