

Passenger and airline journey

As an airport operator, we are responsible for the infrastructural capacity and processes that facilitate passengers, airlines, cargo and baggage. Many parties work together at Schiphol, and the tools and systems they use are the property of the airport or of its sector partners. The transport processes are the basis of a complex value chain.

Passenger process

More and more passengers check in online or use the self-service kiosks in the departure halls. Passengers, and their friends and family, can check travel information at home via the Schiphol app and website. Passengers arrive by car, bus and train or are dropped off by a third party. The airport is responsible for wayfinding

throughout the airport site and terminal, and for providing assistance for persons with reduced mobility.

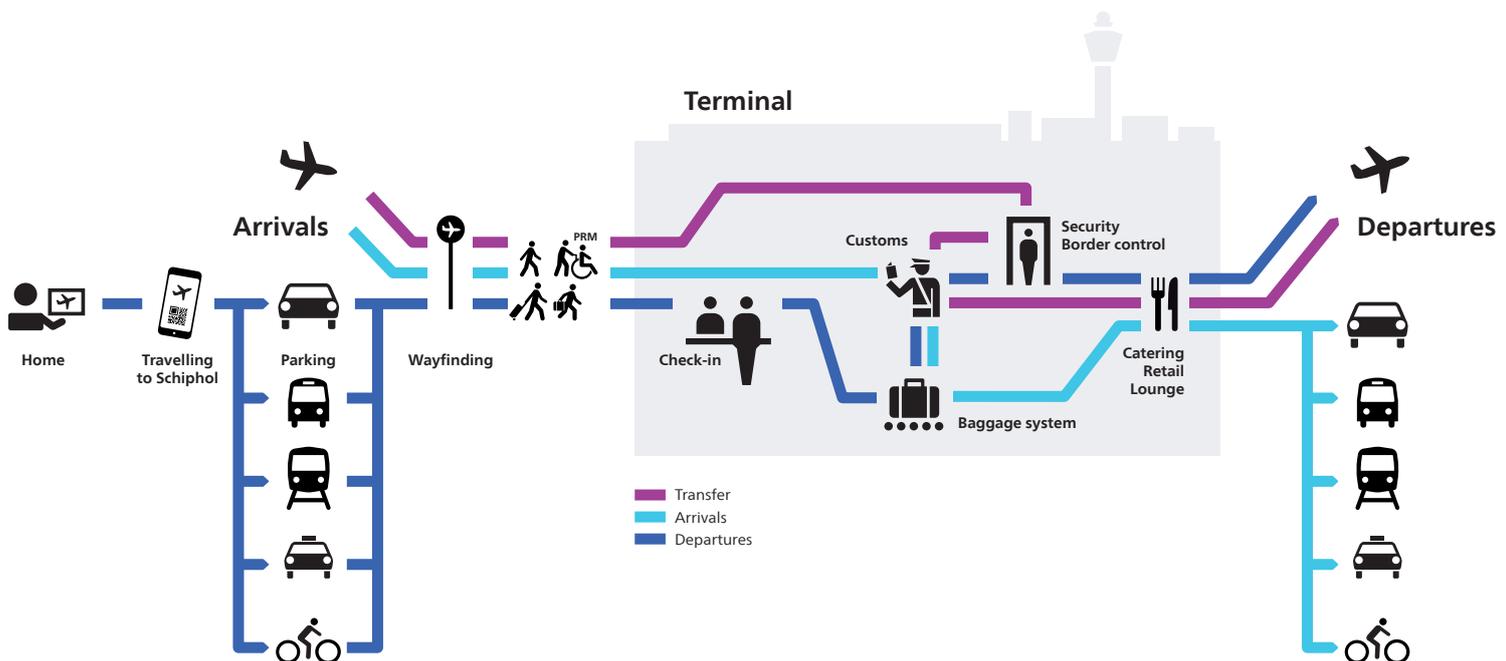
Passengers can check in their bags at self-service drop-off points or at the check-in desks. All passengers and baggage go through a security check; those travelling to non-Schengen destinations additionally have to clear border control.

Passengers wait to board their flights in the departure lounge, where an offering of retail and food and beverage outlets, as well as airline lounges, a museum, spa and other facilities, is developed and operated by Schiphol and business partners. As soon as the aircraft has been serviced, passengers board from the terminal or are taken to the aircraft by bus.

Arriving passengers collect their baggage in the baggage reclaim hall, where a Customs check can take place. The arrival halls are connected with Schiphol Plaza, with a diverse selection of shops, food and beverage outlets, and other services. Passengers then take their car or a train, bus or taxi to continue their journey to their destination. Schiphol offers various parking facilities for passengers and meeters/greeters.

Passenger value chain

Passenger departs from, lands at or transfers at Schiphol



Airline process

Schiphol Group is the owner of the airport site; it builds aprons and runways, and constructs and develops real estate, roads and parking facilities. Real estate is the property of Schiphol itself or of the occupants. Schiphol owns the terminal, roads and parking facilities. Security, cleaning, building maintenance and installation service companies are contracted by the airport. Airlines are responsible for the safe carriage of passengers, baggage and cargo. The airport is responsible for ensuring the availability and safety of runways, taxiways, aprons and the terminal building.

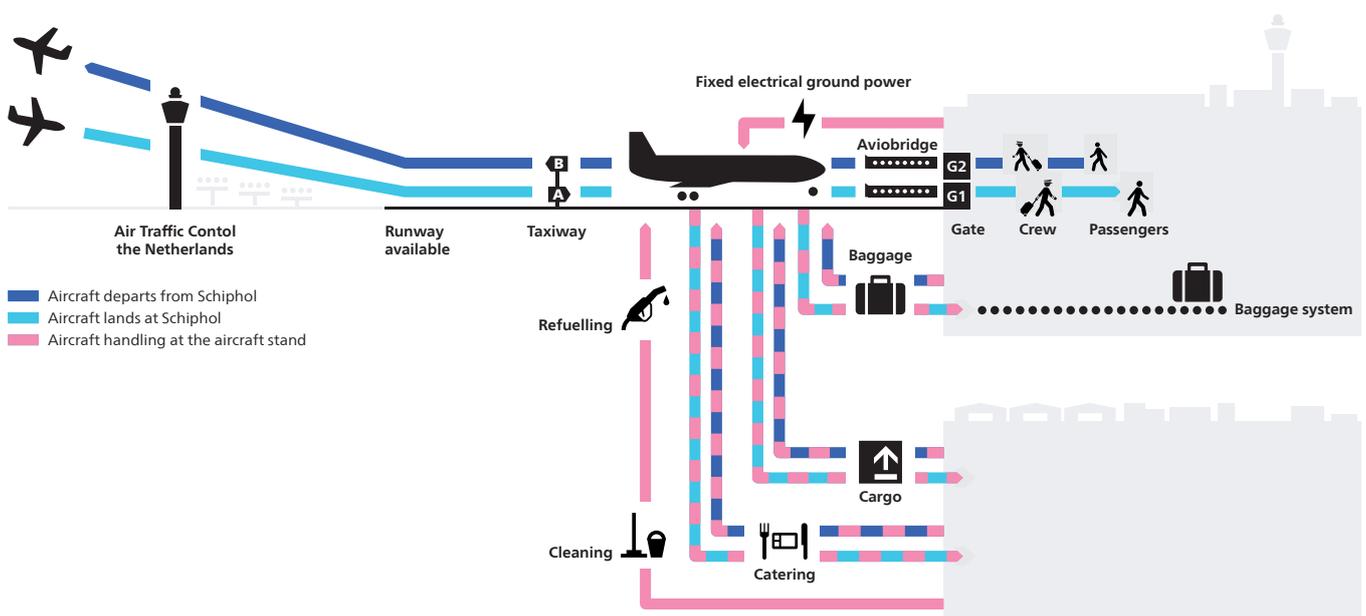
Air traffic controllers are responsible for safely guiding arriving and departing flights. While Schiphol owns the runways, it is Air Traffic Control that assigns aircraft take-off and landing runways. From the taxiway, aircraft proceed to their gate or to the designated aircraft stand on the apron when arriving, or to the runway for take-off.

The passenger bridge and the gate are airport assets; the airline or handling agent is in charge of connecting the bridge and all activities associated with the aircraft, including cleaning, refuelling, passenger boarding and deboarding, and the loading and unloading of baggage and cargo.

Airline crew, handling staff and cargo also undergo a security check. Cargo may also go through a Customs check, depending on its origin or destination. Most aircraft stands at Schiphol have fixed electrical ground power. The baggage system is an airport facility that is used by airline employees and their handling agents.

Airline value chain

Aircraft lands at and departs from Schiphol



Value creation model

