

**CLA**

**for the**

**The Aviation Passengers and Baggage Handling sector**

**For the period from 1 July 2022 to 30 June 2025,**

## Hereby declare

### **Werkgeversvereniging Passagiers- en Bagageafhandeling Luchtvaart (WPBL)**

On the one hand

and

### **FNV, Aviation Sector, hereinafter referred to as FNV Luchtvaart**

On the other hand

That they entered into the following collective bargaining agreement and agreed to the collective agreement text as finalised between the parties to the collective agreement on 15 July 2022, and as amended by the parties to the collective agreement on 13 July 2023 and 4 September 2023. Subsequently, CLA-parties amended the salary scales and their application provisions with effect from 1 January 2024.

It concerns the **CLA for the passenger and baggage handling sector**

for the period from 1 July 2022 to 30 June 2025.

Thus agreed on 20 July 2022 and most recently on 1 January 2024

## Collective Labour Agreement for the passenger and baggage handling sector

For the period from 1 July 2022 to 30 June 2025,

By and between:

Werkgeversvereniging Passagiers- en Bagageafhandeling Luchtvaart (WPBL) on the one hand

and

FNV Luchtvaart

of the other part,

have entered into the following Collective Labour Agreement.

### Our vision

We in the passenger and baggage handling sector believe it is important that you as an employee can continue to work in a healthy, safe and functional manner throughout your career. You are responsible for developing your talents and keeping your knowledge and skills up to date.

The employer facilitates this by creating an environment in which you, as an employee, can develop and actually use your talents.

Mature labour relations take centre stage in this sector. This is characterised by:

- shared responsibility by and between employer and employee;
- dialogue;
- mutual respect and trust;
- giving and receiving space;
- equality with an eye for everyone's interests;
- reducing competition on working conditions.

WPBL and FNV Luchtvaart (ground personnel) consider constructive consultation to be important. Employee participation also plays an important role in this process. The parties work on the development of employees and the companies on the basis of trust and common interests.

This is the first Collective Labour Agreement at sector level, something the parties are proud of. The aim of this Collective Labour Agreement is to equalise the terms of employment of all employees in the sector.

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## Definitions

Employer	1.	The employer as defined in the scope in Article 1 of this collective labour agreement.
Trade Union	2.	The party involved in this collective labour agreement, FNV Luchtvaart.
Employee	3.	The employee as defined in the scope in Article 1 of this collective labour agreement. In this Collective Labour Agreement the employee is insofar as possible addressed as 'je' (the familiar you).
Full-timer/full-time norm	4.	The average working hours calculated over a year amount to 38 hours per week.
Part-timer	5.	If your average working hours agreed with your employer amount to less than 38 hours per week. The provisions of this Collective Labour Agreement will then apply to you on a prorated basis unless otherwise stated in an article.
Employee participation	6.	The elected Works Council and its committees or the staff representation at your employer
Civil Code	7.	The Civil Code
Partner	8.	a. your spouse; b. your registered partner; c. a person with whom you have concluded a cohabitation agreement.
Public holiday	9.	The public holidays in this Collective Labour Agreement as of 1 January 2023 are: New Year's Day, Easter Sunday and Easter Monday, Ascension Day, Whit Sunday and Whit Monday, Christmas Day and Boxing Day, the day designated by the government on which we celebrate King's Day and once every 5 years, in lustrum years, National Liberation Day (a lustrum year ends on a 0 or 5).
Basic salary	10.	The gross salary per month exclusive of any allowance or supplement. The basic salary is calculated by multiplying the basic hourly wage from Annex 2 by 164.667. The amount of salary components indicated in this Collective Labour Agreement is always gross unless the article stipulates net.
Basic hourly wage	11.	The gross hourly wage derived from your basic salary by dividing the latter by 164.667.
Supplement for unsocial hours	12.	The normal working time is Monday to Friday from 07:00 am to 7:00 pm. If you work outside this normal working time, you will receive an extra allowance known as the supplement for unsocial hours (abbreviated as ORT in Dutch).

- Temporary worker      13.    Any person who is employed by the Employer under an employment contract for an unspecified period.
- Roster period          14.    The length of a roster pattern (e.g. 13 weeks, 8 weeks).

## 1. Employment relationship

The employment relationship is characterised by a mature working relationship between employer and employee. This employment relationship should contribute to the sustainable employability of employees. WPBL and the FNV Luchtvaart consider it important that as many people as possible are employed under an employment contract.

### Article 1. Scope and nature of the Collective Labour Agreement

Scope	1. This Collective Labour Agreement applies to employers and employees as defined below.
Employer	<p>For the purposes of this Collective Labour Agreement, employer means:</p> <p>a. Any natural person, legal entity company or partnership without legal personality, employing more than 10 employees as referred to in Article 1 (1) c, which carries out one or more of the following activities at one or more Dutch airports that generate 50% or more of its turnover in cash:</p> <ol style="list-style-type: none"><li>1. passenger handling: checking in passengers and baggage, providing service to passenger ticket desk, service desk (overbooking, lost and found etc.), Schiphol Transfer Assistance (STA) desk and handling passengers at the gate (checking travel and passport documents, escorting passengers to and from aircraft, hand luggage, passengers with reduced mobility (PRM) (in accordance with ECAC legislation);</li><li>2. baggage handling: sorting, loading and unloading baggage;</li><li>3. ramp activities for passenger aircraft:<ul style="list-style-type: none"><li>• escorting aircraft on the ground upon arrival and departure;</li><li>• assisting in parking the aircraft and providing the necessary resources;</li><li>• loading and unloading the aircraft, including providing and deploying the necessary resources;</li><li>• de-icing aircraft.</li></ul></li></ol> <p>b. Any natural person, legal entity, company or partnership without legal personality, employing more than 10 employees as referred to in Article 1 (1) d, which carries out one or more of the following activities at one or more Dutch airports that generate less 50% its turnover in cash, and also carries out other activities at one more more Dutch airports.</p>
Employee	<p>For the purposes of this Collective Labour Agreement, employee means:</p> <p>c. A person who is employed by the employer under an employment contract as referred to in Article 1 (1) a, who performs a job that is included in or, based on the nature thereof, derived from the job reference grid in Annex 1 of this Collective Labour Agreement (job grades A to J up to 185 ORBA points).</p> <p>d. person who is employed by the employer under an employment contract as referred to in Article 1 (1) b, who performs a job that is included in or, based on the nature thereof, derived from the jobs in the columns 'Baggage', 'Ramp', 'Transit' and 'Lounge' in the reference grid in Annex 1 of this Collective Labour Agreement.</p> <p>For the purposes of this Collective Labour Agreement, employee does not mean trainee.</p> <p>This Collective Labour Agreement also applies to employers based in the EU, the EEA, including Switzerland, who post their employee to the Netherlands</p>

within the meaning of the European Enforcement Directive and the Posting of Workers Directive and the Dutch Working Conditions of Posted Employees in the EU Act (abbreviated as WagwEU in Dutch). The Collective Labour Agreement provisions as set out in Annex 5 (the core provisions) apply to these posted workers.

When the activities of the posted employees lasts longer than 12 months, all terms and conditions of employment of this Collective Labour Agreement apply from the thirteenth month onwards, with the exception of provisions, procedures, formalities and conditions of conclusion and termination of the employment contract, including non-competition clauses and supplementary occupational pension schemes. Dutch social security provisions also do not apply to posting.

This 12-month period can be extended to 18 months in accordance with the conditions of Article 2a (5) of the Universal Applicability or Inapplicability of Collective Labour Agreements Act (known as AVV in Dutch) if the work is likely to be completed within the 18-month period.

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| Not applicable to | 2. This Collective Labour Agreement does not apply to:<br>a. Koninklijke Luchtvaart Maatschappij N.V.<br>b. Employers exclusively engaged in handling cargo in hangars.   |
| Nature of the CLA | 3. The Collective Labour Agreement is a standard such agreement. This means that your employer may only deviate from the provisions of this Collective Labour Agreement if this is indicated in the article. Rights arising out of provisions of previous Collective Labour Agreements and/or regulations on employment conditions will lapse when this Collective Labour Agreement comes into force. The provisions of this Collective Labour Agreement will apply in their place and stead. This Collective Labour Agreement will take precedence over any previous such agreement(s) and/or regulations on employment conditions.  |
| Dispensation      | 4. The employer may request permission from the parties to this Collective Labour Agreement to deviate from one or more provisions thereof. The parties to the Collective Labour Agreement will grant such permission only if the employer cannot reasonably be required to apply the provision in question. If the employer wants to make use of this option, he must send a request to the parties to the Collective Labour Agreement via <a href="mailto:info@wpbl.nl">info@wpbl.nl</a> . This request must be reasoned. The employer sends along with its request the different regulation he wants to apply instead of the Collective Labour Agreement provision. The parties to the Collective Labour Agreement shall take a decision no later than six weeks after receiving the employer's request. They shall communicate the decision to the employer duly reasoned in writing. |

## **Article 2. Duration of the Collective Labour Agreement**

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| Term | 1. The Collective Labour Agreement shall run from 1 July 2022 to 30 June 2025. This means that the Collective Labour Agreement will end on 30 June 2025 without any of the parties thereto terminating it.<br>The Collective Labour Agreement provisions shall enter into force on 1 July 2022 unless the relevant provisions specify 1 January 2023 as the effective date. |
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| Interim amendments | 2. | Employees and employers are required to comply with all the arrangements contained in this Collective Labour Agreement.<br>In the event of and in connection with a legislative amendment relating to this Collective Labour Agreement or of other unforeseen problems or difficulties in implementing this Collective Labour Agreement, the parties to the Collective Labour Agreement shall consult with each other. Interim requests to amend agreements will be brought before the court only in the event of extreme necessity. Such could be the case in the event of a serious disruption of air traffic. The parties will also consult with each other on these requests for amendments. |
| AVV                | 3. | The parties to the Collective Labour Agreement consider it important that this Collective Labour Agreement be declared generally binding. If a condition of employment is not declared generally binding by the parties to the Collective Labour Agreement, the parties will consult with each other on the matter.  |
| Hardship clause    | 4. | If you are employed by the employer before 1 July 2022, you will get an increase of at least 6% in basic salary plus the supplement for unsocial hours in the period 1 July 2022 to 30 June 2025, assuming there is no change in circumstances (position, schedule, working hours). If the sum of your basic salary plus the supplement for unsocial hours when calendar year 2022 is compared to calendar year 2025 has increased less than 6% - and you can demonstrate this to your employer - the employer will supplement the difference up to the minimum increase of 6% envisaged by the parties to the Collective Bargaining Agreement.  |

### **Article 3. Employment contract**

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| Employment contract                | 1. | Your employer is required to enter into a written employment contract with you. Your employment contract is subject to the provisions of the <a href="#">Civil Code, Book 7, Title 10</a>  |
| Term                               | 2. | You will be given a fixed-term or open-ended employment contract. When you start work, you will receive a copy of your employment contract signed by your employer and a (digital) copy of the Collective Labour Agreement.  |
| Trial period                       | 3. | When entering into an employment contract, a trial period may apply. By way of derogation from <a href="#">Article 7: 652 (4) of the Civil Code</a> , a fixed-term contract longer than six months and shorter than two years shall be subject to a probationary period of two months. |
| End of the employment contract     | 4. | Both the employer and the employee shall observe the period of notice from <a href="#">Article 7: 672 of the Civil Code</a> when terminating your employment contract.   |
| Period of notice<br>On-call worker | 5. | By way of derogation from <a href="#">Article 7: 628a 652 (2 and 3) of the Civil Code</a> , a minimum term of 24 hours shall apply to on-call workers.   |
| Temporary worker                   | 6. | Your employer uses only temporary employment agencies that comply with NEN standards 4400-1 and -2 when hiring temporary employees. Your employer agrees with the temporary employment agency that the temporary employment agency will grant temporary workers employed by            |

the organisation the same working hours, wages and other allowances as employees covered by this collective agreement.

## 2. Labour relations

WPBL and FNV Luchtvaart (ground personnel) consider constructive consultation to be important. Employee participation also plays an important role in this process. The parties work on the development of employees, employee participation and the companies on the basis of trust and common interests.

### Article 4. Obligations of employers and employees

Obligations	<ol style="list-style-type: none"><li>1. The employer and the trade union undertake to observe secrecy on any confidential information they have provided each other.</li><li>2. A full-timer may not enter the service of another company or work as a self-employed person without the prior consent of his employer. As of August 2022 a <a href="#">new legislation</a> shall apply : the employer must have an objective reason for not allowing ancillary work, such as work with another employer or as a self-employed person. The total working time may not exceed that allowed under the Working Hours legislation.</li><li>3. In compliance with the nature of the Collective Labour Agreement, the employer shall apply the articles as shown in this Collective Labour Agreement.</li><li>4. In the event of 'change of contract' by a client from one employer to another, whereby such change has an impact on the order book/work stock of the 'acquiring' party, the latter shall at all times apprise the trade union of said change (irrespective of the extent) and shall inform and consult it on the possible consequences for employment and discuss solutions aimed at securing individual job security to the maximum extent possible. The 'acquiring' party shall also be required to participate in a consultation aimed at securing employment to the maximum extent, including a transfer of staff whose work for the most part relates to the volume of work involved due to the change of contract.</li></ol>
Employer's contribution	<ol style="list-style-type: none"><li>5. Until such time as the parties to the Collective Labour Agreement have made further arrangements in a Social Fund, WPBL shall pay an annual employer's contribution to FNV Luchtvaart of €10.00 per employee, the reference date being 31 December of any calendar year.</li></ol>
Fixed/flex	<ol style="list-style-type: none"><li>6. You can agree a fixed-term or an open-ended employment contract with your employer. Every employee with a fixed-term or open-ended employment contract qualifies as a permanent employee. At least 80% of the people working in the ramp, baggage, transit and lounge departments among the employers qualify as permanent employees.</li></ol> <p>There is a temporary deviation during the term of this Collective Agreement, in the sense that at least 70% of the people are employed under an employment contract. This is to facilitate the build-up, ramp-up and restart of the operations of the companies to the maximum extent possible after the COVID-19 pandemic.</p>

## Article 5. Trade union facilities

### A: Keeping the trade union informed

Keeping the trade union informed

1. Your employer shall arrange a meeting with the trade union at least once a year to exchange information on:
  - economic progress and prospects;
  - employment and environmental aspects;
  - the approach to absenteeism and disability;
  - Sustainable employability.
2. Your employer shall notify the trade union in due course of preparatory plans that may have far-reaching consequences on employment conditions, working conditions or employment. The parties shall accordingly consult with each other to reach agreements so as to deal with the employment conditions and/or consequences for the staff.
3. Your employer will disclose data on staff turnover to the trade union once a year.

### B: facilities for executives

4. Trade union executives are members, notified as such by the trade union or their designated deputies. An executive of the trade union may be active within the company or location. The form of employment contract or working hours is not relevant for carrying out executive duties.
5. The facilities scheme for executives is based on the following graduated scale:
  - for an organisation with fewer than 100 employees: a maximum of 3 executives;
  - for an organisation with 100 to 300 employees: a maximum of 5 executives;
  - for an organisation of 300 and more employees: a maximum of 7 executives.
6. Are you an executive of the trade union and delegated on its behalf? Then you get paid time off for meetings, conferences or courses organised by the trade union. Your employer can refuse this request if there are important reasons. If your employer does not allow you to participate in these activities, he must be able to substantiate these important reasons. Your employer must inform your trade union of the refusal and the reasons for it. If you work nights, you are entitled to 8 hours' sleep prior to a trade union meeting. You arrange this in consultation with your employer. If you are off on the day of the trade union leave, you will be paid for the hours requested as trade union leave.
7. Your employer and the trade union discuss how to use the following facilities such as:
  - the notice board to announce activities of the trade union or the executives' group;
  - talks or consultations with the trade union and/or the executives' group within the company, but outside working hours;
  - a meeting room for consulting members, for example;

- e-mail and the usual digital means of communication.
8. Being an executive and thus performing duties for the trade union must not work to your disadvantage for your position. Nor should it be a reason for dismissal.
  9. If you are a trade union member, your employer will give you the opportunity to offset the trade union contribution for tax purposes, the working expenses scheme permitting. You declare the trade union contribution to your employer. Your employer then pays it net. Upon participation, the taxable wage is reduced by the amount of the trade union contribution.

**Article 6. Disputes committee, objections and compliance**

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| Objections | 1. The parties shall set up a temporary objections committee to which you may submit objections concerning the transition to and compliance with the sector Collective Labour Agreement.  |
| Disputes   | 2. In the talks to set up a Social Fund, the parties to the Collective Labour Agreement make arrangements on the structural interpretation of a disputes committee.   |
| Compliance | 3. The parties to the Collective Labour Agreement will draft a compliance clause during the term of this Collective Labour Agreement to enter in force as of 1 January 2023. This will include agreements on how the parties to the Collective Labour Agreement will deal with breaches of the Collective Labour Agreement. |

### 3. Time

An optimal balance between your interests and situation and those of the employer (work-life balance) increases satisfaction and productivity. It is therefore important that you, as an employee, get and take the space to reach suitable (bespoke) agreements with your manager about your working hours, work location and leave. At the same time, it is important for your employer to be able to count on you at times that are important for the company.

#### Article 7. Working hours

##### Full time

Measured over the year, the employee works his or her average agreed working hours per week. The average working hours calculated over a year amount to 38 hours per week.

Per calculation (payment) period, the average working time per week may deviate a maximum of 20% up or down compared with the average agreed working time per week.

Per calculation (payment) period, working hours may exceed 20% deviation from the agreed working hours in one week and be lower in one week, provided the deviation over the calculation period does not exceed 20%. For a full-timer, the upward deviation may not exceed more than 48 hours in a week. For part-timers, the deviation upwards and downwards in a week may not exceed 8 hours compared to the agreed average working time per week.

The foregoing provisions may be deviated from by mutual written agreement by and between employer and employee. This mutual agreement can be terminated unilaterally by the employer or the employee subject to a period of notice of at least 28 days, or shorter if both sides agree.

The foregoing provisions shall apply to employees with whom this has already been agreed before this sectoral Collective Labour Agreement entered into force and to employees entering into service after 1 July 2022. This agreement cannot therefore be compulsorily applied to employees who were already employed by the employer on 1 July 2022 and have made no such arrangement with the employer. For these employees, they are entitled to the working hours as they existed according to their employment contract on 30 June 2022.

#### Article 8. Roster, shifts, calls

##### A: General

The Working Hours Act (abbreviated as ATW in Dutch) applies. A summary of the ATW can be found [here](#). If you wish to work in a deviating roster, for example more Sundays than the ATW norm, you can do so in consultation with your employer and provided you give your written consent.

Specifically for this collective agreement, the provisions set out in this article apply in addition.

The working hours are geared to business processes and the workload profile, based on the efficient deployment of employees whereby the wishes of the employees concerned are taken into account as much as possible.

##### B: rosters

##### Rosters

Rosters are submitted to the employee participation body for approval in accordance with the Works Councils Acts (abbreviated as WOR in Dutch). In a roster, the shifts follow each other forwards as much as possible.

### C: shift working hours

Per day 1. The minimum working time per shift is 3 hours. The maximum working time per shift is 9 hours.

### D: night shift

Per night 2. The maximum working time per night shift is 9 hours. If the shift starts after 02.00 am, the maximum working time is 8 hours.  
You may work a maximum of 10 night shifts per month. More night shifts (in accordance with ATW) are possible on a voluntary basis. You may work a maximum of 5 consecutive night shifts. A longer series (in accordance with ATW) is possible on a voluntary basis.

Entitlement to basic state pension (abbreviated as AOW in Dutch)

3. From 10 years prior to the state pension age, your employer can no longer oblige you to work night shifts. If you no longer want to work night shifts from then on, you must inform the HR department at least three months in advance.  
The state pension age is:  
- in 2022: 66 years and 7 months,  
- in 2023: 66 years and 10 months,  
- in 2024: 67 years,  
- in 2025: 67 years,  
- in 2026 et seq: the age as determined by the minister in any calendar year on the basis of the General Old Age Pensions Act, which will apply in 5 years from that calendar year.

### E: rest

Consecutive rest 4. The rest time between consecutive shifts in a 7-day period is at least 36 hours unless the roster system occasionally entails a shorter rest time, with a minimum of 32 hours in accordance with the ATW.

### F: notification periods

Changes With the consent of the employee participation body according to the WOR, a new basic roster must be known no later than 28 days prior to the start. A change to an individual roster must be known 7 days in advance at the latest. The employer aims to ensure that scheduled days off in the published roster (which is announced 28 days prior to the start) do not change. If a change is needed within 7 days (7x24hrs) it will be made in consultation with you.

### Article 9. Holiday hours

Number of holiday hours 1. As of 1 January 2023, you will get 152 hours of statutory holiday hours and 38 extra-statutory holiday hours if you work full-time. The [BW Book 7 Title 10](#) applies to the withdrawal, expiry etc. of your holiday hours.

Hours to buy/sell 2. You can buy or sell a maximum of 38 non-statutory holiday hours per year as of 1 January 2023, where the value of an hour is equal to your basic hourly wage.

## Article 10. Public holidays

Time off on a public holiday

Given the nature of the work in the sector, you may have to work on a public holiday. Article 18 applies. If you do not have to work on a public holiday, you are off with retention of your basic salary. If you work part-time, this principle applies when the public holiday falls on a day you would work based on the roster.

## Article 11. Special leave

Work and Care Act 1.

The provisions of the [Work and Care Act](#) apply to you.

Events

2.

The following also applies:

- In case of death of partner or child: day of death up to and including the day after the burial/cremation;
- In case of death of parents, parents-in-law, brother, brother-in-law, sister, sister-in-law: two days;
- In case of funeral/cremation of parents, parents-in-law, grandparents, grandparents-in-law, brother, brother-in-law, sister, sister-in-law: the day of the funeral/cremation;
- In case marriage or registered partnership of employee: two days;
- At the marriage or registered partnership of child, parent, parent-in-law, brother, sister: one day;
- For the celebration of a 25th, 40th, or 50th wedding/registered partnership and any anniversary after the 50th wedding anniversary of the employee and/or parents and/or parents in-law: one day;
- For the employee's 25th and 40th anniversaries of service: one day;
- When the employee moves house: two days.

## 4. Income

Your remuneration is based on the content of your job. Own responsibility for results and clear expectations between employees and managers around performance are important principles.

### Article 12. Job grades and salary scales

Position 1. Your position has been classified according to the job matrix in groups A through and including J. The most common jobs can be found in the sector register in Annex 1. The job manual for the collective labour agreement for passenger and baggage handling forms an integral part of this Collective Labour Agreement.

Salary scale 2. The salary scales from 1 January 2023, 1 January 2024 and 1 January 2025 are set out in Annex 2. The salary scales reflect the basic hourly wage.

If you were employed on 31 December 2023, as of 1 January 2024 you are entitled to a basic monthly salary which, based on full-time employment, is at least €200.00 higher than your basic salary applicable on 31 December 2023. If (on the basis of full-time employment) your new basic salary is less than 164.667 times the minimum basic hourly wage for your position in the salary scale as of 1 January 2024, your basic hourly wage will be increased to the minimum basic hourly wage specified in the salary scale as of 1 January 2024. This may mean that your basic salary will increase by more than €200.00 on 1 January 2024.

If you were employed on 31 December 2024, as of 1 January 2025 you are entitled to a basic monthly salary which, on the basis of full-time employment, is at least € 150.00 higher than your basic monthly salary applicable on 31 December 2024. If (on the basis of full-time employment) your new basic salary is less than 164.667 times the minimum basic hourly wage in the salary scale for your position as of 1 January 2025, your basic hourly wage will be increased to the minimum basic hourly wage as stated in the salary scale as of 1 January 2025. This may mean that your basic salary will increase by more than €150.00 as of 1 January 2024.

Employment contract  
Up to 12 hours or  
on-call worker 3. If you work for your employer under an employment contract of up to 12 hours a week or as an on-call worker, you have the option, in consultation with your employer, of an all-inclusive payment of your basic hourly wage, your holiday allowance plus payment of your holiday hours. Your employer calculates this all-in wage by multiplying the basic hourly wage by 1.08 (holiday allowance) and then by 1.1064 (holiday hours).

### Article 13. Assessment-dependent growth

5-point scale 1. As of 1 January 2003, your employer will apply an assessment-dependent growth scheme based on a 5-point scale / rating: unsatisfactory - moderate - good - very good - excellent. The assessment criteria and procedure are agreed by the employer with the employee participation body.

Salary scale 2. The individual assessment increase on 1 January of any calendar year in the salary scale is based on the 5-point scale shown above: During the term of



this Collective Labour Agreement, your individual assessment increase as of 1 January 2023, 2024 and 2025 will be at least 3% (2% + 1%) .

During the term of this Collective Labour Agreement, your individual assessment increase as of 1 January 2023, 2024 and 2025 will be at least 3% (2% + 1%). If you are rated 'very good' or 'excellent', the appraisal increase of 4% and 5% respectively will apply.

If your basic salary places you at or above the maximum of the new salary scale in the year concerned, you will receive a one-off gross payment of 1% of the basic salary + the supplement for unsocial hours on an annual basis on 1 January 2023, 2024 and 2025.

If your basic salary is below the minimum of the new salary scale in the year concerned, you will first receive the individual raise and then (if necessary) be raised to the minimum of the new salary scale applicable for the year concerned.

If your basic salary is above the maximum of the new salary scale for the year concerned, you will keep your basic salary until your basic salary is at or below the maximum of the new salary scale for the year concerned. From that moment on, you will again be eligible for a possible Collective Labour Agreement increase if the parties to the Collective Labour Agreement agree on one.

From the moment you fall below the maximum of the year concerned, you are also again eligible for the individual assessment increase.

If on 1 January there is a CLA increase as referred to in Article 12(2), the assessment increase of Article 13(2) will be applied after application of the CLA increase of Article 12(2).

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| Normal distribution   | 3. | When assessing employees, the employer applies a normal distribution: a maximum of 10% of the employees at the employer can be assessed as unsatisfactory and moderate and a maximum of 20% can be assessed as very good and excellent.  |
| Non-timely assessment | 4. | The individual raise must take place as of 1 January of the calendar year. The assessment must therefore have taken place in December of the previous year at the latest. In case an assessment has not taken place before 1 April of any calendar year for the previous calendar year, a salary increase will automatically be granted on the basis of a fictitious 'good' assessment. The individual increase will also be paid retroactively to 1 January of the relevant year. |

#### **Article 14. Promotion and demotion**

- |           |    |  |
|-----------|----|--|
| Promotion | 1. | As of 1 January 2023, if you are promoted to a position in one scale higher, you will receive a 3% increase on your former basic salary.<br>If you get a promotion, you will first receive the 3% salary increase as a result of the promotion and then your 'assessment increase' in the new scale (2023 to 2025: 3%<br>If you are promoted to a position two or more scales higher, the increase is 5% of the old basic salary.<br>If the new basic salary after the 3% or 5% step is below the minimum basic salary of the salary scale of the new position, the basic salary will still be |
|-----------|----|--|

equal to the minimum basic salary for the new position. The salary is capped at the maximum salary according to the salary scale for the new job grade.

#### Demotion

2. Through your own fault, due to incompetence or at your own request  
If you are assigned to a lower position through your own fault, due to incompetence, dysfunction, medical reasons (according to the Eligibility for Permanent Incapacity Benefit Restrictions Act) or at your own request, your employer shall assign you to the lower salary scale effective as of the month following the demotion. If your current basic salary is higher than the maximum basic salary of the new salary scale, your employer shall reduce your basic salary to the maximum basic salary of the new salary scale.

## Article 15. Holiday allowance

Amount and period

You get a holiday allowance of 8% on the basic salary. This is calculated over the period from 1 June to 31 May. Article 16(2) of the Minimum Wage Act (abbreviated as WML in Dutch) applies to the subject of holiday allowance.

The basic salary does not include bonuses and (other) allowances; therefore, no holiday allowance is calculated. This is otherwise only if an article about an allowance explicitly states that this allowance includes holiday allowance. You receive the holiday allowance at the same time as your salary payment in May.

Type of hours/allowance	Accrual of holiday allowance	Remuneration is inclusive/exclusive of holiday allowance	Building up holiday hours	Remuneration is inclusive/exclusive of holiday hours
Normal working hours	Yes	Exclusive	Yes	Exclusive
Extra hours	Yes	Exclusive	Yes	Exclusive
Overtime/overtime bonus	Yes	Inclusive	n/a	n/a
Supplement for unsocial hours	Yes	Inclusive	n/a	n/a

## 5. Supplements

In the sector you work in, there are peaks in work that require extra effort and we also work during unsocial hours. This extra effort is rewarded through various supplements that you will find in this chapter.

### Article 16. Extra work

This article shall enter into force on 1 January 2023

- |   |    |  |
|---|----|--|
| Full-timer  | 1. | If you work more hours than you are rostered by order of your employer, these are overtime hours.  |
| Part-timer  | 2. | If you work more hours than you are rostered by order of your employer, these are overtime hours to the extent that they exceed the full-time norm for that calculation period.<br>The additional hours you work, which do not exceed the full-time norm for that calculation period, are extra hours.   |
| Getting ahead   | 3. | Getting ahead on the work of up to 15 minutes is not counted as extra work. The hourly wage will however be paid on these minutes on a prorated bases.   |
| Calculation period  | 4. | The calculation period is the period over which overtime/extra hours are calculated. This period is 4 weeks or 1 month in this sector.   |
| Remuneration  | 5. | For overtime, you receive 22.5% on top of your basic hourly wage. This allowance includes the holiday allowance. It is calculated over the basic hourly wage and is in addition to any supplement for unsocial hours.<br>A part-timer gets 100% of the basic hourly wage for each additional hour. The part-timer accrues holiday allowance and holiday on each additional hour.   |
| Payment   | 6. | Your overtime/extra hours are paid in the period following the period in which they were put in.   |
| 10 years before<br>Age of entitlement to basic<br>state pension | 7. | From 10 years prior to the state pension age, your employer cannot order you to work overtime. If you do not want to work overtime, you must inform the HR department at least three months in advance.<br>The state pension age is:<br>- in 2022: 66 years and 7 months,<br>- in 2023: 66 years and 10 months,<br>- in 2024: 67 years,<br>- in 2025: 67 years,<br>- in 2026 et seq: the age as determined by the minister in any calendar year on the basis of the General Old Age Pensions Act, which will apply in 5 years from that calendar year. |

### Article 17. Supplement for unsocial hours

This article shall enter into force on 1 January 2023

- |                     |   |
|---------------------|---|
| Normal working time | The normal working time is Monday to Friday from 07:00 am to 7:00 pm. If work outside this normal working time, you will receive an extra allowance known as the supplement for unsocial hours. |
|---------------------|---|

- Monday to Friday from 07:00 PM to 12:00 midnight: 22%
- Monday to Saturday from 12:00 midnight to 7:00 am: 33%
- Saturday 7:00 am to 12:00 midnight: 25%
- Sunday Midnight to midnight: 40%

This supplement for unsocial hours includes the holiday allowance.

#### **Article 18. Public holidays**

This article shall enter into force on 1 January 2023

Working on a public holiday      If you have to work on a public holiday, Article 17 does not apply, but you will receive a public holiday bonus of 100% of your basic hourly wage for each hour worked on top of your basic hourly wage.

## 6. Allowances

To enable you to perform your job to the best of your ability, your employer reimburses expenses you incur.

### Article 19. Commuting expenses

This article shall enter into force on 1 January 2023 unless your employer can apply it earlier.

- |                                |    |   |
|--------------------------------|----|---|
| Travelling by car              | 1. | If you go to work by car, you receive a commuting allowance of €0.23 per kilometre for a maximum of 40 km per day worked (maximum 20 km one way.) Your employer decides once, in consultation with the employee participation body, which route planner it will use for all employees to determine mileage.<br>This entails either the ANWB (Royal Dutch Touring Club) route planner or Google Maps.                                |
| Travelling by public transport | 2. | If you go to work by public transport, you will receive an allowance of up to €16.20 per day worked. The actual allowance is determined on the basis of the ticket you submit to your employer.   |
| Disbursement                   | 3. | The travel allowance is paid net, as long as this is permissible for tax purposes.  |
| Combination                    | 4. | You will receive travel expenses based on the actual kilometres travelled with a maximum of 40 kilometres per day worked and means of transport. Use of a combination of means of transport is permitted. Per day, the travel expenses of a maximum of one means of transport can be claimed. The total allowance from paragraphs 1 and 2 is in proportion to the number of days on which the various means of transport were used. |
| Exchange                       | 5. | The employer makes it possible for you to use the tax-deduction space for commuting in exchange for gross salary.   |
| Parking                        | 6. | In consultation with the employee participation body, the employer may make agreements on the possible reimbursement of parking expenses.   |

### Article 20. Meal allowance

This article shall enter into force on 1 January 2023

If you work more than 9.5 hours per shift (including overtime), your employer will pay you a meal allowance equal to "standard amount for a meal in the canteen" as published by the "Belastingdienst" (2024: €3.9035 per meal).

### Article 21. Other allowances

This article shall enter into force on 1 January 2023

- |                 |  |  |
|-----------------|--|--|
| Death allowance |  | If you die, your next of kin are entitled to a death allowance. Your next of kin is your partner. If there is no partner, then your children are your next of kin. If there are none, your survivor is the person with regard to whom you largely provided for the living expenses and with whom you lived in a family relationship. The death allowance consists of your monthly salary for the remaining part of the calendar month of death plus the two following calendar months. This amount is reduced by any benefits under social insurance legislation that your next of kin receive in the event of your death. |
|-----------------|--|--|

De-icing	An allowance of € 15.00 gross per day on which you perform de-icing activities.
Trainer's allowance	An allowance of € 65.00 gross per month and an allowance of € 6.00 gross per day on which you perform activities as a trainer.
First aid/emergency response	An allowance of € 14.65 gross per month for an active and certified first aider and emergency response officer.
Incentives	Each employer has the possibility to agree to incentives (not year-end bonuses, 13th month) of one basic salary per year (as defined in this Collective Labour Agreement) maximum.
Jubilee	Every employer has the possibility to agree to an anniversary payment in the form of a one-off remuneration for 12.5, 25 and/or 40 years of service.
Allowance for temporary substitution	If you temporarily fill a higher position for more than three months, you are entitled to an allowance over this entire period. The allowance is equal to 3% of your basic salary if the position is graded one scale higher than your own. The allowance is equal to 5% of your basic salary if the position is graded two or more scales than your own. In case of partial substitution, you will receive the allowance on a prorated basis.

## 7. Sustainable employability and health

The parties consider it important to safeguard and bolster the sustainable employability of healthy and well-functioning employees. Healthy and well-functioning employees have a stronger position on the labour market. Wise choices throughout their careers contribute to employees being healthy and well-functioning even at an older age. The parties consider it important for employees to be able to make choices that match their needs. Those needs may change at different stages of life. The Collective Labour Agreement contributes thereto by providing facilities that offer room for customisation, so that you can make suitable choices.

### Article 22. Training and development

This article shall enter into force on 1 January 2023

#### Contribution

to tuition fees

For the allowance for tuition, the employer distinguishes the following categories of studies:

1. training courses in which you will participate at the request of your employer;
2. training courses in which you wish to participate, for which you submit a request to your employer to be allowed to participate; these can be divided into:
  - a. training courses of direct relevance to your work;
  - b. training courses of a complementary nature.

In principle, the allowance is as follows:

3. courses falling under 1. and 2.a are 100% reimbursed by your employer;
4. courses falling under 2.b are 50% reimbursed by your employer.

The following conditions apply to courses falling under 2.b:

#### Refund

If you leave employment at your own request or are dismissed due to an urgent reason attributable to you, the following repayment scheme applies insofar as repayment in accordance with the relevant legislation may also be at issue:

- Departure within one year of completion of the course 100%
- Departure after one year of completion of the course 75%
- Departure after two years of completion of the course 50%
- Departure after three years of completion of the course 25%.

You will be informed by the HR department as to whether a refund actually applies to you.

### Article 23. Incapacity for work

This article shall enter into force on 1 January 2023

1. You may not be able to work fully or to put in the agreed working hours due to illness, pregnancy or childbirth. In such a case, the statutory provisions shall apply.
2. During the first 104 weeks of incapacity for work, your employer pays you a total of 170% of your basic salary plus the average of the fixed allowances paid to you under this CAO that apply to you. The average ORT paid to you is calculated over a period of twelve months prior to the first day of incapacity for work. The division of 170% over the 104 weeks is determined by the employer in consultation with the employee participation body. Your employer always pays at least 70% of your basic salary, plus the average fixed allowances in this CAO that apply to you and, in the first 52 weeks, at



least the statutory minimum wage applicable to you. Your employer may deviate from this for your benefit, also in combination with a bonus scheme. Your employer will also agree this with the employee participation body.

Reintegration

Your employer pays you 100% of your basic salary, plus allowances if applicable, for the hours you work as part of your reintegration.

Work and Income  
according to

Labour Incapacity Act

(abbreviated as WIA in Dutch) 3.

If you receive an unfit rate lower than 35% after 104 weeks of incapacity for work under the WIA, you cannot be dismissed on that account. If this situation applies to you, you will retain 100% of your basic salary, plus any fixed allowances under this Collective Labour Agreement that apply to you.

#### **Article 24. Generation scheme**

Target group

1. An employee can make use of the generation scheme as of the age of 60 if this is also possible from a business perspective at that time. You can submit an application to your employer as of 1 July 2022. There is a minimum of three months between application and participation.

Scheme contents

2. The employee can choose between an 80, 90, 100 scheme or a 60, 80, 100 scheme. This means that the employee will work 80% with 90% continued payment of his or her basic salary and 100% pension accrual, respectively, or 60% with 80% continued payment of his or her basic salary and 100% pension accrual.

The full scheme is shown in Annex 4.

## Annex 1. Job manual

The most common job descriptions and the job grades from the ORBA job manual for the Collective Bargaining Agreement for the Aviation Passenger and Baggage Handling sector are shown below:

Job grade	Baggage	Ramp	Transit	Lounge	Other
J 165 - 184					05.06 - Recruiter 166
I 145 - 164	01.03- Baggage manager 146		03.01- Passenger handling manager 150		05.01 - Capacity planner 159 05.03 On-the-job trainer
H 125 - 144		02.03 - Dispatcher 129	03.02- Passenger assistance supervisor 138		05.02 - Personnel planner 135 05.04 - On-the-job trainer 128 05.07 - Personnel administration employee 136
G 105 - 124		02.04 - Turn around coordinator 112	03.03 - Service desk employee 122 03.06 - Transit employee / ground steward 110	04.01- Lounge manager 121	05.08- Administrative assistant 106
F 85 - 104	01.04- Baggage tracing employee 99	02.01 - Pushback/towing employee 97	03.05 - Passenger assistant (incl. Scissor lift trolley) 102		
E 70 - 84	01.02- Baggage manager 74	02.02- Ramp agent 73	03.04 - Passenger assistant 76	04.02- Lounge manager 82	
T 55 - 69	01.01- Baggage handler 58			04.03- Kitchen employee 59	
C 40 - 54					05.05 - Caretaker 48
B 25 - 39					
A 1 - 24.5					

# **Job manual**

## **Aviation Passenger and Baggage Handling sector/ WBPL Sector Agreement**

**01 July 2022**



Table of contents

## Introduction

This is the job manual for the Employers' Association for Aviation Passengers and Baggage Handling (hereinafter referred to by the Dutch initials: 'WPBL'). The job manual applies to organisations affiliated to the WPBL and serves as an aid for classifying the jobs in the organization into a job grade ('company jobs'). In addition, the job manual serves as an information bulletin for employees on how the employer classifies his or her company job and on the procedure to be followed in case of objections and appeals.

The Collective Labour Agreement for WPBL includes a sector grid with the most characteristic positions in WPBL member organisations ('sector jobs'). The sector jobs act as a 'framework' for classifying company jobs.

## How was the sector grid created?

First, the most characteristic jobs for within the sector were mapped out with the help of external job evaluation experts from the General Association of Employers VNO-NCW (abbreviated as AWWN in Dutch). Next, a job survey was conducted by the AWWN through interviews with job holders/managers and tours of the shop floor. This survey provided a picture of the business processes, work structures and content of the jobs. The AWWN then drew up job descriptions for the sector jobs, the content of which was agreed with employers and employees.

Once the job descriptions were finalised, the level of the sector jobs was mapped. The WPBL opted for the ORBA job evaluation methodology, the system owner of which is the AWWN. The AWWN used this system to evaluate the sector jobs and drew up the sector grid. This was done in consultation with the expert of the relevant trade union (FNV).

The sector grid acts as a framework for classifying company jobs.

## ORBA job evaluation system

The AWWN owns the ORBA method, and as system holder is responsible for the correct and consistent application thereof in practice. The AWWN has made agreements on the application of ORBA in practice with experts from the trade unions, who ensure that these agreements are properly observed. These trade union experts are also involved in the development of ORBA. You can read more about the ORBA method in Annex 3.

## Are you an employer?

If so, you should classify your company jobs based on a comparison with sector job descriptions. The company job to be classified is perhaps comparable (in terms of level) with a job from the sectoral job grid. If that is the case, classify the company job in the corresponding job grade. If that is not the case, you have to classify the job in the appropriate job grade yourself. You can read how to do this further on in this manual.

## Are you an employee?

Your position is classified in a job grade by the employer. You can read how to do this further on in this manual. This manual explains how your employer does this.

## Job classification (for employers)

A number of steps need to be followed in order to classify company jobs in the sector grid in a responsible manner.

**Step 1** - Describe the company job and enter job information in a job profile (see Annex 1 for the job profile format). You can use the job profile creation guide for this (see Annex 2).

**Step 2** - Select a suitable sector job from the sector grid.

**Step 3** - Compare the company job to be classified with the sector job(s) and examine the differences

**Step 4** - Classify the company job in a job grade

**Step 5** - Inform the employee about the job classification

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**Step 1** - Describe the company job and enter job information in a job profile

To classify the job correctly, it is important to get a clear picture of the responsibilities of the job and enter them in a job description. If necessary, answer the following questions for yourself:

- What are the main tasks of the position?
- What are the responsibilities of the position?
- What influence should the position have on others?



### Tip

- Look at (similar) sector job.
- Look in the Annex for similar job titles of sector jobs.
- Look at job profiles of other positions in your company, also in order to see interrelationships.
- Look at vacancy texts. These often describe tasks and responsibilities.
- A glossary of commonly used words in job descriptions is provided in the annex.

**Step 2** - Select a sector job from the sector grid

Once you have described all the tasks and responsibilities of the company job, you can start comparing them with tasks and responsibilities of sector jobs. Select the sector jobs that are most similar to the job to be classified in terms of content.

Enter which sector job(s) you have chosen. Use the classification form in Annex 4.

**Step 3** - Compare the company job to be classified with the sector job(s) and examine the differences

Identify the differences between the job to be classified and the sector job(s) and enter them on the classification form. Examine the differences between the job to be classified and the chosen sector job(s) and explain whether they are of a lighter or heavier nature.

Then, based on the differences examined, determine whether the job belongs in the same, a higher or a lower job grade than the sector job(s). Use the guiding questions contained in the classification form (Annex 4) and the explanation of the ORBA system described in Annex 3 when classifying.

**Step 4** - Classify the company job in a job grade

Now that you have examined the differences, you can classify the job in a job grade. A number of situations may arise:

- The differences are few and far between  
Are there only a few differences and/or do they not pertain to the essence of the tasks and responsibilities?  
Then classify the job in the same group as the sector job.
- The differences are obvious  
Are there many differences between the job to be classified and the sector job? Does this make the job clearly heavier or clearly lighter than the sector job? Then compare the job with several sector jobs. Determine which sector job is most similar to the job to be classified by nature and level and classify the job.
- The differences are excessive  
For a small proportion of the jobs to be classified, a good comparison with one or more sector jobs will not be possible. In such a situation, it is advisable to contact the WPBL.

**Step 5** - Inform the employee about the job classification

Let the employee(s) know in writing in which job grade you are classifying the job. It is important to explain properly in which job grade you have classified the job and include an explanation. Provide at least the following information:

- The employee's job;
- The job grade in which you have classified the job;
- The reasoning behind the classification;
- The employee's job.

The salary consequences for the employee. The employee can then file an objection. Section 2 Objection and appeal procedure tells you how the employee can do this.

### **Maintenance procedure**

Once all company jobs have been classified on the basis of the sector register, attention to the maintenance procedure is important. For jobs may change over time or new jobs may be added. It is recommended to agree on a maintenance procedure for the job grid. If there is an officer in charge of classifying, the classification will be carried out if there is reason to do so. Incidentally, an employee should also be able to indicate that he or she thinks that the content of his or her job has changed so much that it should be reclassified (after a job profile has been drawn up, if necessary).

## Objection and appeal procedure (for employees)

If you do not agree with the classification of your job, you can lodge an objection. The objection and appeal procedure as it is known comprises three stages:

**Step 1** - Consultation with your superior

**Step 2** – If this does not resolve your objection Send a letter to your employer

**Step 3** – If this does not resolve your objection Send a letter to your employee organisation

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**Step 1** - Consultation with your superior

If you disagree with the description and/or classification of your job, first consult with your superior. Submit a written request to your superior to explain the description or classification of your job.

- If, after the explanation, you agree with the description/classification, the classification of your job is final.
- If you do not agree with the description/classification after the explanation, go to step 2.

**Step 2** - Send a letter to your employer

Send a substantiated letter to your employer (HR) within four weeks of the announcement of the classification result. In that letter, state your wish to reconsider the description and/or classification of your job and include substantiation. The employer will announce his decision in writing within two months.

- Is the decision in your favour? Then your employer will reclassify your job.
- Did the decision go against you? Your employer will explain the classification again.
- If you still do not agree with your classification after the explanation, go to step 3.

**Step 3 - Submit your situation to the Disputes Committee**

Submit the objection to the Disputes Committee for the Airline Passenger and Baggage Handling Collective Labour Agreement, [geschillencommissie@wpbl.nl](mailto:geschillencommissie@wpbl.nl) within four weeks. Said committee will inform a job evaluation expert from the trade union and an expert from the AAVN of the appeal, whereupon the appeal will be dealt with jointly. The decision will be communicated by the disputes committee to both parties in writing in the form of an opinion. If the employer and employee state that they have no objection to the appeal before it is dealt with, the recommendation is binding. The external handling of the objection will take place within a period of three months from the submission of the written objection.



**Sector grid (main names)**

WPBL, SCHIPHOL

**Sector grid**

Job grade	Baggage	Ramp	Transit	Lounge	Other
J 165 - 184					<b>05.06 - Recruiter</b> 166
I 145 - 164	<b>01.03- Baggage manager</b> 146		<b>03.01- Passenger handling manager</b> 150		<b>05.01 - Capacity planner</b> 159 <b>05.03 On-the-job trainer</b>
H 125 - 144		<b>02.03 - Dispatcher</b> 129	<b>03.02- Passenger assistance supervisor</b> 138		<b>05.02 - Personnel planner</b> 135 <b>05.04 - On-the-job trainer</b> 128 <b>05.07 - Personnel administration employee</b> 136
G 105 - 124		<b>02.04 - Turn around coordinator</b> 112	<b>03.03 - Service desk employee</b> 122 <b>03.06 - Transit employee / ground steward</b> 110	<b>04.01- Lounge manager</b> 121	<b>05.08- Administrative assistant</b> 106
F 85 - 104	<b>01.04- Baggage tracing employee</b> 99	<b>02.01 - Pushback/towing employee</b> 97	<b>03.05 - Passenger assistant (incl. Scissor lift trolley)</b> 102		
E 70 - 84	<b>01.02- Baggage manager</b> 74	<b>02.02- Ramp agent</b> 73	<b>03.04 - Passenger assistant</b> 76	<b>04.02- Lounge manager</b> 82	
T 55 - 69	<b>01.01- Baggage handler</b> 58			<b>04.03- Kitchen employee</b> 59	
C 40 - 54					<b>05.05 - Caretaker</b> 48
B 25 - 39					
A 1 - 24.5					

## Job profiles - sector grid

**Position:** Bagage handler/Bagage employee

**01.01**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

The baggage employee works in the baggage areas/basement and on the ramp.

Baggage refers to suitcases etc., baggage such as prams, sports equipment, odd size luggage and cargo.

### Position in the organisation

Reports to superior

Manages not applicable

### Job purpose

Sorting baggage from conveyor belt to cellar and loading/unloading luggage items to/from basement.

### Expected result

Result areas	Core tasks	Result criteria
Baggage	<ul style="list-style-type: none"> <li>- loading/unloading of baggage trolleys and belts</li> <li>- transporting pieces of baggage with baggage tractor through baggage areas and across the ramp</li> <li>- recording and checking numbers/tags according to guidelines (scanning, stickers, counting, etc.)</li> <li>- checking baggage (visually) for discrepancies</li> <li>- storing (temporarily separating) unreleased baggage (standby)</li> <li>- reporting discrepancies to superior/senior baggage handler</li> </ul>	<ul style="list-style-type: none"> <li>- correct and timely transport of baggage items</li> <li>- timely reporting and identifying of discrepancies</li> <li>- guidelines followed</li> <li>- no damaged baggage</li> <li>- correct baggage processing</li> </ul>
Available equipment	<ul style="list-style-type: none"> <li>- collecting and returning baggage trolleys and containers</li> <li>- operating baggage conveyor and lifting equipment</li> <li>- loading/refuelling of vehicles</li> </ul>	<ul style="list-style-type: none"> <li>- regulations and orders followed</li> <li>- correct and timely transport/positioning of trolleys and containers</li> <li>- correct use of equipment and lifting aids</li> </ul>
Other	<ul style="list-style-type: none"> <li>- keeping workplace clean and removing waste and residues</li> </ul>	<ul style="list-style-type: none"> <li>- clean workplace</li> <li>- timely removal of (residual) materials and waste</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>

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<b>Position:</b>	<b>Baggage handler/Baggage employee</b>	<b>01.01</b>
Organisation	Employers' Association for Aviation Passengers and Baggage Handling (WPBL)	

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### **Work-related objections**

- Exerting force when lifting pieces of luggage.
- Standing, walking, bending and lifting during much of the day.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances) and wearing of personal protective equipment..
- Risk of injury when staying in baggage area and on the ramp due to contact with moving parts, machinery and transport equipment.

**Position:** **Senior baggage handler/Baggage employee** **01.02**  
 Employers' Association for Aviation Passengers and Baggage Handling (WPBL)  
 Organisation

### Job context

The baggage employee works in the baggage areas/basement and on the ramp.  
 Baggage refers to suitcases etc., baggage such as prams, sports equipment, odd size luggage and cargo.

### Position in the organisation

Reports to superior  
 Manages not applicable

### Job purpose

Responsible for sorting baggage from the conveyor belt, loading/unloading pieces of luggage and monitoring qualitative and quantitative progress.

### Expected result

Result areas	Core tasks	Result criteria
Baggage	<ul style="list-style-type: none"> <li>- loading/unloading of baggage trolleys and belts (or having them loaded/unloaded)</li> <li>- transporting pieces of baggage with baggage tractor through baggage areas and across the ramp (or having them transported)</li> <li>- recording and checking numbers/tags according to guidelines (scanning, stickers, counting, etc.)</li> <li>- supervising the assigned handling process</li> <li>- storing (temporarily separating) unreleased baggage (standby)</li> <li>- Reporting tasks completed (per flight)</li> <li>- reporting discrepancies on lists and baggage</li> </ul>	<ul style="list-style-type: none"> <li>- correct and timely transport of baggage items</li> <li>- timely reporting and identifying of discrepancies</li> <li>- guidelines followed</li> <li>- no damaged baggage</li> <li>- correct baggage processing</li> </ul>
Available equipment	<ul style="list-style-type: none"> <li>- collecting and returning baggage trolleys and containers</li> <li>- operating baggage conveyor and lifting equipment</li> <li>- loading/refuelling of baggage tractors</li> </ul>	<ul style="list-style-type: none"> <li>- regulations and orders followed</li> <li>- correct and timely transport/positioning of trolleys and containers</li> <li>- correct use of equipment</li> <li>- lifting aids used</li> </ul>
"Lost" baggage	<ul style="list-style-type: none"> <li>- searching for "lost" baggage according to instructions</li> <li>- collecting "stray" baggage from designated areas/trolleys</li> <li>- assisting lost/found in moving or storing baggage</li> <li>- forwarding, tagging and scanning of baggage</li> </ul>	<ul style="list-style-type: none"> <li>- guidelines followed</li> <li>- found baggage</li> <li>- baggage sent correctly (to the right party)</li> </ul>
Administration	<ul style="list-style-type: none"> <li>- recording activities in designated systems according to regulations</li> <li>- informing management, department and airline on relevant operational matters</li> </ul>	<ul style="list-style-type: none"> <li>- Correct recording</li> <li>- completeness of information</li> </ul>
Other	<ul style="list-style-type: none"> <li>- training and supervising (new) employees</li> <li>- keeping workplaces clean (or having them cleaned) and removing waste and residues (or having them removed)</li> </ul>	<ul style="list-style-type: none"> <li>- trained employees</li> <li>- clean workplace</li> </ul>

**Position:** **Senior Baggage handler/Baggage employee** **01.02**  
 Employers' Association for Aviation Passengers and Baggage Handling (WPBL)  
 Organisation

Result areas	Core tasks	Result criteria
Safe and responsible operation	<ul style="list-style-type: none"> <li>- complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- timely removal of (residual) materials and waste</li> <li>- up-to-date knowledge of regulations and procedure</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>

**Work-related objections**

- Exerting force when lifting pieces of luggage.
- Standing, walking, bending and lifting during much of the day.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances) and wearing of personal protective equipment.
- Risk of injury when staying in baggage area and on the ramp due to contact with moving parts, machinery and transport equipment.

**Position:** **Baggage Manager/Coordinator/Team leader/Baggage Supervisor**

**01.03**

Organisation

Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

The baggage supervisor works in the baggage areas/basement and on the ramp.

Baggage refers to suitcases etc., baggage such as prams, sports equipment, odd size luggage and cargo.

### Position in the organisation

Reports to manager

Manages ca. 30 (senior) baggage handlers

### Job purpose

Manage/coordinate baggage services

### Expected result

Result areas	Core tasks	Result criteria
Preparation of departmental activities	<ul style="list-style-type: none"> <li>- gathering relevant (flight) data</li> <li>- prioritizing and distributing tasks to be carried out</li> <li>- coordinating tasks with the manager, clients and various departments</li> <li>- ensuring a sufficient number of employees per shift, if necessary calling up extra employees to replace sick/no-shows, reporting changes to planner/personnel administration</li> </ul>	<ul style="list-style-type: none"> <li>- correct processing of data</li> <li>- timely daily planning</li> <li>- coordinated tasks</li> </ul>
Coordination/directed tasks	<ul style="list-style-type: none"> <li>- assigning employees to the flights/planes</li> <li>- directing, informing and instructing employees on tasks</li> <li>- monitoring and managing the work performed, adjusting as and where necessary</li> <li>- identifying and intervening in case of (impending) malfunctions and deviations, informing the parties involved</li> </ul>	<ul style="list-style-type: none"> <li>- correct and timely performance of tasks</li> <li>- timely reporting of discrepancies and special circumstances</li> </ul>
Baggage	<ul style="list-style-type: none"> <li>- seeing to the loading/unloading and transport of baggage</li> <li>- checking tags and numbers (or having them checked)</li> <li>- reporting tasks completed per flight</li> <li>- ordering the search for and delivery of found "lost baggage"</li> </ul>	<ul style="list-style-type: none"> <li>- correct and timely transport of baggage items</li> <li>- guidelines followed</li> <li>- minimum number of damaged bags</li> </ul>
Equipment management	<ul style="list-style-type: none"> <li>- ensuring correct use of equipment and systems</li> <li>- collecting and returning baggage trolleys and containers (or having them collected and returned)</li> <li>- having disruptions resolved and/or calling in third-party assistance</li> </ul>	<ul style="list-style-type: none"> <li>- regulations and orders followed</li> <li>- lifting aids used</li> <li>- correct use of materials equipment</li> </ul>
Administration	<ul style="list-style-type: none"> <li>- ensuring/supervising the processing and registration of data, including incidents</li> <li>- (co-)drafting/delivering input for procedures and work instructions</li> <li>- recording work agreements and extra services</li> </ul>	<ul style="list-style-type: none"> <li>- completeness of registration</li> <li>- usability of procedures and instructions</li> </ul>

**Position:** **Baggage Manager/Coordinator/Team leader/Baggage Supervisor** **01.03**  
**Organisation** Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
		- usability and completeness of reporting
Other	<ul style="list-style-type: none"> <li>- making sure workplaces are clean and presentable</li> <li>- making proposals for improvement so as to optimise the departmental process; implementation after approval by manager</li> <li>- participating in projects from own area of expertise</li> <li>- assisting in operations (if required)</li> </ul>	<ul style="list-style-type: none"> <li>- clean workplaces</li> <li>- feasibility of proposals</li> <li>- quality of contribution to projects</li> </ul>
Managing	<ul style="list-style-type: none"> <li>- managing the team, motivating employees and promoting the working atmosphere</li> <li>- induction and training of employees (or having them trained), conducting performance interviews</li> <li>- taking care of personnel matters, such as accounting for hours, leave and sick leave, performance and assessment interviews</li> <li>- co-fostering the sustainable employability of employees</li> </ul>	<ul style="list-style-type: none"> <li>- goal achievement by employees</li> <li>- motivating employees</li> <li>- proper guidance and support</li> <li>- compliance with the HR policy and procedures</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- complying and monitoring with applicable regulations and procedures</li> <li>- creating awareness of potential hazards</li> <li>- identifying and anticipating incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- adequate supervision</li> <li>- degree of compliance with regulations and procedures</li> </ul>

### Work-related objections

- Standing and walking during much of the day.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances) and wearing of personal protective equipment.
- Risk of injury when staying in baggage area and on the ramp due to contact with moving parts, machinery and transport equipment (occasionally).



**Position: Baggage tracing employee**

**01.04**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

**Job context**

The position is in the arrivals hall of the airport where the baggage tracing employee can be approached for missing, lost and found baggage.

**Position in the organisation**

Reports to superior  
 Manages not applicable

**Job purpose**

Handle lost, found and damaged luggage.

**Expected result**

Result areas	Core tasks	Result criteria
Service and assistance	<ul style="list-style-type: none"> <li>- taking care of (passengers with) lost, found or damaged luggage (in Dutch and English)</li> <li>- requesting/conveying information/characteristics of baggage</li> <li>- providing information on procedures, formalities and status of baggage, or referring/escorting the person to the appropriate authority/counter</li> <li>- reporting discrepancies to superior</li> </ul>	<ul style="list-style-type: none"> <li>- correct information</li> <li>- appropriate actions</li> <li>- guidelines followed</li> <li>- timely reporting of discrepancies</li> </ul>
Baggage handling	<ul style="list-style-type: none"> <li>- sealing, tagging and storing baggage</li> <li>- having baggage collected/dispatched</li> <li>- providing information to parties concerned (including customs, airlines and carriers)</li> </ul>	<ul style="list-style-type: none"> <li>- correct baggage handling</li> <li>- timely dispatch</li> <li>- correct information</li> </ul>
Administration	<ul style="list-style-type: none"> <li>- creating files</li> <li>- identifying and registering (characteristics of) baggage according to guidelines</li> <li>- entering data (questionnaires, forms, status changes, etc.) into the system</li> </ul>	<ul style="list-style-type: none"> <li>- completeness and correctness of registration</li> <li>- minimum throughput time of the registration process</li> <li>- satisfaction with tasks performed</li> </ul>
Information	<ul style="list-style-type: none"> <li>- keeping track of (changes in) airport and airline procedures/systems</li> <li>- keeping abreast of (changes in) procedures and systems</li> <li>- handling process disruptions at the airport according to instructions with impact on own tasks</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of procedures/systems</li> <li>- up-to-date information available</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> </ul>

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**Position:** **Baggage tracing employee** **01.04**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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Result areas	Core tasks	Result criteria
		- timely detection and reporting

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**Work-related objections**

- Exerting force when lifting pieces of luggage.
- Standing in the same position for prolonged time at the counter.
- Stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances and dealing with aggressive passengers).
- Risk of injury from contact with transport equipment.

**Position: Pushback/Towing/All-round ramp employee**

**02.01**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

**Job context**

The position is on the ramp.

**Position in the organisation**

Reports to superior  
 Manages not applicable

**Job purpose**

Co-handling of incoming and outgoing flights/planes and loading/unloading of baggage, cargo and mail and moving aircraft across the airfield.

**Expected result**

Result areas	Core tasks	Result criteria
Aircraft	<ul style="list-style-type: none"> <li>- Assisting with docking/bringing in aircraft</li> <li>- Preparing materials (wheel blocks, cones, ground power, aircraft stairs, etc.)</li> <li>- placing cones and blocks to mark out the safety zone and aircraft parking position</li> <li>- operating ground support equipment (including pallet transporter, air-starter unit, loader and/or conveyor belt)</li> <li>- pushback and towing of aircraft</li> </ul>	<ul style="list-style-type: none"> <li>- correct positioning of cones and blocks</li> <li>- regulations and orders followed</li> <li>- correct use of lifting aids</li> <li>- correct docking and undocking of the aircraft</li> <li>- correct coordination with pilot and air traffic control</li> </ul>
Baggage/loading on aircraft	<ul style="list-style-type: none"> <li>- loading/unloading of specific baggage on/from aircraft (including luggage, cargo and/or mail)</li> <li>- having specific baggage transported</li> <li>- operating scissor lift trucks/loaders for loading/unloading containers, catering, cleaning, etc.</li> <li>- reporting discrepancies to superior/(assisting) foreman/coordinator</li> </ul>	<ul style="list-style-type: none"> <li>- correct and timely transport of baggage items</li> <li>- timely reporting and identifying of discrepancies</li> <li>- guidelines followed</li> </ul>
Other	<ul style="list-style-type: none"> <li>- keeping workplace clean and removing waste and residues</li> <li>- making proposals for improvement</li> <li>- keeping track of changes in airport and airline companies procedures</li> </ul>	<ul style="list-style-type: none"> <li>- clean workplace</li> <li>- feasibility of proposals</li> <li>- timely removal of (residual) materials and waste</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>



**Position:** Ramp agent/Ramp employee

**02.02**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

The position is on the ramp.

### Position in the organisation

Reports to superior

Manages not applicable

### Job purpose

Co-handling of incoming and outgoing flights/planes and loading/unloading of baggage, cargo and mail .

### Expected result

Result areas	Core tasks	Result criteria
Aircraft	<ul style="list-style-type: none"> <li>- Assisting with docking/bringing in aircraft</li> <li>- Preparing materials (wheel blocks, cones, ground power, aircraft stairs, etc.)</li> <li>- placing cones and blocks to mark out the safety zone and aircraft parking position</li> <li>- operating ground support equipment (including pallet transporter, air-starter unit, loader and/or conveyor belt)</li> </ul>	<ul style="list-style-type: none"> <li>- correct positioning of cones and blocks</li> <li>- regulations and orders followed</li> <li>- correct use of equipment and lifting aids</li> <li>- satisfaction with assistance</li> </ul>
Baggage	<ul style="list-style-type: none"> <li>- loading/unloading of specific baggage on/from aircraft (including luggage, cargo and/or mail)</li> <li>- having specific baggage transported</li> <li>- reporting discrepancies to superior/(assisting) foreman/coordinator</li> </ul>	<ul style="list-style-type: none"> <li>- correct and timely transport of baggage items</li> <li>- correct use of equipment and lifting aids</li> <li>- timely reporting and identifying of discrepancies</li> <li>- guidelines followed</li> </ul>
Other	<ul style="list-style-type: none"> <li>- keeping workplace clean and removing waste and residues</li> <li>- keeping track of changes in airport and airline companies procedures</li> </ul>	<ul style="list-style-type: none"> <li>- clean workplace</li> <li>- up-to-date knowledge of procedures/systems</li> <li>- up-to-date information available</li> <li>- timely removal of (residual) materials and waste</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>

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**Position:** Ramp agent/Ramp employee **02.02**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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### **Work-related objections**

- Exerting force when lifting pieces of luggage.
- Standing, walking, bending and lifting during much of the day.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances) and wearing of personal protective equipment.
- Risk of injury when staying in baggage area and on the ramp due to contact with moving parts, machinery and transport equipment.

**Position: (Flight) Dispatcher**

**02.03**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

**Job context**

The position is on the ramp of the airport where the aircraft is loaded with baggage and includes escorting passengers, who board via aircraft stairs).

**Position in the organisation**

Reports to superior  
 Manages (functional) ramp employees

**Job purpose**

Ensuring the correct handling of aircraft regarding transit and baggage on the ramp.

**Expected result**

Result areas	Core tasks	Result criteria
Preparation	<ul style="list-style-type: none"> <li>- gathering and/or checking relevant flight data (including arrival and departure times, load plan)</li> <li>- checking loading, having it adjusted/coordinated with load control where necessary</li> <li>- ensuring availability of documents and instructions for turnaround team</li> </ul>	<ul style="list-style-type: none"> <li>- loading in accordance with loading plan and guidelines</li> <li>- timely reporting of discrepancies</li> <li>- procedures followed</li> </ul>
Loading	<ul style="list-style-type: none"> <li>- instructing employees on passenger boarding and baggage loading (including method and time)</li> <li>- placing (specific) baggage and cargo (or having them placed) in the hold in accordance with the loading plan</li> <li>- supervising the boarding process in the aircraft in accordance with guidelines</li> <li>- responding to (possible) disruptions of the process</li> <li>- reporting tasks completed (per flight)</li> <li>- reporting discrepancies and informing the person in charge</li> </ul>	<ul style="list-style-type: none"> <li>- correct and timely loading</li> <li>- timely reporting of discrepancies</li> <li>- procedures followed</li> </ul>
Administration	<ul style="list-style-type: none"> <li>- signing off loading plans</li> <li>- entering data on forms/in system</li> <li>- recording and reporting details and incidents</li> </ul>	<ul style="list-style-type: none"> <li>- completeness and correctness of registration and checking</li> </ul>
Other	<ul style="list-style-type: none"> <li>- keeping workplaces clean and removing waste and residues (or having them removed)</li> <li>- keeping track of changes in airport and airline procedures</li> <li>- keeping abreast of disaster procedures</li> <li>- (keeping track of and) responding to process disruptions at the airport</li> </ul>	<ul style="list-style-type: none"> <li>- clean workplace</li> <li>- up-to-date knowledge of procedures/systems</li> <li>- up-to-date information available</li> <li>- timely removal of (residual) materials and waste</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> </ul>

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**Position:** (Flight) Dispatcher **02.03**  
**Organisation:** Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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Result areas	Core tasks	Result criteria
		- timely detection and reporting

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**Work-related objections**

- Standing and walking during much of the day.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances) and wearing of personal protective equipment.
- Risk of injury when staying in baggage area and on the ramp due to contact with moving parts, machinery and transport equipment().



**Position:** Turnaround coordinator

**02.04**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

The turn-around coordinator coordinates a proper and efficient turnaround at flight level and provides direction and execution of all ramp operations such as catering supplies, refuelling, water and toilet services, towing service, jet starters, heating, cleaning and delivery of baggage and cargo.

### Position in the organisation

Reports to superior  
 Manages not applicable

### Job purpose

Coordinating ramp handling per aircraft in accordance with agreements with customers, company and safety regulations.

### Expected result

Result areas	Core tasks	Result criteria
Operation	<ul style="list-style-type: none"> <li>- Gathering information for the ramp and passenger handling</li> <li>- Coordinating and attuning all handling activities of own and third-party employees (cleaning, refuelling, catering, etc.)</li> <li>- identifying and anticipating particularities and/or (threatening) discrepancies/disruptions</li> <li>- consulting with stakeholders (suppliers, pilots, crew) on necessary actions to minimise disruptions to departure times</li> <li>- monitoring the boarding process, passengers and baggage check etc. and anticipating discrepancies</li> <li>- supervising the enforcement of ramp rules by team members and third parties in charge of carrying out other operational ramp processes</li> <li>- reporting the turnaround process to the flight coordinator</li> </ul>	<ul style="list-style-type: none"> <li>- efficiency of handling according to planning</li> <li>- Correct prioritisation</li> </ul>
Ramp handling	<ul style="list-style-type: none"> <li>- coordinating and supervising the tasks relating to the unloading and loading of aircraft as well as the arrival and departure service in accordance with the loading instructions</li> <li>- gathering relevant flight data from the appropriate systems</li> <li>- providing arrival and departure services (or having them provided); ramp inspection, docking, placing blocks, demarcating critical areas, (dis)connecting heating, GPU (Ground Power Unit), etc.</li> <li>- supervising and coordinating the performance of the work and progress, intervening in case of discrepancies and giving additional instructions</li> </ul>	<ul style="list-style-type: none"> <li>- correctness of inspections</li> <li>- timely execution of actions</li> <li>- Diligence and accuracy of registration and administration</li> </ul>
Administration	<ul style="list-style-type: none"> <li>- ensuring/supervising the processing and registration of data, including incidents and turnaround time</li> </ul>	<ul style="list-style-type: none"> <li>- completeness of registration</li> </ul>

**Position:** Turnaround coordinator

**02.04**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
	<ul style="list-style-type: none"> <li>- (co-)drafting/delivering input for procedures and work instructions</li> <li>- recording work agreements and extra services</li> </ul>	<ul style="list-style-type: none"> <li>- usability of procedures and instructions</li> <li>- usability and completeness of reporting</li> </ul>
Other	<ul style="list-style-type: none"> <li>- making proposals for improvement so as to optimise the handling process at flight level</li> <li>- cooperating during turnaround</li> </ul>	<ul style="list-style-type: none"> <li>- feasibility of proposals</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- complying and monitoring with applicable regulations and procedures</li> <li>- creating awareness of potential hazards</li> <li>- identifying and anticipating incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- adequate supervision</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely reporting and anticipation</li> </ul>

### Work-related objections

- Standing and walking during much of the day.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances) and wearing of personal protective equipment.
- Risk of injury on the ramp due to contact with moving parts, machinery and transport equipment (occasional).

**Position:** **Passenger handling manager/  
Passenger handling/transit supervisor** **03.01**  
 Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

**Job context**

Passenger handling means catering to and escorting of passengers at the airport: from the moment they arrive at the airport until the moment they board the aircraft.

**Position in the organisation**

Reports to superior  
 Manages ca. 25 landside employees

**Job purpose**

Preparing and ensuring optimal passenger and flight handling.

**Expected result**

Result areas	Core tasks	Result criteria
Preparation of departmental activities	<ul style="list-style-type: none"> <li>- Gathering relevant data (including expected passenger inflow, occupancy requirements, flight data and specific needs/arrangements with passengers)</li> <li>- assigning employees to the flights/workplaces</li> <li>- prioritising and distributing tasks to be carried out</li> <li>- coordinating tasks with the manager, airlines and airport clients and various departments</li> <li>- ensuring a sufficient number of employees per shift, if necessary calling up extra employees to replace sick/no-shows, reporting changes to planner/personnel administration</li> </ul>	<ul style="list-style-type: none"> <li>- correct processing of data</li> <li>- timely daily planning</li> <li>- coordinated tasks</li> </ul>
Coordination/directed tasks	<ul style="list-style-type: none"> <li>- directing, informing and instructing employees on tasks</li> <li>- monitoring and managing the tasks carried out</li> <li>- Identifying, adjusting and intervening in case of (impending) malfunctions and deviations, informing the parties involved</li> </ul>	<ul style="list-style-type: none"> <li>- correct and timely performance of tasks</li> <li>- timely reporting of discrepancies and special circumstances</li> </ul>
Passengers	<ul style="list-style-type: none"> <li>- providing service to and handling of passengers</li> <li>- providing support to passengers (e.g. checking in, rebooking and "lost" luggage)</li> <li>- supervising the course and method of service provision and passenger handling, adjusting where necessary</li> <li>- resolving problems/conflicts with passengers</li> </ul>	<ul style="list-style-type: none"> <li>- providing correct and timely service and passenger handling</li> <li>- timely adjustment</li> <li>- Service orientation</li> <li>- minimum check-in/boarding processing time</li> </ul>
Systems management	<ul style="list-style-type: none"> <li>- monitoring the correct use of systems</li> <li>- having disruptions resolved and/or calling in third-party assistance</li> </ul>	<ul style="list-style-type: none"> <li>- regulations and orders followed</li> <li>- correct use of systems</li> </ul>
Administration	<ul style="list-style-type: none"> <li>- ensuring/supervising the processing and registration of data, including passenger data/characteristics of "lost" baggage</li> </ul>	<ul style="list-style-type: none"> <li>- completeness of registration</li> <li>- usability of procedures and instructions</li> </ul>

**Position:** **Passenger handling manager/  
Passenger handling/transit supervisor** **03.01**  
**Organisation:** Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
	<ul style="list-style-type: none"> <li>- (co-)drafting/delivering input for procedures and work instructions</li> <li>- recording work agreements and preparing logbook/daily updates/reports</li> </ul>	<ul style="list-style-type: none"> <li>- usability and completeness of reporting</li> </ul>
Other	<ul style="list-style-type: none"> <li>- making sure workplaces are clean and presentable</li> <li>- making proposals for improvement so as to optimise the departmental process; implementation after approval by manager</li> <li>- participating in projects from own area of expertise</li> <li>- assisting in operations (if required)</li> </ul>	<ul style="list-style-type: none"> <li>- clean workplaces</li> <li>- feasibility of proposals</li> <li>- quality of contribution to projects</li> </ul>
Managing	<ul style="list-style-type: none"> <li>- managing the team, motivating employees and promoting the working atmosphere</li> <li>- induction and training of employees (or having them trained), conducting performance interviews</li> <li>- taking care of personnel matters, such as accounting for hours, leave and sick leave, performance and assessment interviews</li> <li>- co-fostering the sustainable employability of employees</li> </ul>	<ul style="list-style-type: none"> <li>- goal achievement by employees</li> <li>- motivating employees</li> <li>- proper guidance and support</li> <li>- compliance with the HR policy and procedures</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Monitoring and complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and anticipating incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and anticipation</li> </ul>

### Work-related objections

- Standing and walking during much of the day.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances and dealing with aggressive passengers) and wearing of personal protective equipment.
- Risk of injury on the ramp due to contact with moving parts, machinery and transport equipment (occasional).

**Position: Passenger assistance supervisor**

**03.02**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

**Job context**

The passenger assistant, together with colleagues on the ramp, escorts passengers with reduced mobility (PRM). These can be disabled but also elderly people, single mothers with children, people with fear of flying etc. 50% of these people are announced in advance.

Passengers can receive assistance from arrival (train, taxi, departure hall) to aircraft and vice-versa. Passenger assistants are directed by the dispatchers via a PDA (precursor to the smartphone).

Passenger assistants use the equipment made available by the airport and located all over the airport.

**Position in the organisation**

Reports to manager

Manages ca. 25 (professional) passenger assistants

**Job purpose**

Coaching the employees during the transit process and coordinating and monitoring the progress of the work.

**Expected result**

Result areas	Core tasks	Result criteria
Arranging tasks in an assigned team	<ul style="list-style-type: none"> <li>- monitoring qualitative and quantitative progress of activities, solving problems in case of disruptions (that cannot or should not be solved by employees)</li> <li>- reporting particular instances and/or deviations and taking measures, often in coordination with dispatcher and superior</li> <li>- solving discrepancies/problems/incidents which employees cannot or may not solve</li> <li>- acting as 1st point of contact in case of disasters</li> </ul>	<ul style="list-style-type: none"> <li>- Work progress</li> <li>- Effectiveness of adjustments</li> <li>- Problem solving speed</li> </ul>
Coaching	<ul style="list-style-type: none"> <li>- giving technical directions, instructions and explanations to (new) employees regarding quality, attitude and behaviour</li> <li>- giving instructions on how to perform work (hospitality, communication, pace, service, etc.)</li> <li>- transferring knowledge and insight and on-the-job training</li> <li>- acting as 1st point of contact in case of disasters</li> </ul>	<ul style="list-style-type: none"> <li>- manner of task performance by employees</li> <li>- Employability of employees</li> <li>- quality, service level and speed of work performed</li> <li>- degree of involvement of supervised/supported employees</li> </ul>
Transport of passengers departing passengers	<ul style="list-style-type: none"> <li>- picking up passenger(s) and hand luggage from counter, aircraft, waiting room and/or arrival point following instructions via PDA with appropriate tool</li> <li>- checking travel documents for time and gate and coordinating with passenger how to arrange this (English)</li> <li>- determining the most efficient route and checking whether departure times or gate have not changed</li> <li>- guiding employees to the gate</li> <li>- entering actions in the PDA system</li> </ul>	<ul style="list-style-type: none"> <li>- keeping passengers satisfied</li> <li>- efficient and quick movement around the airport</li> <li>- flight caught and targets achieved</li> <li>- procedures followed</li> </ul>

**Position: Passenger assistance supervisor**
**03.02**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
Assisting passengers with boarding and deboarding	<ul style="list-style-type: none"> <li>- assisting passenger to seat in the aircraft</li> <li>- moving passenger with aircraft wheelchair through the aircraft</li> <li>- lifting passenger on and off seat in the aircraft</li> </ul>	<ul style="list-style-type: none"> <li>- Satisfaction with the service</li> <li>- procedures followed</li> </ul>
Transport of arriving passengers	<ul style="list-style-type: none"> <li>- picking up passenger(s) and hand luggage at the gate</li> <li>- checking travel documents on time and gate during transfers and transferring passengers to the next gate, waiting room or airline service desk</li> <li>- escorting passengers (including hand baggage) through customs and to the baggage hall</li> <li>- collecting the (hold) luggage and escorting the passenger to the exit, train or taxi</li> </ul>	<ul style="list-style-type: none"> <li>- procedures followed</li> <li>- keeping passengers satisfied</li> <li>- speed of action</li> <li>- flight caught</li> </ul>
Other	<ul style="list-style-type: none"> <li>- keeping track of changes in airport and airline procedures</li> <li>- making proposals for improvement so as to optimize the departmental process; implementation after approval by manager</li> <li>- participating in projects from own area of expertise</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of procedures/systems</li> <li>- up-to-date information available</li> <li>- feasibility of proposals</li> <li>- quality of contribution to projects</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Monitoring and complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and anticipating incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and anticipation</li> </ul>

**Work-related objections**

- Exerting force when moving baggage and passengers.
- Often walking and standing when working (approx. 14 km per day)
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances and dealing with aggressive passengers) and wearing of personal protective equipment.
- Risk of injury on the ramp due to contact with moving parts, machinery and transport equipment (occasional).

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**Position: Service counter/ticket counter employee****03.03**Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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**Job context**

The position is in the public area of the airport (in front of customs) where travellers and visitors can approach the service desk employee with questions.

**Position in the organisation**

Reports to superior

Manages not applicable

**Job purpose**

Providing services and assistance to passengers at the service/ticket desk.

**Expected result**

Result areas	Core tasks	Result criteria
Service and assistance	<ul style="list-style-type: none"><li>- answering questions of passengers and visitors (in Dutch and English)</li><li>- providing information on, or referring/escorting passengers the appropriate authority/counter</li><li>- carrying out additional actions (including rebooking tickets in case of delays and cancellations and/or processing excess baggage)</li><li>- selling airline tickets, upgrades, cash</li><li>- booking hotels, transport, etc. for (stranded) passengers</li><li>- handling questions/requests in accordance with airline guidelines and procedures identifying deviations to manager</li></ul>	<ul style="list-style-type: none"><li>- correct information/referral</li><li>- appropriate actions</li><li>- guidelines followed</li><li>- Service orientation</li></ul>
Administration	<ul style="list-style-type: none"><li>- entering and checking data according to guidelines</li><li>- entering data in systems</li><li>- managing the cash and seeing to financial administration processing</li><li>- carrying out other additional administrative tasks</li></ul>	<ul style="list-style-type: none"><li>- complete and correct registration and checking</li></ul>
Other	<ul style="list-style-type: none"><li>- keeping track of changes in airport and airline procedures/systems</li><li>- keeping abreast of disaster procedures</li><li>- (keeping track of and) responding to process disruptions at the airport</li><li>- keeping the workplace clean and presentable</li></ul>	<ul style="list-style-type: none"><li>- up-to-date knowledge of procedures/systems</li><li>- up-to-date information available</li></ul>
Safe and responsible operation	<ul style="list-style-type: none"><li>- Complying with applicable regulations and procedures</li><li>- alerting passengers and employees to unsafe situations</li><li>- identifying and reporting incidents, unsafe situations and irregularities</li></ul>	<ul style="list-style-type: none"><li>- up-to-date knowledge of regulations and procedures</li><li>- degree of compliance with regulations and procedures</li><li>- timely detection and reporting</li></ul>

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**Position:** Passenger assistant

**03.04**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

The passenger assistant, together with colleagues on the ramp, escorts passengers with reduced mobility (PRM). These can be disabled but also elderly people, single mothers with children, people with fear of flying etc. 50% of these people are announced in advance.

Passengers can receive assistance from arrival (train, taxi, departure hall) to aircraft and vice-versa. Passenger assistants are directed by the dispatchers via a PDA (precursor to the smartphone).

Passenger assistants use the equipment made available and located all over Schiphol. Each passenger assistant specialises in one or more areas for which they can be deployed in addition to their "standard" work.

### Position in the organisation

Reports to superior

Manages not applicable

### Job purpose

Assisting passengers (with reduced mobility) to and from the aircraft, through customs and waiting areas using wheelchairs and electronic trolleys in a service-oriented manner, so that they reach their destination safely, on time and satisfied.

### Expected result

Result areas	Core tasks	Result criteria
Assisting departing passengers	<ul style="list-style-type: none"> <li>- picking up passenger(s) and hand luggage from counter, aircraft, waiting room and/or arrival point following instructions via (PDA with appropriate tool</li> <li>- checking travel documents for time and gate and coordinating with passenger how to arrange this (English)</li> <li>- determining the most efficient route and checking whether departure times or gate have not changed</li> <li>- guiding employees to the drop-off location</li> <li>- entering actions in the PDA system</li> </ul>	<ul style="list-style-type: none"> <li>- keeping passengers satisfied</li> <li>- efficient and quick movement around the airport</li> <li>- flight caught and targets achieved</li> <li>- procedures followed</li> </ul>
Assisting passengers with boarding and deboarding	<ul style="list-style-type: none"> <li>- assisting passenger to seat in the aircraft</li> <li>- moving passenger with aircraft wheelchair through the aircraft</li> <li>- lifting passenger on and off seat in the aircraft</li> <li>- placing hand luggage in overhead compartments</li> </ul>	<ul style="list-style-type: none"> <li>- satisfaction with the service</li> <li>- procedures followed</li> </ul>
Transport of arriving passengers	<ul style="list-style-type: none"> <li>- picking up passenger(s) and hand luggage at the gate/pick-up location</li> <li>- checking travel documents on time and gate during transfers and transferring passengers to the next gate, waiting room or airline service desk</li> <li>- escorting passengers (incl. (hand) luggage) through customs and to the final location (e.g. to the train, taxi or departure hall)</li> <li>- collecting the (hold) luggage and escorting the passenger to the exit, train or taxi</li> </ul>	<ul style="list-style-type: none"> <li>- procedures followed</li> <li>- keeping passengers satisfied</li> <li>- speed of action</li> <li>- flight caught</li> </ul>

**Position:** Passenger assistant

**03.04**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
Other	<ul style="list-style-type: none"> <li>- supervising/training (new) employees</li> <li>- monitoring ad hoc changes and situations at the airport and by airline(s)</li> <li>- picking up and putting back the means of transport at the designated places</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of procedures/systems</li> <li>- up-to-date information available</li> <li>- availability of means of transport</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>

### Work-related objections

- Exerting force when moving baggage and passengers.
- Often walking and standing when working (approx. 14 km per day)
- Stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances and dealing with aggressive passengers).

**Position:** **Passenger assistant (ramp, including ambulift)** **03.05**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

The passenger assistant, together with colleagues on the ramp, escorts passengers with reduced mobility (PRM). These can be disabled but also elderly people, single mothers with children, people with fear of flying etc. 50% of these people are announced in advance.

Passengers can receive assistance from arrival (train, taxi, departure hall) to aircraft and vice-versa. Passenger assistants are directed by the dispatchers via a PDA (precursor to the smartphone).

Passenger assistants use the equipment made available and located all over Schiphol.

Each passenger assistant specialises in one or more areas for which they can be deployed in addition to their "standard" work.

The ramp passenger assistant transports passengers across the ramp using an Ambulift (passenger scissor lift).

### Position in the organisation

Reports to superior

Manages not applicable

### Job purpose

Assisting passengers (with reduced mobility) to and from the aircraft, using a passenger trolley and possibly an aircraft wheelchair, so that they reach their destination safely, on time and satisfied.

### Expected result

Result areas	Core tasks	Result criteria
Assisting departing passengers	<ul style="list-style-type: none"> <li>- picking up passenger(s) and hand luggage at gate/pick-up location according to PDA instructions</li> <li>- checking travel documents for time and gate and coordinating with passenger how to arrange this (English)</li> <li>- driving the passenger trolley to the drop-off location, determining the most efficient route and checking whether departure times or gate have changed</li> <li>- handing over wheelchair to ramp employee at the aircraft</li> <li>- entering actions in the PDA system</li> </ul>	<ul style="list-style-type: none"> <li>- keeping passengers satisfied</li> <li>- efficient and quick movement around the ramp</li> <li>- flight caught and targets achieved</li> <li>- procedures followed</li> </ul>
Assisting passengers with boarding and deboarding	<ul style="list-style-type: none"> <li>- assisting passenger to seat in the aircraft</li> <li>- moving passenger with aircraft wheelchair through the aircraft</li> <li>- lifting passenger on and off seat in the aircraft</li> <li>- placing hand luggage in overhead compartments</li> </ul>	<ul style="list-style-type: none"> <li>- satisfaction with the service</li> <li>- procedures followed</li> </ul>
Transport of arriving passengers	<ul style="list-style-type: none"> <li>- picking up passenger(s) and hand luggage at the gate/pick-up location</li> <li>- escorting passengers (including with hand baggage and wheelchair to gate where a colleague provides further transport across the airport)</li> </ul>	<ul style="list-style-type: none"> <li>- procedures followed</li> <li>- keeping passengers satisfied</li> <li>- speed of action</li> </ul>
Scissor trolley well maintained	<ul style="list-style-type: none"> <li>- checking (daily) the technical condition of the vehicle using a checklist</li> </ul>	<ul style="list-style-type: none"> <li>- proper checks</li> </ul>

**Position:** **Passenger assistant (ramp, including ambulift)** **03.05**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
	<ul style="list-style-type: none"> <li>- taking care of minor vehicle maintenance</li> <li>- keeping the vehicle clean</li> <li>- identifying and reporting malfunctions to superior</li> </ul>	<ul style="list-style-type: none"> <li>- quality of user maintenance</li> <li>- timely reporting of malfunctions</li> </ul>
Other	<ul style="list-style-type: none"> <li>- supervising/training (new) employees</li> <li>- monitoring ad hoc changes and situations at the airport and by airline(s)</li> <li>- picking up and putting back the means of transport at the designated places</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of procedures/systems</li> <li>- up-to-date information available</li> <li>- availability of means of transport</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- keeping abreast of disaster procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>

**Work-related objections**

- Exerting force when moving hand baggage and passengers.
- Walking and standing when working.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances and dealing with aggressive passengers) and wearing of personal protective equipment.
- Risk of injury on the ramp due to contact with moving parts and means of transport (occasional).

**Position:** Transit employee/Ground steward/Agent

**03.06**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

Passenger handling means catering to and escorting of passengers at the airport: from the moment they arrive at the airport until the moment they board the aircraft.

The transit employee works both before and after customs and escorts passengers from the entrance of the airport to the entrance of the aircraft.

### Position in the organisation

Reports to superior

Manages not applicable

### Job purpose

Registering and checking travel documents and luggage at check-in and at the gate.

### Expected result

Result areas	Core tasks	Result criteria
Check-in handling	<ul style="list-style-type: none"> <li>- checking in passengers and luggage, checking travel and transport documents</li> <li>- receiving and tagging (carry-on) luggage, recording data</li> <li>- determining and settling overweight baggage, upgrades, handling odd-size baggage in accordance with the applicable instructions</li> <li>- processing re-bookings in the appropriate (computerised) systems</li> <li>- closing the check-in</li> </ul>	<ul style="list-style-type: none"> <li>- procedures and regulations followed</li> <li>- keeping passengers satisfied</li> <li>- correct calculation and handling of excess baggage</li> <li>- documents and information provided correctly</li> <li>- minimum check-in processing time</li> </ul>
Assisting with boarding and deboarding	<ul style="list-style-type: none"> <li>- checking documents (tickets and travel documents) and identity check of passengers, etc.</li> <li>- taking hand baggage at the gate, labelling it and adding it to the system</li> <li>- ensuring gate closure</li> <li>- checking and securing passenger (and baggage) lists, reporting deviations and involving responsible colleagues/stakeholders involved</li> </ul>	<ul style="list-style-type: none"> <li>- checked documents</li> <li>- satisfaction with the service</li> <li>- correct registration</li> <li>- procedures followed</li> <li>- minimum boarding/deboarding time</li> </ul>
Other	<ul style="list-style-type: none"> <li>- receiving, guiding and referring passengers (in Dutch and English)</li> <li>- supervising (new) employees/trainees</li> <li>- drawing up and sending flight reports</li> <li>- escorting unaccompanied minors (UMs), Persons with Reduced Mobility (PRMs), mobility scooters, VIPs, etc.</li> <li>- keeping the workplace clean and presentable</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of procedures/systems</li> <li>- up-to-date information available</li> <li>- presentable workplace</li> </ul>

**Position:** Transit employee/Ground steward/Agent **03.06**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>

**Work-related objections**

- Exerting force when moving baggage.
- Standing and walking and or sitting when working for a longer period at check-in.
- Stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances and dealing with aggressive passengers).

**Position:** Lounge manager/supervisor

**04.01**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

A lounge consists of an entrance/desk, lounge, simple kitchen and small storage area. Snacks and refreshments are prepared in the limited kitchen for the buffet. Products are brought in fresh and almost ready to serve, and simple operations such as heating and baking and mise en place are carried out in the kitchen.

Passengers can spend their waiting time in the lounges. Agreements as to which services are provided are made with airlines and cardholders. Passengers can use these depending on agreements made. It is also possible to buy a single-use admission ticket. Refreshments and (alcoholic) beverages are complimentary.

### Position in the organisation

Reports to manager

Manages ca. 10 Lounge and kitchen employees

### Job purpose

Managing the activities in the lounge.

### Expected result

Result areas	Core tasks	Result criteria
Rosters (short term)	<ul style="list-style-type: none"> <li>- Resolving staff shortages</li> <li>- Deployment of employees at the various workplaces, taking into account capacities of available employees</li> </ul>	<ul style="list-style-type: none"> <li>- compliance with directives/the Working Hours Act</li> <li>- Scope/cost of external hiring</li> </ul>
Management	<ul style="list-style-type: none"> <li>- informing and instructing employees</li> <li>- Managing, monitoring and managing the quality of the work performed, adjusting as and where necessary</li> <li>- solving problems which employees cannot or may not solve</li> </ul>	<ul style="list-style-type: none"> <li>- deployment/contribution of employees in accordance with agreements</li> <li>- effectiveness of adjustments</li> <li>- effectiveness of dealing with issues, shortcomings</li> </ul>
Improvement	<ul style="list-style-type: none"> <li>- making proposals for improvement based on insight into operational bottlenecks/improvements</li> <li>- working out and implementing improvements in service and assistance, once the proposal is approved</li> </ul>	<ul style="list-style-type: none"> <li>- feasibility of proposals</li> <li>- support for improvements</li> </ul>
Other	<ul style="list-style-type: none"> <li>- handling complaints</li> <li>- calling off/ordering stocks</li> <li>- resolving disruptions/discrepancies that may not or cannot be resolved by employees</li> <li>- carrying out administrative tasks and reporting according to procedures</li> </ul>	<ul style="list-style-type: none"> <li>- keeping passengers/clients satisfied</li> <li>- goods delivered correctly and on time</li> <li>- correct recording and reporting</li> </ul>
Managing	<ul style="list-style-type: none"> <li>- managing the team, motivating employees and promoting the working atmosphere</li> </ul>	<ul style="list-style-type: none"> <li>- goal achievement by employees</li> <li>- Motivation of employees</li> </ul>

**Position:** Lounge manager/supervisor **04.01**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
	<ul style="list-style-type: none"> <li>- induction and training of employees (or having them inducted and trained)</li> <li>- taking care of personnel matters, such as accounting for hours, leave and sick leave, performance and assessment interviews</li> <li>- co-fostering the sustainable employability of employees</li> </ul>	<ul style="list-style-type: none"> <li>- proper guidance and support</li> <li>- compliance with the HR policy and procedures</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- complying and monitoring with applicable regulations and procedures</li> <li>- creating awareness of potential hazards</li> <li>- identifying and anticipating incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- adequate supervision</li> <li>- degree of compliance with regulations and procedures</li> </ul>

**Work-related objections**

- Stressful work during peak moments and disasters (including unforeseen circumstances and dealing with aggressive passengers).



**Position:** Lounge employee

**04.02**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

A lounge consists of an entrance/desk, lounge, simple kitchen and small storage area. Snacks and refreshments are prepared in the limited kitchen for the buffet. Products are brought in fresh and almost ready to serve, and simple operations such as heating and baking and mise en place are carried out in the kitchen.

Passengers can spend their waiting time in the lounges. Agreements as to which services are provided are made with airlines and cardholders. Passengers can use these depending on agreements made. It is also possible to buy a single-use admission ticket. Refreshments and (alcoholic) beverages are complimentary.

### Position in the organisation

Reports to superior  
 Manages not applicable

### Job purpose

Providing services to passengers in the lounge.

### Expected result

Result areas	Core tasks	Result criteria
Reception of guests/passengers	<ul style="list-style-type: none"> <li>- Checking in and registering guests taking into account airline access policy and maximum lounge capacity</li> <li>- refusing guests in case of insufficient capacity</li> <li>- settling access charges (if necessary)</li> <li>- informing guests about possibilities and services in the lounge</li> </ul>	<ul style="list-style-type: none"> <li>- compliance with access policy and capacity standards</li> <li>- completeness and correctness of registration</li> <li>- satisfaction with reception</li> </ul>
Hosting and service	<ul style="list-style-type: none"> <li>- answering guests' questions (flight times, routes at AMS, procedures, composition of snacks, etc.)</li> <li>- arranging assistance for escorting disabled guests</li> <li>- announcing passengers and flights if necessary</li> <li>- (co-)closing the lounge</li> </ul>	<ul style="list-style-type: none"> <li>- accuracy of information</li> <li>- friendly and correct use of language</li> <li>- speed of response</li> </ul>
Buffet	<ul style="list-style-type: none"> <li>- keeping food and beverage buffet in order</li> <li>- preparing snacks and refreshments to support the kitchen</li> <li>- identifying imminent shortages</li> </ul>	<ul style="list-style-type: none"> <li>- replenishment of display cases in due course</li> <li>- appearance (layout, presentation) of display cases</li> <li>- according to regulations</li> </ul>
Other	<ul style="list-style-type: none"> <li>- training new employees</li> <li>- keeping the lounge clean and tidy</li> <li>- helping in the kitchen with preparing and washing dishes</li> </ul>	<ul style="list-style-type: none"> <li>- Appearance of the lounge</li> <li>- Regulations followed</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> </ul>

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**Position:** Lounge employee **04.02**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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Result areas	Core tasks	Result criteria
		<ul style="list-style-type: none"> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>

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**Work-related objections**

- Picking up trays, stacks of dishes, crates and other kitchen materials/equipment. Driving the buffet trolley.
- Bending and mostly standing and walking work.
- Stressful work during peak moments and disasters (including due to unforeseen circumstances and dealing with aggressive passengers).
- Risk of injury due to cutting, handling hotplates, slipping, etc.

**Position:** Kitchen employee

**04.03**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

A lounge consists of an entrance/desk, lounge, simple kitchen and small storage area. Snacks and refreshments are prepared in the limited kitchen for the buffet. Products are brought in fresh and almost ready to serve, and simple operations such as heating and baking and mise en place are carried out in the kitchen.

Passengers can spend their waiting time in the lounges. Agreements as to which services are provided are made with airlines and cardholders. Passengers can use these depending on agreements made. It is also possible to buy a single-use admission ticket. Refreshments and (alcoholic) beverages are complimentary.

### Position in the organisation

Reports to superior

Manages not applicable

### Job purpose

Preparing snacks and refreshments and performing various tasks in the company restaurant.

### Expected result

Result areas	Core tasks	Result criteria
Preparing snacks and refreshments	<ul style="list-style-type: none"> <li>- warming up/preparing soups and snacks using the appropriate equipment</li> <li>- preparing dishes and platters, filling baskets and plates</li> <li>- replenishing the buffet</li> </ul>	<ul style="list-style-type: none"> <li>- regulations followed (preparation method, etc.)</li> <li>- timely (proactive) replenishment of buffet</li> <li>- pace of preparation and extent to which waste is avoided</li> </ul>
Buffet and presentable lounge	<ul style="list-style-type: none"> <li>- replenishing the buffet</li> <li>- taking away empty dishes, plates, etc.</li> <li>- presentable and clean buffet and surroundings</li> </ul>	<ul style="list-style-type: none"> <li>- appearance of buffet that meets quality and presentation standards</li> <li>- timeliness of replenishments</li> </ul>
Kitchen	<ul style="list-style-type: none"> <li>- storage of incoming food and goods</li> </ul>	<ul style="list-style-type: none"> <li>- timeliness of orders</li> <li>- regulations followed (first in first out)</li> </ul>
Other	<ul style="list-style-type: none"> <li>- cleaning and tidying up the kitchen and kitchen utensils</li> <li>- filling, emptying and switching on the dishwashers</li> </ul>	<ul style="list-style-type: none"> <li>- timely tidying and disposing</li> <li>- tidiness and cleanliness of the kitchen and company restaurant</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> </ul>

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**Position:** **Kitchen employee** **04.03**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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Result areas	Core tasks	Result criteria
		- timely detection and reporting

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**Work-related objections**

- Exerting force when lifting and carrying dishes and pans and moving the buffet cart.
- Prolonged standing. Strenuous postures when performing cleaning tasks.
- Nuisance from fumes (kitchen) and from handling cleaning agents. Stressful work during busy and peak moments.
- Risk of injury due to cutting, handling hotplates, hot pans and grease.

**Position:** Capacity planner

**05.01**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Position in the organisation

Reports to manager  
 Manages not applicable

### Job purpose

Coordinating the deployment of employees and resources for a specific organisational unit.

### Expected result

Result areas	Core tasks	Result criteria
Personnel planning	<ul style="list-style-type: none"> <li>- identifying airline capacity needs</li> <li>- translating capacity needs into qualitative and quantitative requirements (employees and resources)</li> <li>- informing about particular aspects</li> <li>- participating in meetings, explaining choices and indicating alternative scenarios</li> <li>- processing holiday requests and days off, taking the rights of employees into account</li> <li>- drawing up long-term (monthly) planning for staff and resources, taking into account requirements and available budget</li> </ul>	<ul style="list-style-type: none"> <li>- insight into capacity requirements</li> <li>- effective and efficient planning</li> <li>- correct processing of data</li> <li>- Support for planning in the organisation</li> </ul>
Planning information	<ul style="list-style-type: none"> <li>- Collecting, processing and reporting management information on planning, stocks, storage capacities, etc.</li> <li>- Analysing (structural) deviations from (weekly) planning, making proposals to prevent recurrence</li> </ul>	<ul style="list-style-type: none"> <li>- reliability of management information</li> <li>- quality of analyses</li> <li>- quality of user maintenance</li> </ul>
Optimisation of planning process	<ul style="list-style-type: none"> <li>- suggesting opportunities for improvement to managers regarding the optimal deployment of means and resources</li> </ul>	<ul style="list-style-type: none"> <li>- feasibility of proposals for improvement</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- complying with applicable regulations and procedures</li> <li>- identifying and reporting irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedure</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely detection and reporting</li> </ul>

### Work-related objections

- Being in the same position for a prolonged period and strain on eye and back muscles when working in front of a screen.

**Position:** Personnel planner

**05.02**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Job context

The position may be either in the HR department or in operations.

### Position in the organisation

Reports to superior

Manages not applicable

### Job purpose

Making (daily) planning and rostering in operations.

### Expected result

Result areas	Core tasks	Result criteria
Personnel planning	<ul style="list-style-type: none"> <li>- coordinating on required staff capacity based on announced flights</li> <li>- checking information, including employee availability and required skills and qualifications</li> <li>- planning staff deployment, taking into account available budgets and qualities</li> <li>- identifying and anticipating particular aspects</li> <li>- discussing planning bottlenecks with the person(s) involved</li> <li>- informing interested parties on personnel to be hired (numbers and qualitative requirements)</li> </ul>	<ul style="list-style-type: none"> <li>- optimal match between supply and demand</li> <li>- Feasible planning</li> </ul>
Overview of our	<ul style="list-style-type: none"> <li>- maintaining contacts regarding required staff capacity</li> <li>- monitoring the implementation of rosters</li> <li>- maintaining the weekly and daily planning</li> <li>- handling planning problems and responding to unexpected situations, discussing bottlenecks and possible solutions with the parties involved</li> <li>- adjusting schedules according to procedures</li> <li>- escalating to manager in case of unsolvable planning problems</li> </ul>	<ul style="list-style-type: none"> <li>- speedy resolution of problems</li> <li>- schedules adjusted in time</li> <li>- timely escalation</li> </ul>
(Personnel) administration	<ul style="list-style-type: none"> <li>- recording information on availability</li> <li>- processing holiday requests and days off, taking proportional distribution of possibilities into account</li> <li>- registering illness, training, holidays, overtime hours, etc. in the system, passing them on to HR</li> <li>- compiling reports and overviews (including holiday roster and occupancy lists)</li> </ul>	<ul style="list-style-type: none"> <li>- correct processing of data</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedure</li> <li>- degree of compliance with regulations and procedures</li> </ul>

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**Position:** **Personnel planner** **05.02**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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Result areas	Core tasks	Result criteria
		- timely detection and reporting

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**Work-related objections**

- Being in the same position for a prolonged period and strain on eye and back muscles when working in front of a screen.

**Position:** (On-the-job) Trainer (ramp)

**05.03**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Position in the organisation

Reports to superior  
 Manages not applicable

### Job purpose

Giving theoretical and practical training to own and third-party employees.

### Expected result

Result areas	Core tasks	Result criteria
Preparation	<ul style="list-style-type: none"> <li>- compiling instructional material, and theoretical and practical training taking into account airline guidelines, protocols and ground service equipment manuals (in English)</li> <li>- monitoring training needs</li> <li>- recording and anticipating (changed) airline training requirements</li> </ul>	<ul style="list-style-type: none"> <li>- Topicality and quality of training material</li> <li>- timely training of employees</li> </ul>
Implementation	<ul style="list-style-type: none"> <li>- giving theoretical and practical training, including working with large equipment (de-icing, pushback, VDGS, Triple-A)</li> <li>- explaining procedures, answering questions</li> <li>- observing, motivating and stimulating employees</li> <li>- informing and instructing employees</li> <li>- guiding and coaching employees</li> <li>- identifying and resolving (impending) problems or deviations in the training process</li> </ul>	<ul style="list-style-type: none"> <li>- quality and effectiveness of practical training courses</li> <li>- correct assessment of employee competence</li> </ul>
Administration	<ul style="list-style-type: none"> <li>- recording of planned and implemented training courses</li> <li>- recording and maintaining training results and competencies</li> <li>- signing certificates for employees</li> <li>- monitoring validity periods of certifications</li> </ul>	<ul style="list-style-type: none"> <li>- correct registration/administration data</li> </ul>
Improving	<ul style="list-style-type: none"> <li>- advising management on education and training</li> <li>- Assessing training results and advising on additional training efforts</li> <li>- identifying (changes in) training needs</li> <li>- following developments in the organisation and the field, e.g. by reading professional literature, attending courses, and contacts with fellow trainers at the airport/at other employers</li> </ul>	<ul style="list-style-type: none"> <li>- quality of contribution to training optimization</li> <li>- Satisfaction of manager with recommendation</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- Complying with applicable regulations and procedures</li> <li>- alerting passengers and employees to unsafe situations</li> <li>- identifying and reporting incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedures</li> <li>- degree of compliance with regulations and procedures</li> </ul>



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**Position:** (On-the-job) Trainer (ramp) **05.03**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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Result areas	Core tasks	Result criteria
		- timely detection and reporting

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**Work-related objections**

- Standing and walking during much of the day.
- Noise nuisance, weather conditions on the ramp, temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances) and wearing of personal protective equipment.
- Risk of injury when staying in baggage area and on the ramp due to contact with moving parts, machinery and transport equipment (occasionally).

**Position:** Trainer/Coach (on the job)

**05.04**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Position in the organisation

Reports to superior  
 Manages not applicable

### Job purpose

Assisting departmental leadership and management in training and supervising (new) employees.

### Expected result

Result areas	Core tasks	Result criteria
Arranging tasks in an assigned team	<ul style="list-style-type: none"> <li>- monitoring qualitative and quantitative progress of activities, solving problems in case of disruptions (that cannot or should not be solved by employees)</li> <li>- identifying peculiarities or deviations in the process and discussing solutions with manager</li> <li>- solving discrepancies/problems/incidents which employees cannot or may not solve</li> </ul>	<ul style="list-style-type: none"> <li>- Work progress</li> <li>- Effectiveness of adjustments</li> <li>- Problem solving speed</li> </ul>
Coaching	<ul style="list-style-type: none"> <li>- giving technical directions, instructions and explanations to (new) employees</li> <li>- giving instructions on how to perform work (communication, pace, service, etc.)</li> <li>- transferring knowledge and insight and on-the-job training</li> <li>- acting as 1st point of contact in case of disasters</li> </ul>	<ul style="list-style-type: none"> <li>- manner of task performance by employees</li> <li>- Employability of employees</li> <li>- quality, service level and speed of work performed</li> <li>- degree of involvement of supervised/supported employees</li> </ul>
Trained and instructed employees	<ul style="list-style-type: none"> <li>- explaining and instructing processes, procedures, quality requirements, maintenance, etc.</li> <li>- explaining, transferring and clarifying the teaching material, responding to questions and reactions</li> <li>- explaining safety and quality risks as well indicating/elucidating as how to deal with disruptions and incidents</li> <li>- giving practical instruction at workstations, including tracing (feigned) disruptions and remedying them</li> <li>- testing the level of knowledge and skills of those involved by means of tests/examinations (including practical examinations and/or competence checks)</li> </ul>	<ul style="list-style-type: none"> <li>- degree to which training/instructions match the practical situation and peculiarities of the target group</li> <li>- degree to which knowledge etc. is transferred efficiently</li> <li>- number of successful trainees</li> <li>- trainee satisfaction with training course</li> </ul>
Proposals for improving the training effort	<ul style="list-style-type: none"> <li>- Preparing reports, assessing and testing results and advising on additional training efforts</li> <li>- monitoring developments in the organisation and identifying changing training needs so that the training activities can be adjusted in time and continue to meet the objectives set</li> </ul>	<ul style="list-style-type: none"> <li>- Insightful evaluation of training results</li> <li>- identifying changes in training needs in due course</li> <li>- Quality of proposals for improvement</li> </ul>

**Position:** **Trainer/Coach (on the job)** **05.04**

Organisation: Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

Result areas	Core tasks	Result criteria
	- monitoring developments in the field by reading professional literature, attending courses, etc.	
Safe and responsible operation	<ul style="list-style-type: none"> <li>- complying and monitoring with applicable regulations and procedures</li> <li>- creating awareness of potential hazards</li> <li>- identifying and anticipating incidents, unsafe situations and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>- adequate supervision</li> <li>- degree of compliance with regulations and procedures</li> <li>- timely reporting and anticipation</li> </ul>

**Work-related objections**

- Standing and walking during much of the day.
- Noise nuisance, weather conditions temperature differences (inside/outside terminal), stressful work during peak moments and disasters (including due to process disruptions, unforeseen circumstances) and wearing of personal protective equipment.
- Risk of injury due to contact with moving parts, machinery and transport equipment (occasional).

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**Position: Caretaker****05.05**Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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**Job context**

The caretaker is responsible for regulating/returning stray resources to recognisable places (car parks, station, plaza outside areas, check etc.).

**Position in the organisation**

Reports to superior  
Manages not applicable

**Job purpose**

Managing resources and areas at Schiphol to support services to passengers and employees.

**Expected result**

Result areas	Core tasks	Result criteria
Resources collected	<ul style="list-style-type: none"><li>- ensuring proper distribution of resources across the airport by moving resources such as wheelchairs and electric carts</li><li>- doing rounds in the airport car parks, bus stops etc. to retrieve wheelchairs</li><li>- picking up and putting back the means of transport at the designated places</li></ul>	<ul style="list-style-type: none"><li>- availability of resources</li></ul>
Wheelchairs	<ul style="list-style-type: none"><li>- inspecting wheelchairs, identifying defects and opportunities for improvement</li><li>- carrying out (minor) repairs and cleaning</li><li>- arranging for larger repairs to be carried out by third parties</li></ul>	<ul style="list-style-type: none"><li>- operational, clean wheelchairs</li></ul>
Electric carts	<ul style="list-style-type: none"><li>- overseeing the loading and distribution of electric carts around the airport</li></ul>	<ul style="list-style-type: none"><li>- availability of electric carts</li></ul>
Service (office and canteen space)	<ul style="list-style-type: none"><li>- scheduling of requests</li><li>- replenishing stocks</li><li>- putting conference rooms in order</li><li>- handling internal moves</li></ul>	<ul style="list-style-type: none"><li>- satisfaction with the Implementation</li><li>- timely replenishment of stocks</li><li>- timely implementation</li></ul>
Safe and responsible operation	<ul style="list-style-type: none"><li>- Complying with applicable regulations and procedures</li><li>- alerting passengers and employees to unsafe situations</li><li>- identifying and reporting incidents, unsafe situations and irregularities</li></ul>	<ul style="list-style-type: none"><li>- up-to-date knowledge of regulations and procedures</li><li>- degree of compliance with regulations and procedures</li><li>- timely detection and reporting</li></ul>

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**Position:**        **Caretaker**

**05.05**

Organisation        Employers' Association for Aviation Passengers and Baggage Handling  
(WPBL)

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**Work-related objections**

- Exerting force when moving wheelchairs, empty caddies etc. and other aids, internal moves.
- Mostly walking and standing when working.

**Position:** Recruiter

**05.06**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Position in the organisation

Reports to superior  
 Manages not applicable

### Job purpose

Seeing to the recruitment and selection activities in such a way that the right qualitative and quantitative personnel needs are met in a timely manner.

### Expected result

Result areas	Core tasks	Result criteria
Training for recruitment process	<ul style="list-style-type: none"> <li>- providing input for the annual planning of recruitment activities</li> <li>- building and maintaining an internal and external network (including with managers and employment agencies)</li> </ul>	<ul style="list-style-type: none"> <li>- continuity and quality of recruitment support</li> <li>- quality of relationship network</li> </ul>
Coordination of recruitment actions	<ul style="list-style-type: none"> <li>- setting up and monitoring recruitment campaigns and promotional actions</li> <li>- tapping media and target groups</li> <li>- coordinating with and reporting to manager</li> <li>- monitoring costs within certain budgets</li> </ul>	<ul style="list-style-type: none"> <li>- efficiency of recruitment methods</li> <li>- timely availability of the right candidates</li> <li>- meeting qualitative and quantitative staffing requirements</li> </ul>
Advice to management	<ul style="list-style-type: none"> <li>- researching suitable recruitment media, recruitment channels and recruitment methods</li> <li>- advising HR adviser/manager</li> <li>- drawing up recruitment profiles/vacancy texts</li> <li>- Reporting (periodically) relevant key performance indicators</li> </ul>	<ul style="list-style-type: none"> <li>- management satisfaction</li> <li>- number of recommendations adopted</li> <li>- completeness and correctness of recruitment profiles</li> </ul>
Recruitment activities	<ul style="list-style-type: none"> <li>- gathering substantive information about vacancies from managers</li> <li>- coordinating and executing the recruitment process (including using the recruitment channel, drafting texts, screening CVs, conducting interviews) in cooperation with the manager</li> <li>- advising management on suitable candidates and supporting manager/HR in the follow-up process</li> <li>- administrative handling of recruitment activities</li> </ul>	<ul style="list-style-type: none"> <li>- knowledge of vacancy content and context</li> <li>- effectiveness of recruitment tools used</li> <li>- suitability of selected candidates</li> </ul>
Recruitment activities	<ul style="list-style-type: none"> <li>- arranging advertisements</li> <li>- setting up, decorating and manning the stands at schools and job fairs</li> <li>- providing relevant information (including on the organisation, the position, development opportunities, rewards, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- effective recruitment messages</li> <li>- number of respondents with appropriate qualifications</li> <li>- level of staff recruitment costs</li> </ul>



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**Position:** Personnel administration employee

**05.07**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

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### Position in the organisation

Reports to superior  
Manages not applicable

### Job purpose

Carrying out personnel administration is such a way that optimal support is provided.

### Expected result

Result areas	Core tasks	Result criteria
Personnel administration	<ul style="list-style-type: none"><li>- implementing changes in employment contracts and systems</li><li>- seeing to registration and deregistration with regard to social legislation, Tax Office, pension fund</li><li>- processing information concerning performance and assessment interviews, training agreements, etc.</li></ul>	<ul style="list-style-type: none"><li>- completeness and correctness of the administrative work</li><li>- timeliness of registration and deregistration</li><li>- accessibility of stored data</li></ul>
Payroll administration	<ul style="list-style-type: none"><li>- collecting and checking input for salary calculations</li><li>- entering changes in systems</li><li>- applying rules for overtime bonuses</li><li>- having gross/net calculations drawn up</li><li>- supplying salary data to external payroll office</li><li>- answering questions on payroll administration</li></ul>	<ul style="list-style-type: none"><li>- correctness of change processing</li><li>- accuracy of checks and calculations</li><li>- clarity and timeliness of calculations</li></ul>
Correspondence (mostly confidential)	<ul style="list-style-type: none"><li>- drafting letters, announcements, etc. according to instructions</li><li>- processing of documents and ensuring that they are signed according to given authority</li><li>- filing departmental and personnel data, according to rules</li></ul>	<ul style="list-style-type: none"><li>- timely and correct administrative processing</li><li>- retrievability of data</li></ul>
Provision of information	<ul style="list-style-type: none"><li>- informing employees and managers about HR regulations</li><li>- Providing information through various channels (based on information supplied)</li></ul>	<ul style="list-style-type: none"><li>- employee/manager satisfaction</li><li>- completeness of information</li></ul>
General HR support	<ul style="list-style-type: none"><li>- providing support to the HR department and the HR advisors in all occurring activities</li></ul>	<ul style="list-style-type: none"><li>- quality of support provided</li><li>- client satisfaction</li></ul>
Safe and responsible operation	<ul style="list-style-type: none"><li>- complying with applicable regulations and procedures</li><li>- identifying and reporting irregularities</li></ul>	<ul style="list-style-type: none"><li>- up-to-date knowledge of regulations and procedure</li><li>- degree of compliance with regulations and procedures</li><li>- timely detection and reporting</li></ul>

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### Work-related objections



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<b>Position:</b>	<b>Personnel administration employee</b>	<b>05.07</b>
Organisation	Employers' Association for Aviation Passengers and Baggage Handling (WPBL)	

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- Being in the same position for a prolonged period and strain on eye and back muscles when working in front of a screen.

**Position:** **Administrative Assistant**

**05.08**

Organisation Employers' Association for Aviation Passengers and Baggage Handling (WPBL)

### Position in the organisation

Reports to superior  
 Manages not applicable

### Job purpose

carrying out administrative tasks and/or processing data.

### Expected result

Result areas	Core tasks	Result criteria
Administration	<ul style="list-style-type: none"> <li>- gathering and checking data for (partial) administration based on requests/documents</li> <li>- entering, changing and/or encoding data</li> <li>- performing calculations and making enquiries (internally and externally) in case of ambiguities</li> <li>- identifying missing data and requesting them from the parties concerned</li> </ul>	<ul style="list-style-type: none"> <li>- correctness and timeliness of registrations</li> <li>- adequacy of action in case of ambiguities</li> <li>- timeliness of reminders and escalation to management</li> </ul>
Provision of information	<ul style="list-style-type: none"> <li>- acting as point of contact for questions, answering or forwarding them</li> <li>- collecting, processing and organizing data and providing information</li> <li>- compiling various overviews according to the applicable guidelines/instructions</li> </ul>	<ul style="list-style-type: none"> <li>- Correctly answering/referral of questions</li> <li>- timeliness of overviews</li> <li>- timeliness and accuracy of information</li> </ul>
Archiving	<ul style="list-style-type: none"> <li>- processing of documents</li> <li>- archiving and cleaning up (periodically) of relevant documents</li> </ul>	<ul style="list-style-type: none"> <li>- correctness and topicality of archives</li> </ul>
Safe and responsible operation	<ul style="list-style-type: none"> <li>- complying with applicable regulations and procedures</li> </ul>	<ul style="list-style-type: none"> <li>- up-to-date knowledge of regulations and procedure</li> <li>- degree of compliance with regulations and procedures</li> </ul>

### Work-related objections

- Being in the same position for a prolonged period and strain on eye and back muscles when working in front of a screen.

**Enclosures**

## Annex 1 Job profile format

**Position:**            **[job name]**    **[job number]**

Organisation            [Name of organisation]

### Job context

#### Position in the organisation

Reports to:

Manages:

### Job purpose

#### Expected result

Result areas	Core tasks	Result criteria
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-
	-	-

### Work-related objections

## Annex 2 Explanation of Job profile format

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<b>Position:</b>	<b>[job name]</b>	<b>[job number]</b>
Organisation	[Name of organisation]	

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### Job context

Additional job information to get a better idea of the job environment; 1 paragraph about the organisation, 1 paragraph about the department, a few sentences about the job (if you cannot put this in the rest of the job description).

### Position in the organisation

**Reports to** The position of the job in the company's organisational structure is indicated below. Who is the immediate superior?

**Manages** Who, if any, is managed directly and indirectly (multiple layers of management). If none, then 'Not applicable.'

### Job purpose

What is to be achieved by performing the job and with what result is to be indicated here in one sentence, i.e. a summary of the job, in line with the rest of the description below. Start with gerunds.

### Expected result

Result areas	Core tasks	Result criteria
<p>This column indicates the contribution of the result to parts of the job.</p> <p>A job consists of about 5 (+/- 2) result areas that cover the essence of its content. You can also see it as parts of the job purpose.</p> <p>What is it about? A result area shows in a few words what the result/contribution of working should be</p> <p>A result area is output-oriented and usually fairly constant and does not change annually.</p>	<p>The nature of the work and related responsibilities/authorities are described below. Above all, it should express "what" needs to be done (and "why").</p> <p>What is it about? (Main) activities to be performed and what results they should lead to. The following applies here: one task or a number of related tasks per paragraph.</p> <p>Also consider how responsibilities/competencies are to be used in the form of e.g. taking decisions and actions, making choices, etc.</p> <p>Also remember which problems and difficulties are solved by the position, to what extent it is bound by rules, procedures, regulations, guidelines, etc.</p>	<p>This column contains benchmarks against which performance in a job can be measured. They make the expected outcome concrete.</p> <p>What is it about? What is important in attaining the result area? (e.g.: degree of ..., correctness of ..., speed of ...)</p>

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## Work-related objections

Working conditions are sometimes such that they require excessive effort to make the expected contribution. Describe the onerous circumstances (where applicable) in up to four paragraphs and in the order indicated (see also Annex 3 ORBA method):

Heaviness: What (onerous) physical effort must the officer make in order to make the contribution?

Posture & movement: What (onerous) posture or movement is required in order to make the contribution?

Working conditions: What physical or psychological hindrance does the officer experience when performing the job?

Personal risk: What personal risks are associated with the work? (risk of injury).

Please note: work-related objections do not include objections relating to shift work, working overtime, on-call duty, work pressure, etc.

**The job profile is now complete and can be classified.**

If necessary, the job profile can be further supplemented with information relevant to the company such as education, competencies, etc. This extension does not however affect the level (classification) of the job, but can be part of the personnel policy. A competency profile, for example, focuses on the employee's behaviour. With the help of competencies, it becomes possible to manage the employee's behaviour. If a company opts for such an addition to the job profile, it should make it very clear in its explanation to employees that it does not count towards the job classification!

### Annex 3 ORBA method

The ORBA® job evaluation method is used in the WPBL. ORBA® is among the most widely used job evaluation systems in the Netherlands and is owned by the AWWN. The ORBA® method is an instrument for analysing differences between jobs and expressing these differences in terms of relative heaviness or level. Its main application is to underpin pay relationships in a consistent and equitable manner.

The entire process of developing, testing and applying the ORBA® method is coordinated by the AWWN with experts from the trade unions.

#### Evaluating positions with ORBA®

The ORBA® job evaluation method:

- makes it possible jobs on analyse and evaluate jobs in a comparable way;
- distinguishes what is important so as to determine the relative weight or level of a job;
- enables transparent, clear and unambiguous explanations of the valuation outcomes;
- aligns with socially accepted ranking relationships.

The ORBA® method uses the following model:



A brief explanation of the above model is provided below.

#### Expected contribution

The output, the intended outcome, is the starting point in the analytical framework. The guiding questions here are:

- What is the output of the position and within what frameworks should it be attained? (effect criterion)
- What influence must be exerted on others to attain the output? (relational influence criterion)
- Does it involve a management position? If so, does it involve line or professional/functional management? (positional influence criterion)

#### Functional decisions

What is the nature of the functional decisions the employee has to make in order to make the expected contribution? The guiding question here is:

- What is the difficulty of the questions and problems the officer faces and what scope does he or she have for finding solutions? (problem criterion)

## **Skills required**

What skills are required to make the expected contribution and decisions? The guiding questions here are:

- What breadth and depth of knowledge is required to solve problems? (knowledge criterion)
- What skills are needed to communicate at the required level? (communication criterion)
- What motor skills must the officer have to perform the required movements? (motor skills criterion)

## **Work-related objections**

What objections are associated with the work? The guiding questions here are:

- What (onerous) physical effort must the officer make in order to make the contribution? (Heaviness criterion)
- What (onerous) posture or movement is required in order to make the contribution? (posture and movement criterion)
- What physical or psychological hindrance does the officer experience when performing the job? (working conditions criterion)
- What personal risks are associated with the work? (personal risk criterion)

More information on the ORBA method can be found on the AAVN website ([www.aavn.nl/orba](http://www.aavn.nl/orba)).



## Annex 4 Classification form

### Classification decision

Job title company job	Date	Job grade
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### Compared sector jobs

Serial no.	Job title company job	Job number	Job grade
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1.

2.

### Substantiation of classification decision

#### The company job to be classified in relation to sector job 1

Is the contribution (expected output) of the company job to the overall organisational result lesser, equivalent or greater?	<input type="checkbox"/> Lesser	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Greater
Is the degree to which the company job needs to influence others to attain the output lesser, equivalent or greater?	<input type="checkbox"/> Lesser	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Greater
Does the company job manage fewer, the same number of or more employees?	<input type="checkbox"/> Fewer	<input type="checkbox"/> The same number of	<input type="checkbox"/> More
In terms of complexity of work, is the company job lighter, equivalent or heavier?	<input type="checkbox"/> Lighter	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Heavier
Is the company job's scope for making its own decisions lesser, equivalent or greater?	<input type="checkbox"/> Lesser	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Greater
Are the knowledge requirements (in terms of breadth and depth) of the company job lower, equivalent or higher?	<input type="checkbox"/> Lower	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Higher
Are the communication skills of the company job subject to lower, equivalent or higher requirements?	<input type="checkbox"/> Lower	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Higher
Are work-related objections lower, equivalent or higher?	<input type="checkbox"/> Lower	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Higher

### Explanation

Compared to reference job 1, the company job is lighter/equivalent/heavier because ....

*Explain in your own words why the company job is lighter than, equivalent to or heavier than reference job 1.*

## The company job to be classified in relation to sector job 2

Is the contribution (expected output) of the company job to the overall organisational result lesser, equivalent or greater?	<input type="checkbox"/> Lesser	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Greater
Is the degree to which the company job needs to influence others to attain the output lesser, equivalent or greater?	<input type="checkbox"/> Lesser	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Greater
Does the company job manage fewer, the same number of or more employees?	<input type="checkbox"/> Fewer	<input type="checkbox"/> The same number of	<input type="checkbox"/> More
In terms of complexity of work, is the company job lighter, equivalent or heavier?	<input type="checkbox"/> Lighter	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Heavier
Is the company job's scope for making its own decisions lesser, equivalent or greater?	<input type="checkbox"/> Lesser	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Greater
Are the knowledge requirements (in terms of breadth and depth) of the company job lower, equivalent or higher?	<input type="checkbox"/> Lower	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Higher
Are the communication skills of the company job subject to lower, equivalent or higher requirements?	<input type="checkbox"/> Lower	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Higher
Are work-related objections lower, equivalent or higher?	<input type="checkbox"/> Lower	<input type="checkbox"/> Equivalent	<input type="checkbox"/> Higher

### Explanation

Compared to reference job 2, the company job is lighter/equivalent/heavier because ....

*Explain in your own words why the company job is lighter than, equivalent to or heavier than reference job 2.*

## Annex 5 Comparable sector job titles

Job number	Main sector job titles	Comparable job titles
01.01	Baggage handler	Baggage employee
01.02	Senior baggage handler	Senior baggage employee
01.03	Baggage manager	Baggage team leader, Baggage coordinator, Baggage supervisor
01.04	Baggage tracing employee	
02.01	Pushback employee	Towing/All-round ramp employee
02.02	Ramp agent	Ramp employee
02.03	Dispatcher	Flight dispatcher, Ramp agent
02.04	Turnaround coordinator	Turnaround foreman
03.01	Passenger handling manager	Transit manager, passenger handling supervisor
03.02	Passenger assistance supervisor	Airport caddy manager
03.03	Service desk employee	Ticket counter employee
03.04	Passenger assistant (ramp)	
03.05	Passenger assistant (ramp, including scissor trolley)	
03.06	Transit employee	Ground steward, Agent
04.01	Lounge manager	Lounge supervisor
04.02	Lounge employee	
04.03	Kitchen employee	
05.01	Capacity planner	
05.02	Personnel planner	
05.03	On-the-job trainer	Trainer, ramp on-the-job trainer
05.04	On-the-job trainer	
05.05	Caretaker	

## Annex 2. Salary scales

The following salary scales with basic hourly wages will apply as of 1 January 2023:

Group	minimum	maximum
A	€ 11.75	€ 12.83
B	€ 11.75	€ 12.91
C	€ 11.75	€ 13.59
T	€ 11.78	€ 13.83
E	€ 12.17	€ 15.77
F	€ 12.53	€ 16.49
G	€ 13.36	€ 19.20
H	€ 14.28	€ 20.64
I	€ 15.12	€ 22.33
J	€ 16.41	€ 24.72

The following salary scales with basic hourly wages will apply as of 1 July 2023:

Group	minimum	maximum
A	€ 12.12	€ 12.83
B	€ 12.12	€ 12.91
C	€ 12.12	€ 13.59
T	€ 12.12	€ 13.83
E	€ 12.17	€ 15.77
F	€ 12.53	€ 16.49
G	€ 13.36	€ 19.20
H	€ 14.28	€ 20.64
I	€ 15.12	€ 22.33
J	€ 16.41	€ 24.72

The following salary scales with basic hourly wages will apply as of 1 January 2024:

Group	minimum	maximum
A	€ 12.74	€ 13.68
B	€ 12.74	€ 13.83

C	€ 12.83	€ 14.42
T	€ 12.91	€ 14.89
E	€ 13.28	€ 16.28
F	€ 13.70	€ 17.19
G	€ 14.42	€ 19.20
H	€ 15.24	€ 20.64
I	€ 16.14	€ 22.38
J	€ 17.33	€ 24.72

The following salary scales with basic hourly wages will apply as of 1 January 2025:

Group	minimum	maximum
A	€ 13.80	€ 14.52
B	€ 13.80	€ 14.76
C	€ 13.92	€ 15.24
T	€ 14.04	€ 15.96
E	€ 14.40	€ 16.80
F	€ 14.88	€ 17.88
G	€ 15.48	€ 19.20
H	€ 16.20	€ 20.64
I	€ 17.16	€ 22.44
J	€ 18.24	€ 24.72

If the basic hourly wage falls below the statutory minimum due to an increase in the statutory minimum wage, you are entitled to be paid the statutory minimum hourly wage.

## **Annex 3. Protocol**

### **The Protocol belonging to the Collective Labour Agreement from 1 July 2022 to 30 June 2025**

#### **Social Fund**

The parties aim to set up a Social Fund for the sector and will discuss this further in Q2 2022. Agreements will also be made within this Social Fund on the dispute committee and the compliance clause.

#### **Employment**

People follow work: retaining professionals and expertise, preventing loss of income and maintaining employment - at both the level of the sector as a whole and individual companies - and providing job security constitute an important part of the sectoral agreements. The parties to the Collective Labour Agreement recognise that aim can only be achieved through healthy and thus profitable business operations. Accordingly, the following applies: joint action to improve structurally the market conditions in which the handling companies operate. This also means that the parties will jointly plead with the appropriate authorities (including but not limited to the Schiphol Group) to impose further rules on companies as to their modus operandi, in particular with regard to the social policy to be pursued – known as 'licence to operate'. Whether joining the Responsible Market Conduct Code - which aims to promote fair conduct on the part of all parties involved in the contracting and outsourcing of work by clients - is desirable will be looked into.

#### **Pension**

In Q3/Q4 of 2022, the parties will enter into consultations on the creation of a new sector-wide pension scheme, aiming to reach a conclusion before 1 January 2023.

#### **Supplement for unsocial hours**

During the term of the Collective Labour Agreement, a joint Collective Labour Agreement study will be conducted into a possible integral review of the supplement for unsocial hours scheme as of 1 January 2026. The results of this study will be involved in the next round of collective bargaining.

#### **Third year unemployment benefit insurance**

The third year unemployment benefit insurance will be placed under the PAWW Foundation (private supplement unemployment benefit scheme)

## **Annex 4. Generation scheme**

### **Application period and starting date**

As an employee, you can apply to your employer from 1 July 2022 to avail yourself of the generation scheme. There is a minimum of three months between the application date and the participation date. This means that you must always submit your application to your employer at least three months before the intended effective date.

### **Starting age and working hours**

You can reduce your working hours to 80% or 60% of the original working hours as of the age of 60. You will subsequently leave employment and retire in full.

### **Basic salary and pension accrual**

You will receive 90% or 80% of your basic salary. During this period, pension accrual will continue at 100% (while maintaining the premium deduction at 100% working hours).

### **Consent of the employer**

Participation in the Generation Scheme at the envisaged time is possible only with the prior written consent of the employer. If participation in the Generation Scheme leads to major negative operational or implementation problems, the employer can postpone the effective date to a maximum of three months after the originally intended effective date.

### **Part-time contract**

If you work part-time, the scheme applies to you on a prorated basis.

If you work full-time and avail yourself of the scheme, you will become a part-timer and your employer will adjust your employment contract. Your terms of employment, such as the accrual of your holiday hours and the commuting allowance, are adjusted proportionately. Terms of employment that are based on your basic salary, such as holiday allowance, are applied in this scheme on the basis of 90% or 80%.

### **Duty roster allowance**

The starting point when using the scheme is that you participate in the roster pattern that applies to employees with comparable hours.

### **Incapacity for work**

Admission to the scheme is possible only if you are fit for work.

Employees who are unfit for work at the start of the scheme cannot participate in it as long as they are unfit for work.

### **Financial consequences**

Participation in the scheme may have financial/tax consequences. The potential participant is expressly made aware of these possible consequences and the participant is advised to consider them carefully.

The potential participant receives what is known as a gross/net calculation in which the financial consequences of participating in the scheme are clarified.

### **organisation of the roster pattern**

The employer realises that the introduction of the scheme will require shifts to be organised differently and rosters to be adjusted, for instance. You should realise that you may be placed in a different roster pattern as a result of participating in the scheme.

The arrangement of the roster pattern should be worked out further in consultation with the employee.

When using the Generation Scheme, extra hours and overtime are allowed only in occasional cases.

### **Written records**

At the start of participation in the scheme, agreements about the (full-time) retirement date and thus the end of the employment contract are made between you and your employer and set in writing. You commit yourself to the agreed date on which the employment contract is to end. If you go back on this at a later date, your employer is entitled to recover in full the costs incurred and the wages that continued to be paid during the reduction of working hours.

**Reallocation**

Your employer will in principle reallocate the vacated working capacity, where possible with young people. The timeframe and extent of the reallocation is at the discretion of the employer and depends partly on participation in the scheme and market developments.

**Statutory changes**

If legal changes affect the aforementioned elements of the Generation Scheme and (threaten to) affect employers, employees or the trade union adversely, the WPBL will enter into consultation with the trade union in order to find a suitable solution.



## Annex 5. Core provisions of Collective Labour Agreement for the passenger and baggage handling sector

Table 1: Overview of core provisions

EU Cross-border Work Act topics	Collective Labour Agreement articles
General	
Maximum working hours and minimum rest periods.	Chapter 3. Time Article 7. Working hours Article 8. Roster, shifts, calls, A: general, B: with the exception of reference to the Works Council Act (known by the Dutch acronym WOR), C: working hours shift, D: night shift, with the exception of 3 AOW beneficiary (pertaining to Dutch social security), E: rest
Minimum number of paid annual leave days	Article 9. Holiday hours Article 10. Public holidays
Remuneration, including overtime pay; this item does not apply to supplementary company pension schemes	4. Income Article 12. Job grades and salary scales Article 13. Assessment-dependent growth Article 14. Promotion and demotion Article 15. Holiday allowance  5. Supplements Article 16. Extra work, with the exception of 7 AOW beneficiary (pertains to Dutch social security) Article 17. Supplement for unsocial hours Article 18. Public holidays  6. Allowances Article 19. Commuting expenses Article 20. Meal allowance Article 21. Other allowances, with the exception of Death Benefit (pertains to social security), First Aid/Emergency response, Jubilee  Annex 1: Job manual Collective Labour Agreement for the passenger and baggage handling sector Annex 2: Salary scales
Conditions for the supply of workers, in particular by temporary employment agencies	
Health, safety and hygiene at work	Article 8: Roster, shifts, calls D: night shift, 3 AOW beneficiary Article 16: 7 AOW beneficiary
Protective measures relating to the terms and conditions of employment of pregnant women or women who have recently given birth, children and young people	

Equal treatment of men and women, as well as other non-discrimination provisions	
The conditions of accommodation, if the employer provides accommodation to employees who are not at their usual workplace	
Allowances or reimbursement of expenses for travel, meals and accommodation for employees who are away from home for professional reasons	

### Sample calculation

This calculation clarifies how the salary payable is calculated.

#### *Example: Baggage Handler*

The position of Baggage Handler falls under job scale D, with an hourly wage between €11.78 and €13.83.

The full-time working hours are 38 hours per week.

The average monthly salary =  $164.667 * \text{hourly wage}$  = between €1,939.78 and €2,277.34

Holiday pay 8% (between € 155 and € 182 per month)

Accrued holidays: 2.083 days per month

Please note: A substantial part of the employees' income is formed by the supplement for unsocial hours. See Article 17 of the Collective Labour Agreement.

## **Annex 6. Contact information**

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