



Airport Chaplaincy 2019 Annual Report

Schiphol

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Opening words

*'The Airport Chaplaincy's calling
transcends all borders'*



Flip Poort has been the chairman of the board of the Schiphol Airport Chaplaincy Support Foundation (SOLS) since 2000. As a manager at Royal Schiphol Group and subsequently director of Schiphol Dienstverlening BV (1979-2012), he would often come into contact with the Airport Chaplaincy in the terminal. At that time, two chaplains were working at Schiphol, having been assigned these posts by the national churches, and Flip knew them both. At around the turn of the century, a colleague involved in the chaplaincy called for strengthening of the board and Flip was happy to oblige. His motivation both at the time and to this day is to optimise the compatibility of the chaplaincy's services at Schiphol with the needs of travellers going through a dark period.

Flip, what was it about the chaplaincy that fascinated you so much?

First of all, it is simply Schiphol that fascinates me. I first came here in 1979, and I was absolutely sold from day one. Schiphol's unique vibe captivated me and I haven't left since. These unique square kilometres are a direct connection to the rest of the world and you will not find a more concentrated or varied environment anywhere else. I'm also service-oriented. This may well have something to do with my Christian background, and selfless service is a key aspect of what the chaplaincy does. The chaplaincy tries to say 'no' as little as possible, to help as many people as possible and to be as generous as we can possibly be. I put my heart and soul into this mission and it doesn't matter how big or small the good deed is, they all make a huge difference at a time when it really counts.

Besides the chaplaincy's role in disasters such as MH17, are there any other poignant support requests that will always stay with you?

A young lady with a baby was stranded while travelling to the funeral of her 19-year-old brother who had died in a car crash. Her father had paid for her to fly over, but once she arrived at Schiphol, she found that her ticket was invalid and she didn't have the money to pay for a new one. She was at her wit's end, she couldn't leave and she'd run out of nappies for her baby daughter. Her family had already come together in Zambia for the funeral and was waiting for her. Our people did everything they could for her to help her on her way, spending two days with her until they could finally pass her on to the crew for her departure.

Recently, ideas for the future have been put forward regarding how to deal with the increasing numbers of passengers in recent years. How have these plans changed since COVID-19 has essentially left society indefinitely grounded?

The Airport City was getting bigger and busier all the time, and as a result, there was an increasing need for peace and quiet. Both passengers and staff greatly appreciate the oasis of tranquillity offered by the Meditation Centre, and passengers from all four corners of the globe say our Meditation Centre is the best in the world. The key to our success is that we welcome all visitors in the same room and we don't distinguish between different religions or denominations. Every week, passengers tell us they specifically book their flight from Schiphol because of the Meditation Centre. A design for a second centre in the prospective new terminal building had been drawn up long before the corona crisis, although the construction plans have been temporarily put on hold. Despite this, the help and personal counselling provided to passengers and their friends/family by the chaplains and volunteers are continuing as normal. A couple of shining examples of the support they provide can be found in this annual report.

What challenges lie ahead in the years to come?

Our main challenge right now is to structure our organisation to keep up with developments concerning passenger numbers and continue to provide the assistance that people have come to expect from us. Whether or not a second Meditation Centre will be built is a concern for another day.

I'd like to give a special word of thanks to Marianne de Bie, a walking encyclopaedia with a great understanding of how we work, for editing our annual report. Hans van den Berge is responsible for the layout, which features his usual creative flair and great patience.



OCO

Internet Centre

Facts and figures

Number of support requests and hours

319 support requests, 1,388 hours spent, average of 4.35 hours per request

Requests by emergency centres

68 requests

Visitors' books

5 visitors' books full of responses, kind thoughts, poems, personal stories, prayers and advice, including 2,100 thank you notes

Number of services at and outside Schiphol

56 church services conducted by the chaplains in the Meditation Centre in accordance with the calendar (Sundays and public holidays), 25 services elsewhere in which the Airport Chaplaincy is involved

Musical events

5 musical events in or around the centre: a vocal double quartet at Easter, a guitarist in May and September, and a saxophone quartet and brass band giving a Christmas performance on 22 and 24 December

Chaplain on-call hours outside business hours

5,840 hours

Volunteer hours

2,500 hours devoted by volunteers to help keep the Meditation Centre running smoothly

Number of presentations outside the airport

15

Number of volunteer study mornings

5

Fresh flowers

210 bouquets donated to the Meditation Centre by Aviflora and tended to by the volunteers



Organisation

The chaplains work on a standby basis, observing a mutually agreed 24/7 schedule. The Schiphol Control Centre is responsible for contact management of the chaplaincy. The operators, airport controllers and other operations managers are all personally acquainted with the chaplains, so the lines of communication are short.

In the evenings and at night, the chaplains are on standby at home, so the Control Centre takes into account the driving time (usually 30-45 minutes) in the event their assistance is needed at Schiphol. The chaplains have extensive knowledge of the airport's infrastructure and security procedures, and can therefore quickly find the right location based on the information provided by the Control Centre. In 2019, one in five of the support requests received via the Control Centre was issued by an emergency centre (Eurocross, SOS International or ANWB). In such cases, the chaplaincy team directly contacts the emergency centre in question and subsequently contacts the family directly in order to arrange their reception at Schiphol.

Introduction

Pastoral care at the airport

The outbreak of COVID-19 has substantially affected the chaplaincy's pastoral care at Schiphol, although our mission and driving force, for which we are renowned both within the airport and beyond, has remained exactly the same: to help people in need. The airport knows they can call us at any time to support people in crisis situations. Situations in which our support is required are referred to as support requests or counselling requests. They are always unexpected and often at extremely short notice, they always involve the provision of support to people in times of crisis and they always require thorough and detailed knowledge of the airport and its procedures. Time and time again, we have seen how overwhelming the operational processes at the airport can be for people who are grieving or disorientated.

This continual mission to provide support and counselling to individual passengers, families or other groups in times of need is the cornerstone of this annual report. Our support requests are issued by the Schiphol Control Centre, which receives them via bodies such as the Royal Netherlands Marechaussee, emergency centres, the customer service centre RIFF, mental healthcare institutions and operational managers/floor managers at Schiphol, among others. Every year, we receive between 300 and 325 requests for support.

Some of these requests require a great deal of time, while others are quite short, as the passenger(s) in question must soon leave Schiphol for their next destination or their families arrive to take them home. After all, the airport is a transitory location where people rarely stay for any longer than they have to.

What are the tricks of the trade when it comes to counselling people?

The main stumbling block is the tendency to want to 'solve' somebody's grief or anguish. This tendency is shared by everybody, including experts, emergency service providers and well-intentioned third parties. It can sometimes be difficult to say nothing when silence is called for. It can sometimes be difficult to wait while the person in a crisis situation is searching for words. It can sometimes be difficult to unquestioningly accept the person's own view of what they're going through. However, sometimes you do have to say something or take control of the situation. It's a fine line that you have to tread, so you have to view things with an open mind, listen to what the person needs and resist the urge to solve or save: an art in itself. Our experience as chaplains has taught us to be mindful of these instincts and to find the best balance. An even more essential factor is that every single situation we encounter deserves our undivided attention, and we must never allow ourselves to view people's crises as routine. It's vital not to get desensitised to despair. Every single support request requires our utmost compassion and empathy, and detailed knowledge of the terminal and its procedures is crucial. If the chaplain can't find his way through the airport, this can amplify the feeling of helplessness in a person who's already feeling very vulnerable. When chaplains don't feel safe, it seeps through into the counselling they provide. The three members of the chaplaincy team are constantly developing and exchanging knowledge. We talk to each other all the time, and we also ensure that our volunteers are optimally trained, regularly taking them for walks through the lounges and on the piers.



Human touch and personal space

'Doing what has to be done'

In November, Schiphol's customer service centre contacted the on-call chaplain to request support for a family that was en route to the Arrivals Hall. Two passengers had just arrived: a mother and a daughter who were originally going to be picked up by the daughter's husband. However, he had suddenly and unexpectedly died several hours earlier. The daughter's brother and son were rushing to the airport to break the tragic news and the Control Centre asked us for a private place where we could do that. After we had provided this support, the daughter said to the chaplain: 'To say 'thank you' wouldn't be quite right somehow, as you were simply doing what had to be done. If you were ever in my position, I would do exactly the same for you.' That perfectly sums up our job: we do what has to be done.

The stories in this annual report all describe events from last year that greatly affected the people involved and left a lasting impression on us.

We would like to offer our sincerest thanks to the people who were willing to be interviewed and featured in this annual report, as looking back on events that so significantly impacted their lives was an extremely emotional experience. Once again, we really can't thank them enough. It's also wonderful that they read the definitive version of their stories to make sure the description of events feels right to them.

The following chapter features two stories that played out during the past year.

The first was a support request handled by Gerard Timmermans, which was issued via the supervisor of the employee in question. The second situation is a request made by an emergency centre, which required Mark Hafkenscheid and Marieke Meiring, the other two chaplains, to provide support and counselling to two families at Schiphol over a number of days.



Peace and quiet for an emotional goodbye

'I came to the chaplaincy to request support for my 19-year-old son who was in a mentally vulnerable state and was supposed to fly to Africa on his own. My request came just one day before the flight and we could have been forced to cancel everything if my son on the day found that he just wasn't up to it. I hoped that my son could be accompanied and assisted from before the security check all the way to the gate, and I (his mother) wanted to be able to accompany him. Both of my wishes were granted on the very same day, and they were very understanding and reassured me that everything could be postponed until another day if things didn't go according to plan on the day.'

The chaplain was ready and waiting for us

The whole family, father, mother, brother and sister, had accompanied him to the airport and the mood was tense. Gerard introduced himself and explained what his counselling services involved so we all knew where we stood. Gerard exceeded my expectations: he had thought of absolutely everything. He understood that a calm environment would be a vital factor, so he organised a peaceful and private place for my son to say his goodbyes. This helped ease the tension and was discreet enough for a couple of tears, which adolescents don't like to show in public.

Gerard arranged priority access for us at the security check and then ensured maximum peace of mind. He led the way expertly and we didn't have to worry about a thing. He also suggested we get a drink and a snack and do some shopping for the journey and gave us the opportunity to smoke a couple of last cigarettes together.

The tension was kept to a healthy level and we had a wonderful mother-son moment together.

At the gate, Gerard went ahead with the ticket and passport and both my son and I were allowed through to meet the flight crew. They told my son that they were aware of his situation and reassured him that they would take over from Gerard. I hadn't expected this, although I saw that my son felt safe and trusted them, which in turn made me feel safe too. We moved to a more secluded area and Gerard gave us some space to have another really nice mother-son moment. My son joked that being allowed onto the plane first and being introduced to the crew made him feel like a celebrity. My son then boarded the plane first together with the crew and it was a wonderful feeling. Gerard and I walked back together and he asked if there was anything I needed. I simply said that I'd like to go back to my family, though it was clear that he was there for me too.

It was a really fantastic way for our family to say our goodbyes, a beautiful mother-son moment and a stylish way to travel that made my son feel like a star.

Later, we heard that the crew had taken great care of him and even written him a card with all their names on it wishing him good luck in Africa.

I'm eternally grateful for everything Schiphol's chaplaincy did for me. Thank you so much Gerard.'



Organisation

The chaplains have been granted a number of visitor passes, which they use all the time, for example, for support requests outside office hours or in emergencies. Sometimes, families arrive in the transfer area who do not have the time or authorisation to cross the border. In such cases, we can arrange to escort a number of family members into the security-restricted area for a brief and often emotionally charged reunion or farewell.

Besides the chaplains, seven of the 25 volunteers have also been granted escort authority, which means they can accompany up to five visitors into the security-restricted area. For the purposes of support requests, they obtain the passes from the designated pass issue counters at Schiphol.

'Grief makes Schiphol look a thousand miles wide'

For Koen, a holiday of a lifetime to South America was transformed into an unimaginable nightmare when his girlfriend Emma suddenly died. This tragedy was followed by such a complex course of events that it would make your head spin. Now that Emma has been laid to rest there is time to reflect.

In mid-September, Koen and Emma's families waved them off at Schiphol. Koen had just graduated from university and they were jetting off on holiday to celebrate. They had carefully planned their trip through Bolivia and Peru and although Emma was afraid of flying, their flight went off without a hitch. After spending several wonderful weeks in Peru, the dream holiday became a tragic nightmare when Emma suddenly died in her sleep in their hotel in La Paz.

Koen resuscitated her himself and called the hotel staff, then the police and paramedics came and took over. However, at the hospital it became clear that Emma could not be revived. Koen had already contacted Emma's mother Ilona, her father Bert and his own parents to break the terrible news. He received assistance from the Dutch consul in La Paz, who took care of Koen and welcomed him into his house. It was a terrible shock to everybody involved in both the Netherlands and Bolivia, and then a labyrinth of red tape suddenly emerged. In consultation with the emergency centre Eurocross, a plan was devised. Koen's father Frans and Emma's father Bert flew to La Paz via Lima. Their priorities were to support Koen and help repatriate Emma. Eurocross arranged everything for their trip and told them about the support that the Airport Chaplaincy could offer them during their departure from Schiphol. 'It can't do any harm, I suppose', said Bert when the funeral director explained what the chaplain-

cy does. He and Frans wanted to see Koen and Emma as soon as possible, and eventually got there within 48 hours.

At Schiphol, Bert and Frans met chaplain Mark Hafkenscheid, who had arranged for them to meet at the meeting point on Schiphol Plaza. Mark spoke with the KLM shift leader and ensured that they could by-pass all of the hustle and bustle of Schiphol and didn't have to wait in line anywhere. Bert and Frans said that they would like the seat between them to remain empty, which was arranged there and then.

After going through security and passport control, they still had time to grab a coffee and a sandwich. Mark took them to a quiet area that was free of excited holidaymakers and prying eyes, and he also asked Bert and Frans when they would prefer to board the aircraft. Bert and Frans greatly appreciated Mark's warmth and attentive care and his help arranging everything. The personal support he provided helped make the burden of this immensely difficult journey more bearable. Mark accompanied them on board. Over coffee, Bert had been intrigued to know 'who the man behind the chaplain was' and what brought him to such a unique calling as the chaplaincy.

After a transfer in Lima, Bert and Frans arrived in La Paz at night. Koen had been in excellent hands with the consul, who spoke fluent Spanish and was one of the only people to whom Koen could tell his story in Dutch. Emma had also been treated with the greatest respect and dignity. Koen and Bert took care of all the bureaucratic arrangements in close consultation with the authorities and Emma's body was released within 36 hours. This is exceptionally quick in relative terms, although of course, every

step felt like an eternity for Emma's loved ones. Back in the Netherlands, Emma's mother and stepfather and Koen's mother kept in contact with the relevant Dutch authorities while the grief was setting in among the families. Their friends, extended family and neighbours rallied round, offering kind gestures and practical help, such as pans of soup.

Koen, Bert and Frans wanted to make sure they were with Emma as much as possible during her repatriation, as she had been scared of flying and they didn't want her to be alone. All three were adamant that at least one of them had to accompany her at all times. However, this was financially infeasible and in consultation with Eurocross, an alternative plan was devised.

Bert would fly with her for the first leg, with a transfer in Madrid, while Koen and his father flew via Lima. It was arranged that they would land at Schiphol within a few hours of each other, where the Airport Chaplaincy had arranged for the family to meet in a private area above the Arrivals Hall. This allowed the family to welcome the returning contingent and privately grieve together upon their return.

Chaplain Marieke Meiring spoke to Bert the evening before his return to Schiphol, just after he had landed in Madrid. It had been an extremely difficult journey and at times seemingly impossible, but he was determined to see it through. The next morning, Marieke met up with a small group of Koen's family and friends at Schiphol Plaza and brought them to the chaplaincy's office, where everyone was given coffee and kept their mobile phones within arm's reach. Marieke went to the gate and said she'd let everybody know as soon as she and Bert were near. We know from experience that these are very tense moments for which you need to be prepared: a combination of

joy with the fear of 'being snapped in half by grief', as Koen so aptly described it later. Marieke was waiting for Bert at the gate as he landed and they took a shortcut to where the family was waiting quietly.

She had notified the Royal Netherlands Marechaussee of the situation and they did everything to ensure Bert got through as quickly as possible. While Schiphol's floor managers retrieved the baggage from the reclaim belt, Marieke sent a text to Bert's wife to let her know he was on his way, and after reuniting Bert with his family, she closed the door behind him and gave them space to grieve.

An hour later, after Marieke had provided them with lunch, the time came to pick Koen and Frans up from the gate too. Bert wanted to be at the gate so the three of them could walk back together, so Marieke obtained a visitor's pass to take Bert through Security Control. The tension began to rise again both at the gate and among the family, including Koen's mother, in the chaplaincy office. Upon request by the chaplaincy, Koen and Frans were allowed to disembark first. They had been given seats in business class, which had helped Koen to get a couple of hours' sleep for the first time in five days. The KLM crew dealt with the situation expertly, closing the exit to the first passenger bridge immediately, which meant Koen, Frans and Bert had the bridgehead all to themselves. One of the stewardesses burst into tears.

With their arms around each other's shoulders, the three walked off the bridge to Marieke, who spoke briefly to the crew.

Once she had picked them up, they once again took the shortcut to the office where Koen's mother and the other family and friends were waiting tensely.

'The arrival at Schiphol was bittersweet', recalls Koen. 'I couldn't wait to see my mum and friends again and was very happy to see Marieke and Bert waiting for us at the gate.

However, grief makes Schiphol look a thousand miles wide, and the walk back seemed to take forever, so it was a relief that we didn't have to wait at customs or Passport Control. We just sailed straight through and didn't even have to pick up our bags. I was continually feeling both grief and I wanted to see the others so much, but I knew that as soon as I did, I would completely break down.'

Once the funeral director had received the coffin and the funeral procession was ready to leave Schiphol, he called Marieke on the phone. Bert and Koen had agreed that Koen would accompany Emma in the hearse on the final leg of her journey while the other cars would join them later at a specified location. Marieke accompanied the group from the office to the Departure Hall, from where she escorted Koen to the hearse, which was waiting on the drop-off road. Even the best of us struggle to find the words at moments like this.

We bid each other farewell with a simple series of actions and gestures: holding the door open, a raise of the hand in a silent wave. At the same time, you know it's time to take a next step. You can't stand still, you have to go on.

'It really made a difference to have everything arranged for us: the shortcuts, the security', said Frans. 'They were so good at anticipating our needs, they handled everything for us and they treated us with great warmth and compassion. It was really touching.'

'I'm usually quite averse to giving financial support to official institutions', said Bert, 'but in this case I was adamant that this lot were getting a donation. I'm very grateful for their empathy and their wonderful help, even though we were complete strangers to them. It's amazing that work that seems so simple on the surface can have such a massive impact. You don't ask for a thing in return and you think of every little thing, it's fantastic.'

'It was really touching when Marieke accompanied Koen after we all went to our own cars to join the funeral procession', said Netty (Koen's mother). 'I had worried that it'd be tough for Koen to have to do this on his own, but she stayed with him.'

'The word 'chaplaincy' may be a bit confusing as it sounds like you have to believe in a specific religion', explains Koen. However, they receive everyone with open arms. The chaplains' interpretation of religion is more a sense of caring for your fellow man. We were received with great warmth at the gate, all of the arrangements had been made for us and I'll never forget the emotional reunion at the office as long as I live. You were there for us at all times, you gave us as much space as we needed, when we needed it, and you adapted to every situation with integrity, care and empathy. It's wonderful to see how small gestures can add up to make such a massive impact.

Afterword:

Emma's body was carefully embalmed in Bolivia. Upon arrival in the Netherlands, she was accommodated at a small farm near the home town of Koen, Ilona and Bert and the family were given a key, so they could visit her whenever they wished. She was cremated two weeks later, and the farewell ceremony was exactly as Koen, Ilona and Bert had wanted, surrounded by love, sympathy and support.



Arrivals

-9

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E9

Arrivals

Meditation Centre

The Meditation Centre is a highly valued oasis of tranquility at Schiphol and the countless reviews from its visitors are overwhelmingly positive. Every year, the passengers and a few airport staff members fill up five A4 visitor's books with their thoughts about the Meditation Centre. These reflections clearly show what the Meditation Centre means to its visitors and the unique role that this multi-religion area plays at Schiphol.

It always makes us smile to see the surprised looks on the faces of passengers when they arrive at the Meditation Centre and are overwhelmed by its tranquillity and inclusiveness. The respect that so typifies the centre serves as a wonderful calling card for both Schiphol and the Netherlands as a whole.

The churches involved, with their presence, put their values of tolerance, love and spirituality into practice, without using many words. After all, the Meditation Centre speaks for itself. The experience in the centre is not monocultural, and serves a diverse range of purposes: reorientation of values during difficult periods in life, new realisations, meeting new people, pouring your heart out, contemplation, relaxation, trust, consolation and so much more. The visitors' books are full of personal reflections that other passengers respond to.

The key concept on which the Meditation Centre is based draws attention from many corners of society. At the request of Schiphol, we welcomed a multifaceted Dutch delegation to explain the why of, and how a multireligious Meditation Centre works.

People from airlines, students of aviation and tourism, religious institutions and airport staff often drop in for a brief explanation and guided tour in the centre provided by our volunteers, whose friendly and modest demeanour perfectly resonate with the philosophy of the centre.



Employees

A total of 18 board members, 25 volunteers and four chaplains are involved in the Airport Chaplaincy.

Our volunteers

The Airport Chaplaincy is proud of its 25 volunteers, who devote their heart and soul to the Meditation Centre and its visitors. When present at the airport, they wear their Schiphol Passes on a chaplaincy key cord. Schiphol staff who make use of the Meditation Centre know all our volunteers by name and/or face, and we often have passengers return and ask whether a certain volunteer whom they met earlier is still around. The visitors' book that is kept on the table contains countless testimonies from visitors singing the praises of their hosts and hostesses. Throughout 2019, the team of volunteers remained largely unchanged, although at the end of the calendar year, we bid a fond farewell to Elly van Kuijk, Ati de Zeeuw and Annemarie Fakkeldij, each of whom graced the chaplaincy with their specific and consummate expertise and a deep sense of compassion for their fellow humans for many years. We have a waiting list of persons interested in filling their roles, enabling us to invite a number of potential candidates for an interview and a practical orientation session to get them acquainted with the tasks involved.

Board members

The Airport Chaplaincy is administered by the Schiphol Airport Chaplaincy Support Foundation (SOLS). SOLS was set up by representatives from three different ecclesiastical foundations, each of which appointed one chaplain. The Roman Catholic Airport Chaplaincy Foundation (RKLHP) appointed the chaplain representing the Diocese of Haarlem, Father Gerard Timmermans, while the Protestant Schiphol Airport Chaplaincy Foundation (SPLS) appointed Reverend Marieke Meiring on behalf of three Protestant churches (the Protestant Church in the Netherlands, the Remonstrant Church and the General conference Mennonite Church). Finally, the Old-Catholic and Anglican Airport Ministry Foundation (Stichting OCAAM) facilitates a collaboration of two chaplains who split the role into two: Chaplains Mark Hafkenscheid (pastoral care) and Joop Albers (liturgical duties). The boards conduct four meetings per year within their own foundation as well as four collective meetings per year via their delegation to SOLS. The board members represent a multitude of parties, such as the airport, the business sector, the government, religious institutions, IT, healthcare and education, among others. Schiphol consults with SOLS in relation to all contractual agreements and other such issues concerning the Airport Chaplaincy.

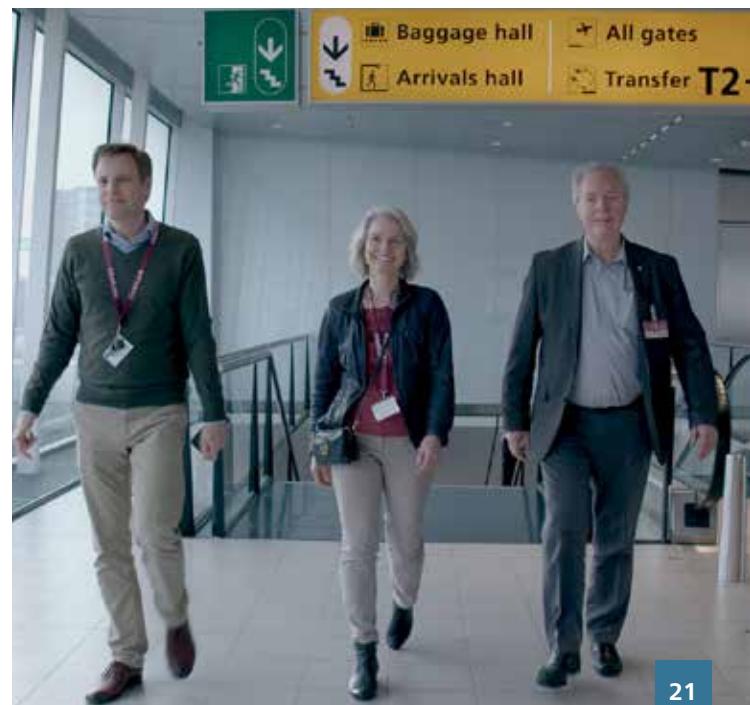
Board and policy

In 2019, we started to reflect on the opportunities open to the Airport Chaplaincy and potential development of the chaplaincy in the future. In July, the board members and chaplains held a meeting at Stal op de Kaag Conference Centre, where, with the aid of a facilitator, we discussed everyone's desires and visions for the chaplaincy regarding in which areas we could develop and how we can better coordinate our services to cater to existing needs and expected future developments. 'Kaag Day' was an inspirational, sociable and highly productive session, which thoroughly examined the following focus areas: mission statement, contract negotiations with the airport, PR and a future second Meditation Centre. We formed four working groups and further elaborated the existing wishes and opportunities in these policy areas. The mission statement working group and the contract negotiation working group have been prioritised for the first few months of 2020.

Chaplains

The chaplains are the most familiar faces when it comes to day to day operations. We prefer not to deal with issues over the phone and always try to go and visit the troubled passenger or staff member in person. We like to get our own view of the situation and often find solutions that are completely different to what you would initially expect. We are sometimes asked about financial issues, although it often turns out that other obstacles lie at the heart of the problem, and once they are resolved, the finances are no longer a problem. The chaplains share the duties among themselves. Gerard handles everything involving Schiphol Passes, parking policy and other contractual issues for the

team of chaplains and volunteers. Mark takes charge of projects such as the Christmas Breakfast and arranges the inventory in the Meditation Centre, such as the piano and the sound system. Since August 2019, he has also been training to become a priest in the Church of England, so during his years of study, Joop has agreed to conduct the Old-Catholic and Anglican services. Marieke is responsible for studies, training and PR. The appointment of new volunteers and conduct of progress reviews are joint responsibilities. The chaplains put their heart and soul into everything they do for the chaplaincy.





Public Relations

The main PR highlight of 2019 was the production of a new video. Both Schiphol and the Airport Chaplaincy had been very keen to create a dynamic and modern video for many years.

For many years, the previous video <https://www.youtube.com/watch?v=d279bKB5rAg> served its purpose admirably during presentations throughout the country, although it shows many areas of the airport that no longer exist. Since the opening of the new Meditation Centre in 2018, we have been working with the Corporate Affairs Department and the department's Visual Content Team to find the right format, and in summer 2019, Elmira van Dommelen wrote a script and was appointed as the director of the video.

Elmira followed Gerard while he was counselling a family for whom we received a support request from SOS International. This gave her a clear picture of what our work means to people, and it became obvious that brief yet intense reality TV would be the perfect fit for the video. We always thought that you'd never be able to film what we do, although virtually all passengers asked gave their permission to appear in the video. The director's professionalism and integrity combined with the skill and enthusiasm of cameraman Gilian de Haas and sound engineer Dirk Hulshof resulted in an absolute masterpiece.

They filmed three stories, giving each chaplain the opportunity to show the viewers what they do. One of the chaplains provides counselling to a family that has come to Schiphol as their father/father-in-law has died while abroad, and they wanted

to console his spouse in a private place at Schiphol. Another chaplain is walking around the airport and sees a woman who is in panic as she has got stuck at Schiphol during her journey and doesn't know what to do. The third chaplain is at work in the Meditation Centre, giving a Sunday service with a number of churchgoers. The chaplains share all of the duties between themselves and with the 25 volunteers, who appear in the video in and around the Meditation Centre on Sunday morning.

The video is still awaiting its final edit and is expected to be widely shared via Schiphol's media channels at some point in 2020.

Working visits to the Airport Chaplaincy are part of the day-to-day operations, and presentations on pastoral care at Schiphol are usually held in spring and autumn. The new video will replace the old one. At the request of Flevoland's Municipal Health Service and Regional Medical Emergency Organisation, Gerard and Mark gave a thorough and detailed presentation to the managers and members of the Psychosocial Care Team at Lelystad Airport to explain how pastoral care is provided in the event of emergencies and disasters, so that the Care Team could learn from the situation at Schiphol. At the requests of the Royal Netherlands Association of Organists and Church Musicians (KVOOK), Marieke is writing a column about the Airport Chaplaincy in the association's bimonthly journal for a year. Furthermore, the Netherlands Association of Spiritual Counsellors (VGZ), which publishes the Journal of Spiritual Counselling (TGV), requested a contemplative main article, which the chaplaincy team was happy to provide. This article will be published later in 2020.

Personal data

The following people volunteered in 2019:

Marian van Amsterdam
Anneke de Blieck
Dethmer Boels
Ton Brinkman
Dineke Cohen
Eva Dalmulder
Penny Engel
Annemarie Fakkeldij (until the end of December)
Edith Helsloot
Jan Hemink
Fransje Hoogendoorn-van Schaik
Ton de Kleijn
Dirk Knaap
Elly van Kuijk-Spaans (until the end of November)
Gerrit Medema
Nadia Miroux
Anita Plasmeijer
Petra Ringenaldus-Burgerhout
Bernhard Scholten
Nico Schoorl
Stieneke van Stam
Maghalie Treffers-Haas
Toos Verkuijl-de Nie
Ati de Zeeuw-Kroesbergen (until the end of December)
Pim Zoutendijk

Team members

Chaplain Joop Albers, Church of England and Old Catholic Church of the Netherlands
Chaplain Mark Hafkenscheid, Church of England
Reverend Marieke Meiring-Snijder, Protestant Church in the Netherlands
Father Gerard Timmermans SMA, Roman Catholic Church

Board members of the SOLS (Schiphol Airport Chaplaincy Support Foundation)

Flip Poort (chair)
Jan Blankert (first secretary)
Ton Overgaag (second secretary)
Lano Jansen (first treasurer)
Han Warning (second treasurer)
Eric de Boer
Cees Borst
Jos Traudes

Members of the board of the Old-Catholic and Anglican Airport Ministry Foundation (OCAAM)

Eric de Boer (chair)
Alex Blok (secretary)
Iwan Tensen (treasurer)
Benjamin Arthur (until the end of May)
Cees Borst

Board members of the SPLS (Schiphol Protestant Airport Chaplaincy Foundation)

Flip Poort (chair)

Jan Blankert (secretary)

Han Warning (treasurer)

Tineke van Alphen (representative of PKN)

Gloria-Jeanne de Meijer (representative of the Remonstrant Church)

Arida van Oudenallen (the General conference Mennonite Church)

Members of the board of the Roman Catholic Airport Chaplaincy Foundation (RKLHP)

Jos Traudes (chair)

Ton Overgaag (secretary)

Lano Jansen (treasurer)

Mieke Blankers-Kasbergen

Father Ambro Bakker SMA, consultant on behalf of the Diocese of Haarlem-Amsterdam

Website:

SOLS: luchthavenpastoraat.nl and chaplaincy.nl

Financial statements for 2019 with explanatory notes by the SOLS (Schiphol Airport Chaplaincy Support Foundation)

This is the Schiphol Airport Chaplaincy Support Foundation (SOLS)'s account of its financial management activities over the past year. This overview accounts for SOLS's balance sheet (transactions), income and expenditure, and also provides an explanation thereof. The annual statement was audited on 1 March 2020 by Jan Kat and Hans Bartelds. It was adopted at the meeting of SOLS's board on 18 February 2020.

An agreement with Royal Schiphol Group has been in place since 1 January 2016. This agreement is valid for three years with the option to extend it twice, each time by a period of one year. This option has been invoked, so the agreement is currently valid until 31-12-2020. A long-term contract is of vital importance to the foundation, as it secures the continuity of our activities at the airport. We expect that negotiations concerning a new long-term contract will commence in the third quarter of 2020, with the contract expected to come into force as of 1-1-2021.

BALANCE SHEET as of year-end 2018

	Debit/Assets		Credit/Liabilities			
Year	2018	2019	Year		2018	2019
Chaplaincy bank funds	5,832	2,457	General reserve		26,742	26,742
Chaplaincy cash	281	395	Equalisation reserve for OCAAM/RKLHP/SPLS		5,621	3,631
SOLS bank funds	27,341	42,341	Accounts payable		1,390	15,000
Trade receivables	299	180				
Total	33,559	33,753	Total		33,753	45,373

INCOME AND EXPENDITURE ACCOUNT at year-end 2018

Inkomsten

Description	Result in 2018	Result in 2019	Forecast for 2019
Contribution from Royal Schiphol Group			
- for staff costs	128,450	134,062	131,032
-for tangible costs	32,700	30,238	33,035
-for volunteer parking costs	7,150	7,000	7,212
Collections and donations for the Meditation Centre			
	11,564	11,885	4,700
Interest and other income	10	3	1,150
Exceptional income	800	911	0
Withdrawal from the equalisation reserve for OCAAM/RKLHP/SPLS	0	1,989	0
Total revenue	180,674	186,088	177,129

INCOME AND EXPENDITURE ACCOUNT at year-end 2018

Expenditure

Description	Result in 2018	Result in 2019	Forecast for 2019
Payment of staffing costs contributions to OCAAM/RKLHP/SPLS	125,800	130,224	128,434
SOLS tangible costs:			
- volunteer costs	10,644	8,327	8,845
- chaplaincy operating costs	3,598	3,113	7,284
- entertainment/PR	3,341	1,075	3,330
- Meditation Centre	2,704	2,789	1,041
- organisation and administration	3,305	3,675	4,162
- assistance costs	9,089	11,230	8,758
Payment of tangible-costs contributions for OCAAM/RKLHP/SPLS	8,238	3,273	3,273
SOLS administrative costs	94	0	1,500
Volunteer parking costs	3,418	3,544	7,212
Miscellaneous	398	0	0
Contribution to the equalisation reserve for OCAAM/RKLHP/SPLS	5,621	0	0
Total expenditure	180,674	186,088	177,129

Description	Result in 2018	Result in 2019	Forecast for 2019
Total revenue	180,674	186,088	177,129
Total expenditure -/-	180,674	186,088	177,129
Operating result surplus + / deficit -	0	0	0

2. Explanation regarding balance sheet

In 2018, the SOLS board decided to establish an equalisation reserve for OCAAM/RKLHP/SPLS. In the event that one of the constituent foundations records a negative operating result (e.g. due to an unexpected decline in income or a sharp increase in wage costs), the foundation in question can submit a request to SOLS for a contribution from this reserve. For a number of reasons, SPLS's salary obligations have risen more sharply in recent years than was originally budgeted for. OCAAM has become the direct employer of a chaplain. To guarantee continuity of salary payments in 2020, the board has decided that the constituent foundations will receive an extra contribution of €15,000 from the operations budget (see 4.2) as well as a contribution of €1,989 from the aforementioned equalisation reserve.

3. Explanation regarding the income and expenditure account 2019

3.1 SOLS

All revenue and expenditure relating to the direct duties of the Chaplaincy (board members, chaplains and volunteers) at Schiphol are managed by SOLS. On the basis of the long-range plan that is part of the aforementioned agreement, we received €30,238 in 2019 from Royal Schiphol Group to help us pay our tangible costs. We also received an allowance of €7,000 from them to help pay our chaplains' and volunteers' parking expenses.

In addition, Royal Schiphol Group directly bore the accommodation costs for the Meditation Centre and office space (i.e. not via SOLS).

3.2 SOLS and its three constituent foundations: OCAAM, RKLHP and SPLS
Stichting Ondersteuning The Schiphol Airport Chaplaincy Support Foundation (SOLS) supports the three constituent foundations, the Old-Catholic and Anglican Airport Ministry Foundation (OCAAM), the Roman Catholic Airport Chaplaincy Foundation (RKLHP) and the Schiphol Protestant Airport Chaplaincy (SPLS), during the course of their duties on behalf of the Airport Chaplaincy. The four chaplains are technically employed by these three constituent foundations. As a result, their wages are paid by the three foundations. A substantial percentage of these funds is provided via SOLS and the remainder is put up by the three foundations, who raise funds among churchgoers and obtain donations from other funds. On the basis of the long-range forecast that is part of the agreement concluded with Royal Schiphol Group on 1 January 2016, we received an allowance amounting to a total of €134,062 in 2019, to help us pay these expenses.



4. Explanation regarding income and expenditure

4.1 Revenue

In addition to the payments contributed by Royal Schiphol Group as referred to in Sections 3.1 and 3.2, we also obtained €11,885 through collections and donations in 2019 (forecast: €4,700). In particular, revenue from collections held in the Meditation Centre has increased substantially since 2017. We have also received a number of donations to thank us for the way in which we have supported people. The exceptional income item in the balance sheet includes repayment of a 2018 invoice for €799 that was paid twice and a cash discrepancy of €113.

4.2 Expenditure

4.2.1 Payment of staff-costs contributions to OCAAM/RKLHP/SPLS

Based on the long-range forecasts issued by the three constituent foundations, payments totalling €134,062 were made to them (€38,760 to OCAAM, €37,552 to RKLHP and €57,750 to SPLS). As explained in Section 2, the constituent foundations will receive an additional contribution of €15,000 from the operations budget for the purposes of wage costs (€5,000 per foundation). A total of €149,062 was therefore paid to the foundations. They also received a contribution for their tangible costs, distributed as follows in accordance with the 2019 budgets submitted by the foundations: €680 for OCAAM, RKLHP €1,323 for RKLHP and €1,270 for SPLS.

The financial accounts of these three foundations can be found on the PBO pages of their websites.

4.2.2 Tangible costs:

In 2019, €30,209 was spent on direct tangible costs relating to SOLS's duties at the airport (2018: €32,681, forecast for 2019: €33,420). We received €30,238 from Royal Schiphol Group to cover these expenses. The operational costs for the chaplains turned out to be considerably lower than forecast (-€4,171). The reasons for this are that the forecast was too high and costs stemming from the IACAC conference, travel expenses and parking expenses were lower. Entertainment/PR costs were also lower than expected (-€2,256). The reason for this is that no study day was organised in 2019, due to one of the introductory speakers falling ill. The costs stemming from the Meditation Centre were higher than forecast (+€1,748) due to investment in a new sound system and overhead projector (among other items). Organisational and administrative costs were also lower than expected in 2019, although due to circumstances over the past few years, we can conclude that the forecast in the long-range budget has been systematically too high (2019 forecast: €4,162, actual 2019 figure: €3,675). Counselling costs were also higher than forecast (+€2,471). The main reason for this is an 18% increase in the number of support requests for which chaplaincy and/or counselling services were required.

4.2.3 Administrative costs

The board did not claim any expenses for training, consultancy services, etc.

4.2.4 Parking costs

We received €7,000 for our parking costs from Schiphol, while our volunteers claimed €3,544. We therefore came in under budget by €3,456 in 2019. The main reason for this is that volunteers made more use of public transport (travel expenses are included in the tangible costs under the item 'volunteer costs'), so fewer parking permits were required.

4.2.5 Contribution to the equalisation reserve for OCAAM/RKLHP/SPLS

As explained in the balance sheet, the SOLS board decided to establish an equalisation reserve for OCAAM/RKLHP/SPLS in 2018. In 2019, €1,989 was withdrawn from this reserve.



