

INTERNATIONAL CONFERENCE

Skyward Bound: Innovating the FUTURE OF AVIATION

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UNIVERSITÀ
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Department
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Regulatory challenges AMS

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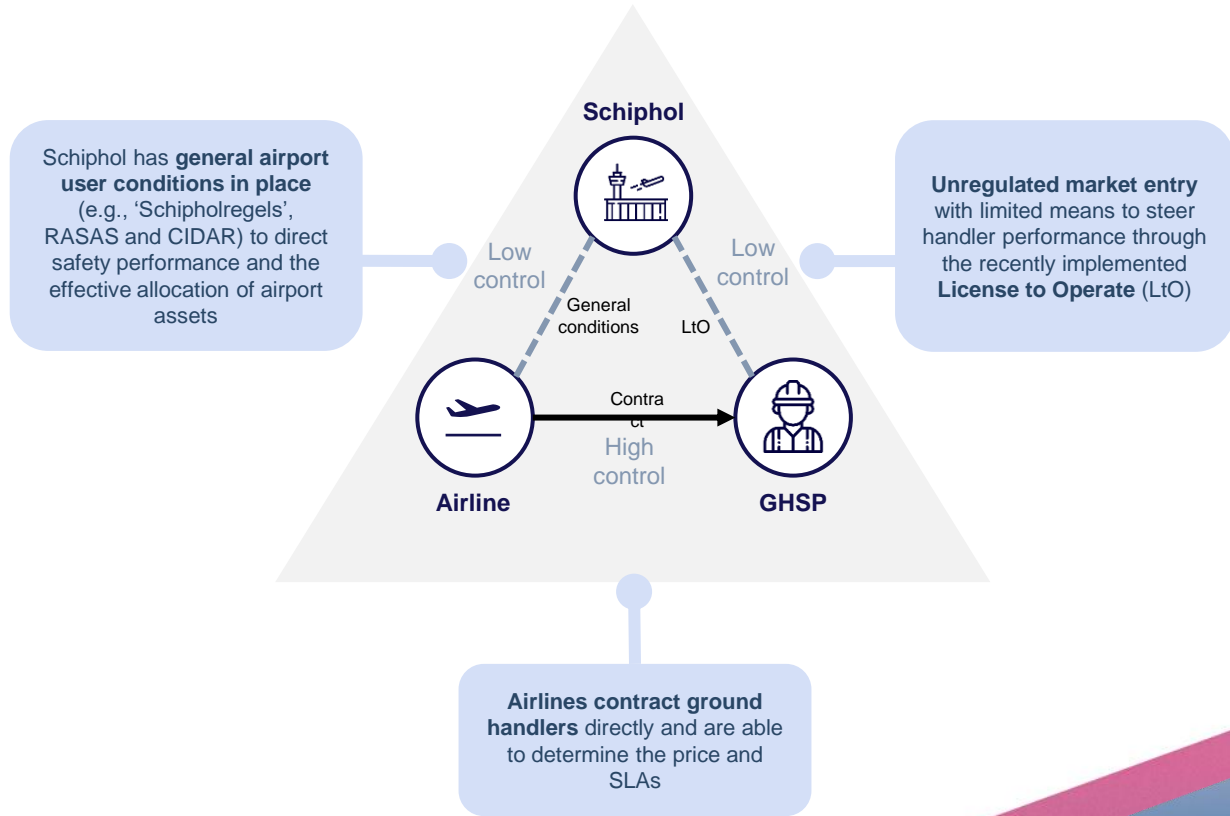
2 Schrijf dit in de kop- en voettekst

Schiphol

Welcome to Amsterdam Airport

Current ground handling market model

- In the current open access market, handlers, airlines sub-contract ground handling activities directly to ground handling service providers (GHSPs), Airport has limited control over access, requirements & performance. In 2023, Schiphol increased regulatory control with the implementation with the License to Operate (LtO) for ground handlers.



Case for change – challenges and root causes

- In the current model, Schiphol faces various challenges in ground handling negatively impacting quality of service, safety and working conditions at the airport

5 root causes....



Fragmentation & 'snijverlies' due to large # of handlers

Under-utilization of assets & infrastructure, crowding in baggage halls and more movements on airside causing capacity shortages & delays



Pricing pressure, low profits & unbalanced contracts

Low investment in equipment, skills, working conditions, employee benefits, buffer capacity and process improvements



Staff shortages & skill gap

Unavailability and high turnover of resources, lack of investment in training for skill-critical processes



Lack of collaboration & sector agreements

Lack of alignment between sector parties and lack of shared & focused action on addressing key challenges & change projects



Unfeasible planning and lack of data sharing

Poor planning and contingencies/unmanageable demand causing high workloads, safety issues and delays

...resulting in 4 key challenges



Delays across key processes

Waiting times and delays at check-in, baggage sortation & separation, (un)loading, reclaim, and aircraft turnaround (docking, bridge connection, pushback, towing)



Suboptimal working conditions

Physical strain / heavy lifting, focus on speed, high workload, low wages & intense work schedules, suboptimal working and resting facilities, UFP exposure



Safety incidents

Crowding in terminal, collisions / damages to aircraft at VOP/service roads, unsafe driving behaviour - using phones, taking short-cuts, exceeding speed limits



Slow path to sustainability

Slow transition to sustainable equipment, CO2 emissions and UFP, unsustainable at-gate de-icing process

Decision by Minister I&W under Ministerial Decree Groundhandling

(Directive 96/67)

10 May 2024, the Ministry of I&W published the final decision to regulate ground handling at Schiphol, after consultation with the sector

The decision taken by I&W includes four key elements...

- 1 Ramp & baggage handling limited to three Ground Handling Service Providers (GHSP).*
- 2 Schiphol needs to organize a tender to award 3 concession and has to consult with airlines & GHSPs in setting selection criteria (Schiphol complies by including a Market Consultation prior to the publication of the tender).
- 3 Transition period of at least 6 months, after final awarding, is required.
- 4 Go-live date not fixed but must align with the start of IATA season.

* Cargo and self-handling not limited. I&W has made commitments to explore and launch alternative means to ensure quality improvement and level playing field for non-limited activities (e.g., additional regulation by I&W).

Letter to parliament on reduction of ground handling companies at Schiphol and Analysis report of ground handling at Schiphol



SEO assessment recommends limitation of number of ground handlers at Schiphol