

**COVID-19**

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Dear Business Partner,

We hope you and your team are well and in good health. As you all are aware, the COVID-19 crisis hits aviation hard. The impact on our joint daily operation is huge. As a consequence, Amsterdam Airport Schiphol is working towards a temporary 'Core Schiphol'-approach. In this approach we take the necessary measures to continue the operation and accommodate traffic at Schiphol in a cost efficient way for the duration of the crisis.

**Why are we doing this?**

There is a significant reduction in number of flights and passengers and we also take a reduction of staff availability at all stakeholders due to the COVID-19 virus into account. Therefore, we have prepared the Core Schiphol approach to realize the continuation of all flights (Schengen/non-Schengen) at Schiphol in the most efficient way.

The aim of this approach is to concentrate handling of passengers and aircrafts in one central dedicated area. Thus enabling a robust operation in which all stakeholders can make efficient use of essential assets and processes.

**What does this mean for you?**

- Flights will exclusively be handled at the D and E-pier.
- Passengers will use Lounge 1 (Schengen) and Lounge 2 (non-Schengen). These lounges are only accessible via security filter 2 and temporary security filter 1.
- Check-in for KLM and partners (handled by KLM Ground Services) will be in departure hall 2.
- Check-in for other airlines will be in departure hall 3.
- Cargo Freighter handling and platforms remain the same.

We expect this scenario will take effect Tuesday 24 March at the beginning of the day, with a final go based on the expected number of passengers and aircraft movements. We will provide you with further details as soon as possible. Be assured that we continue to monitor demand in order to ensure we will be fully operational again when needed. Let's hope our core Schiphol approach will only be needed for a very limited period.

If you have any questions, please do not hesitate to contact us. The Schiphol-team will do its utmost to support you, your staff and your passengers.

Take good care of yourself and stay strong.

Yours sincerely,  
ROYAL SCHIPHOL GROUP

Birgit Otto  
Executive Vice President & COO

