

TO ALL AIRSIDE USERS [send by email from CDM@schiphol.nl]

Direct Connection
+31 (0)20 601 2616

Ref. no.

Encl.

3

Fax number
+31 (0)20 601 4417

Handled By
Etienne van Zuijlen, PM CDM -

Your letter of

Schiphol,
November 16, 2010

Subject: CDM Information Memorandum, CDM Portal v1.0 release & CDM CISS startup-data review

Dear Schiphol Airside User ,

Please find enclosed, as senior representative of your organisation for these affairs, the formal notification of required changes by all Schiphol Airside Users, starting November 24, 2010, due to the implementation of **Airport Collaborative Decision Making (CDM)** at Schiphol Airport in 2010/2011 in light of Single European Sky requirements at and around EU airports.

This **Information Memorandum**, dated November 2010 has been developed by the CDM program in close collaboration with all affected stakeholders and will also be available digitally at www.schiphol-cdm.nl. The memo explains the upcoming changes, required actions, conditions and means to get access to CDM data in its Attachment 1.

Furthermore, you are kindly requested to **verify your company specific "CDM startup-data"** as provided for your individual case in Attachment 2, based on provided data and analysis of existing CISS records.

Please have this important information checked and returned to CDM@schiphol.nl before November 30, 2010, in order to facilitate a smooth transition from the existing situation. Also, note that in case of no response, the provided information in Attachment 2 will nevertheless have to be used as starting point.

Yours sincerely,
Amsterdam Airport Schiphol



R.A.J. Hellemons
Director Airport Operations

SCHIPHOL AIRPORT

IMPLEMENTATION CDM PROGRAM Q4 2010 – Q2 2011

NOTIFICATION REQUIRED CHANGES BY SCHIPHOL AIRSIDE USERS

Schiphol Nederland BV (hereafter **Schiphol**), acting in its role as the legally assigned airport operator, has to coordinate and facilitate the optimal operations of Schiphol Airport, which includes the coordination of all data required for the airlines and ground handlers and other Airside users to perform their respective activities. For these purposes, Schiphol operates the so-called Central Information System Schiphol (**CISS**).

In view of forthcoming European regulations, setting the foundations for the Single European Sky at and around airports, Schiphol and other European airports are required to implement a so-called Airport Collaborative Decision Making Program (**CDM Program**).

In order to be able to meet the European CDM requirements, **CISS** will have to be upgraded and further be extended with a **CDM Portal**, which will provide all Airside users with uniform flight and traffic data of all flights. A requirement of the CDM Program is further the sharing of planning information on the turn-around process of each flight at Schiphol. This will require Airside users to provide CISS with real time updates in case the estimate **Target Off Block Time** as registered in **CISS** for each flight (the **TOBT** data) is deviated from with a *threshold of +/- 5 minutes*. See Attachment 1 for details on (getting access to) the **CDM Portal**.

All airlines, ground handlers or other Airside users have been informed and consulted about the CDM Program at Schiphol Airport during recent years, either directly or through their respective organisations (SAOC and SGHC) and public presentations. Airside users have reacted positively to the CDM Program.

Schiphol hereby informs all Airside users about the steps already taken to implement the CDM Program and the next phases of implementation in the coming half year. The next implementation phases will involve the implementation of the CDM Portal, and further the provision of updates of TOBT data by all Airside users, which will require the cooperation of all Airside users.

Pilot phase

During 2010 several prototypes of the CDM Portal have been developed and tested in shadow-mode with a limited group of test users in various organisations, resulting in a CDM Portal version 1.

Phase 1 – CDM improved arrival information and implementation CDM Portal version 1

Access to CDM Portal

As of 24 November 2010, early morning, the **CDM Portal version 1** shall become operational for all Airside users. As from this date, all Airside users can obtain free of charge access on a view only basis to the CDM Portal with uniform flight and traffic data of all flights. For security reasons, each Airside Customer can appoint specific employees, or in case of 24/7 positions a Generic User-ID, which will be authorised to access the CDM Portal. These employees or the Generic User group Manager will be required to sign a CDM Portal access form, after which they will be issued access devices to obtain secure access to the Portal. See Attachment 1 and further www.cdm-schiphol.nl for details on how to obtain access to the CDM Portal and the assistance provided by Schiphol in respect thereof.

Information required for calculating the estimated **TOBTs**

Ultimately by 30 November 2010, all Aircraft Operators, i.e. Airlines and other relevant Airside Users are further requested to verify the information based on which **CISS** will start to calculate the estimated **TOBTs** for your flights, until 15 February 2011 only in test/shadow mode.

The information presently available by Schiphol is set out in Attachment II and concerns, if your organisation is a regular aircraft operator at Schiphol Airport:

1. your **Main Ground Handler(s) (the MGHA)** per type of flight operation (pax or cargo)
2. the **Minimum Turnaround Time** per aircraft (sub)type and per type of flight operation (pax or cargo).

If your organisation is a registered Ground Handler at Schiphol Airport:

1. list of *regular* Aircraft Operators at Schiphol Airport, for whom you have been identified as the “**MGHA**”
2. list of the “auto” **MTTs** per aircraft operator [see above]
3. standard means of starting to update **TOBTs** from Feb 15, 2011 to **CISS** (by Connection or by GUI)

You are requested to:

- I. verify whether the information set out in Attachment II is correct and complete and if necessary correct or complete the information on the form;
- II. to sign the so completed form and return this to cdm@schiphol.nl ultimately **by November 19, 2010**.

Phase 2 – CDM turn around monitoring and updating and CDM Portal version 2

As of February 15, 2011, **CDM Portal version 2** will become operational and will include real time **TOBT** data for all flights. From that moment, the updating of the estimate **TOBT** data in **CISS** is requested for all Airside users (in case of deviation above a threshold of +/-5 minutes). After a trial period of ~3 months to resolve potential remaining issues, this will become **mandatory for all Airside users as Q2, 2011**. Exact date to be announced closer to mandatory date, current expectation is May 15, 2011.

Phase 3 – CDM Portal version 3

In Q2/Q3 2011, **CDM Portal version 3** will become operational. From this moment in time Airside users will also be provided with view access to a **Ground Movement View** in the CDM Portal, showing all aircraft & airside vehicles in the manoeuvring area at Schiphol Airport with a user-friendly interface.

Update Schiphol Rules

In order to reflect the implementation of the CDM Program at Schiphol Airport and related requirements, the Schiphol Regulations will be updated in December 2010. Further notice will be given at the time the changes will become effective.

CDM Support

Next steps, more detailed information and a description of assistance provided by Schiphol and the new CDM support office cdm_portalbeheer@schiphol.nl (CDM_portalbeheer@schiphol.nl) with implementation of the CDM Program and CDM portal is available at www.schiphol-cdm.nl under de “library” section. This information will be updated and expanded closer to the release date.

Further Information can also be requested by contacting the CDM Program Management via CDM@schiphol.nl or by phone at +31 20 601 2616.



PDF VERSION 0.99, 8Nov10, APPROVED by CDM Implementation Board

CDM PORTAL ACCESS FORM – NOVEMBER 2010

Context/Outline of this CDM Legal Deliverable #3:

#3 Individual access agreement, which agreement has to be entered into between SNBV and the individual users of the airlines/handling agents, at the time they will be provided with access devices to access the CDM Portal.

this form will be “upgraded” to a v1.0 digital form (Word) with *fields* to be filled by Airside Users, emailed to cdm_portalbeheer@schiphol.nl and to be extracted in Function Database by the new CDM Support Desk of A/OPS/AO/APC (CDM_portalbeheer@schiphol.nl);

no paper forms allowed & processed in order to facilitate administration efforts and avoid errors

At a later stage, the functional requirements of the CDM Portal are expected to be adapted to allow “online” request, updating and granting of individual user access rights;

CDM PORTAL APPLICATION FORM

Airside Customer or other party entitled to access the CDM Portal (Customer)

Company name :
Street :
Postal code :
City :
Country :

CDM Portal Representative

Name :
Function :
Department :
Street :
Postal code :
City :
Country :
Phone number :
E-mail address :

If the CDM Portal Representative is also a CDM Portal User, also the next section has to be filled out

CDM Portal User

Individual User; or

Generic User, responsible for the following functional group of users of Customer (which group of users requires access to the CDM Portal on a 24/7 basis): _____

Name :
Date of birth :
Department :
Street :
Postal code :
City :
Country :
Phone number :
E-mail address :

General Info on CDM Portal version 1.0 – 24 November 2010

All relevant and up-to-date information can be found at www.schiphol-cdm.nl

Conditions of Access

Upon receipt of a properly completed and signed CDM Portal Application Form, airport operator shall provide the CDM Portal User with the Access Devices, a user-id and a password (together the “**Access Means**”) for such CDM Portal User to access and use the CDM Portal.

CDM Portal Access Terms

By signing this CDM Portal Application Form, CDM Portal User hereby:

- Acknowledges receipt of the amended Schiphol Regulations as attached to this CDM Portal Application Form and agrees to their applicability to the access and use by CDM Portal User of the CDM Portal until the amended Schiphol Regulations enter into force by being published on www.schiphol.nl in December 2010;
- Acknowledges that from the date of publication of the amended Schiphol Regulations in December 2010, the Schiphol Regulations as published on www.schiphol.nl and as amended from time to time are applicable;
- Agrees to keep the user-id and password confidential at all times and not to make them available in any way to third parties, including without limitation colleagues, spouses, family members and/or friends;
- Agrees to take all reasonable precautions to ensure that his/her Access Means are secure;
- Acknowledges that the airport operator has the right to require that he/she shall use a different means of access to the CDM Portal than the Access Devices.
- Acknowledges that he/she shall not obtain ownership in any form (including ownership of any intellectual property rights) of the Access Devices and shall return the Access Devices to the airport operator on demand.
- Agrees to notify airport operator as soon as possible as he/her becomes aware of the loss, theft or misuse of my Access Means or any technical incident or other fault linked to the use of his/her Access Means that might jeopardise the security thereof;
- Agree to notify airport operator if CDM Portal User detects or suspect a virus, spyware or unauthorised access by a third party to the CDM Portal and shall immediately take all possible measures to prevent or solve the problems that are or may be caused by the above;
- Agrees to properly log out of the CDM Portal each time prior to leaving the CDM Portal as well as any time when leaving his/her computer unattended and to take all reasonable precautions to ensure that his/her means of access to the CDM Portal are secure;
- Agrees to inform airport operator about any change in his/her function or accompanying authorisations or in any suspension or termination of employment;

- Acknowledges that airport operator has the right to withhold or withdraw the Access Means at any time or to block access of an CDM Portal User to the CDM Portal as soon as airport operator becomes aware of any unauthorised use or misuse of the Access Means or the Equipment.

CDM Portal Representative

By signing this CDM Portal Application Form, CDM Portal Representative hereby certifies that he/she may [legally] represent the Customer for these purposes.

Privacy statement

Schiphol, the Airport Operator, as a controller of your personal data, processes your personal data filled in above for the purpose of secured access to the CDM Portal [and related purposes]. Your data will also be disclosed or made available to or used on behalf of companies in the group, business partners or other third parties for the purposes of CDM at Schiphol Airport. At the time you provide us with your data, you can object to this disclosure of your data to (or the use of such data on behalf of) third parties. Further, you can at all times request access to your personal data and request rectification and/or deletion of your data in case these data are not correct or irrelevant for the mentioned purposes. For these purposes you can contact the CDM Functional Helpdesk at cdm_portalbeheer@schiphol.nl (CDM_portalbeheer@schiphol.nl) under mentioning of your name, company and address.

CDM Portal Representative

Name :

Date :

Signature :

CDM Portal User

Name :

Date :

Signature :

Please send this a SIGNED version of this form BY EMAIL ONLY to cdm_portalbeheer@schiphol.nl (CDM_portalbeheer@schiphol.nl)

CDM STARTUP DATA VALIDATION FORM

EXAMPLE: FILLED FOR AIRLINE OPERATOR KLM (Royal Dutch Airlines)

COMPANY NAME: KLM Royal Dutch Airlines

CDM Portal Representative: Renate Mulder

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PLEASES CHECK, UPDATE & CONFIRM BELOW EXISTING CISS INFORMATION

I hereby confirm the information below to be a correct starting point for CDM@AMS purposes

Aircraft Operator (per type of flight operation [pax / full cargo])

3. **Main Ground Handler PAX:** KLM

Main Ground Handler CAR: KLM

4. **Minimum Turnaround Time** (per aircraft (sub)type, per type of flight operation [pax / full cargo])

AO	Aircrafttype	ACTYPE	Actype2	Flights	MTT
KLM	A330-200	A332	330	6224	100
KLM	AIRBUS A300F	A30B	ABF	111	40
KLM	B737-300	B733	733	14353	40
KLM	B737-400	B734	734	16577	40
KLM	B737-700	B737	73G	3979	50
KLM	B737-700 BBJ	B737	73W	3683	50
KLM	B737-800 WING	B738	73H	34195	50
KLM	B737-900/W	B739	739	7777	50
KLM	B747-400F	B744	74F	901	110
KLM	B747-400MC	B744	74E	7914	110
KLM	B747-400P	B744	744	2900	110
KLM	B777-200	B772	777	8737	90
KLM	B777-300ER	B77W	777	1306	110
KLM	EMB 190	E190	EMJ	9611	40
KLM	FK100	F100	100	16528	40
KLM	FK50	F50	F50	15623	30
KLM	FK70	F70	F70	44709	35
KLM	MD11	MD11	M11	4362	100

4. **Standard means of updating TOBTs:**

CISS Connection / ~~CISS GUI~~