

Royal Schiphol Group serves a large international stakeholder base that ranges from passengers and sector partners to government authorities and local residents. The double materiality analysis gives a comprehensive overview of the topics that have an actual or potential impact on our stakeholders and those that have an actual and potential financial impact on our organisation.



# Materiality analysis

## Context

To achieve Royal Schiphol Group's ambition to operate the most sustainable and high-quality airports in the world, the material topics that have been identified through our double materiality assessment provide guidance to focus our sustainability efforts and relate to the entire consolidated Royal Schiphol Group.

The materiality assessment performed this year is with reference to the Global Reporting Initiative (GRI) guidelines, but enriched with two key requirements from the Corporate Sustainability Reporting Directive (CSRD), to which we need to be compliant as of 2024. We have included financial materiality in the methodology and reviewed and considered all material topics in the CSRD as part of the materiality assessment. Therefore, we did not only deem topics material based on impact materiality but also on financial materiality.

Impact materiality being the (actual or potential) significant impact Royal Schiphol Group has on people or the environment, and financial materiality the risks and opportunities that (may) arise from a sustainability matter leading to a financial effect. The results of the materiality analysis are presented in a butterfly figure, with two axis that represent the impact and financial materiality. The materiality butterfly included in this chapter shows how the topics score on both axes on the short- (within 1 year), medium (between 1 and 5 years), and long term (longer than 5 years).

We report on the material topics in the 'Our results' chapter of the annual report, which follows the structure of our Vision 2050. In this respect, the materiality analysis is the cornerstone of the annual report and helps to shape Schiphol Group's strategic and risk-setting activities. Our value creation model depicts the relationship between our material topics, strategy and risks.

## Process materiality analysis

Royal Schiphol Group conducts a yearly materiality analysis to identify the impact and financial materiality. We made a number of revisions to the materiality analysis based on a five-step process: 1) evaluating Royal Schiphol Group's key stakeholders and value chain; 2) gathering input and scoring of impacts, risks and opportunities internally; 3) validation of scoring outcomes with key stakeholders; 4) determining the material topics based on our threshold; and, 5) validation and sign-off by the Executive Team. As part of a three-yearly cycle, next year's results will be validated externally.

To determine which topics were deemed material we had an iterative ranking process that asked internal stakeholders to rank the material topics according to their impacts, risks and opportunities. Respondents were also able to suggest new topics and validate the findings through internal rounds of validation. Schiphol's Executive Team subsequently acknowledged that the material topics provide a proper account of the developments in 2023 and approved their inclusion in the materiality results for 2023. The next extensive update of the materiality analysis will be performed in 2024 and will be fully in line with the requirements of CSRD.

## 2023 results

24 material topics have been identified during the double materiality process. Most new topics result from a more granular depiction of existing material topics. In 2023, two new material topics have been identified, *Soil Pollution* and *Societal Value*. *Soil Pollution* entails the emissions into soil and the prevention, control and reduction of such emissions and thereby pollution.

*Societal value* is defined as the impact Royal Schiphol Group has on stakeholders and society through economic factors such as job creation, economic role in society and societal engagement. Even though these topics have only been part of the materiality list since this year does not imply that they are new topics for Royal Schiphol Group; we have already been working on societal value and the prevention, control, and reduction of soil pollution.

The table on this page shows how this year's material topics relate to those of last year and illustrates the more granular depiction of the old topics. The definition of our material topics can be found in [the list of definitions](#); note that the definitions of our material topics have been more closely aligned to the CSRD definitions where that is applicable and possible.

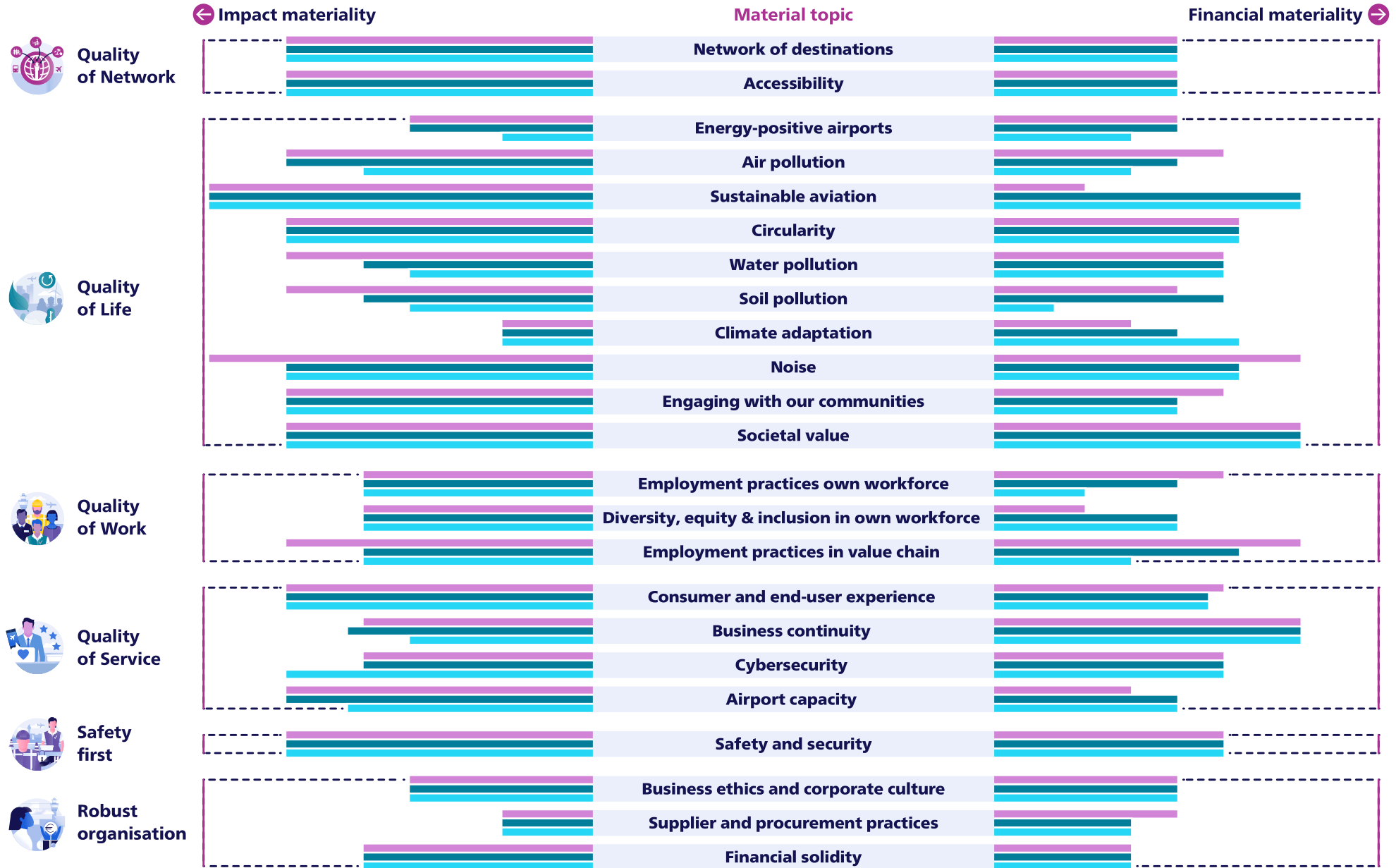
The following materiality butterfly visualizes the results of the materiality analysis for 2023. We added two new factors to the analysis: the three time horizons of materiality and financial materiality, as prescribed by the CSRD. On the left side of the butterfly, the results of impact materiality are shown, taking the time horizons into account. The right side of the butterfly show the financial materiality.

Although financial materiality and the time horizons were included in the analysis this year as part of the preparation for CSRD, they were not further elaborated upon in explaining 'our results' throughout the annual report. For this year, we chose to only focus on impact materiality in our reporting, following the content format of previous years; next year we will incorporate the time horizons and financial materiality.

The topics covered in the butterfly relate to Amsterdam Airport Schiphol, Rotterdam The Hague Airport, Eindhoven Airport and Lelystad Airport. Not all material topics are relevant to the regional airports, due to the scale and nature of their operations. For this reporting year some topics are reported on only in relation to Amsterdam Airport Schiphol, and not to the regional airports in our Group. Where a limited scope is considered, we have included this in the relevant chapters. In following years, and in line with CSRD, the scope of reporting will be extended.

	Material topics 2022	Material topics 2023
 <b>Quality of Network</b>	Network of destinations	Network of destinations
	Accessibility	Accessibility
	Zero emission airports	Energy-positive airports
	Sustainable aviation	Air pollution
 <b>Quality of Life</b>	Circular economy	Sustainable aviation
	Not material in 2022	Circularity
	Community and noise	Water pollution
	Not material in 2022	Soil pollution
		Climate adaptation
 <b>Quality of Work</b>	Employment practices	Noise
		Engaging with our communities
		Societal value
		Employment practices own workforce
 <b>Quality of Service</b>	Customer appreciation	Diversity, Equity and Inclusion in own workforce
	Business continuity	Employment practices in value chain
	Digital innovation and cybersecurity	Consumer and end-user experience
	Airport Capacity	Business continuity
 <b>Safety first</b>	Safety and security	Cybersecurity
		Airport Capacity
 <b>Robust organisation</b>	Responsible business	Safety and security
	Financial solidity	Business ethics and corporate culture
		Supplier and procurement practices

Time horizon ■ Short ■ Medium ■ Long



## Definitions of material topics

### **Quality of Network**

#### **Network of destinations**

Quality and frequency of destinations.

#### **Accessibility**

Landside accessibility and intermodality (e.g., train, taxi, car access and interchangeability between different public transportation).

### **Quality of Life**

#### **Energy positive airports**

Climate mitigation activities related to the CO<sub>2</sub>e emissions from airport operations and ground transport (own vehicles and ground operations at airside) and energy use.

#### **Air pollution**

Royal Schiphol Group's potentially harmful emissions (e.g., nitrogen oxides (NOx) and ultra fine particulates). Prevention, control and reduction of such emissions at and around our airports and improvement of air quality at our airport sites and in neighbouring communities.

#### **Sustainable aviation**

Driving climate mitigation initiatives in the aviation sector and international advocacy to reduce industrywide CO<sub>2</sub>e emissions and energy use.

#### **Circularity**

Resource inflows including the circularity of material resource inflows, considering resource use optimisation, intensity of materials and products and renewable and non-renewable resources and resource outflows related to products and services, including waste generation and significant waste-related impacts.

#### **Water pollution**

Royal Schiphol Group's pollution to water, and prevention, control and reduction of such emissions as well as the management of surface water.

#### **Soil pollution**

Royal Schiphol Group's emissions into soil and the prevention, control and reduction of such emissions and thereby pollution (e.g. with PFAS).

#### **Climate adaptation**

Preparing for the physical and transition risks and opportunities associated with changing climate.

#### **Noise**

Royal Schiphol Group's impacts, and management of aircraft and ground noise.

#### **Engaging with our communities**

Direct community engagement and the impact of the airport operations on surrounding communities.

#### **Societal value**

Royal Schiphol Group's impact on stakeholders and society through economic factors such as job creation, economic role in society and societal engagement.

### **Quality of Work**

#### **Employment practices own workforce**

Royal Schiphol Group's impacts and the management of those on their own workforce in terms of working conditions.

#### **Diversity, equity & inclusion in own workforce**

Royal Schiphol Group's impacts and their actions on their own employees in terms of equal treatment and opportunities for all.

#### **Employment practices in value chain**

Royal Schiphol Group's impacts, and the management of those, on their value chain workers in terms of working conditions.

### **Quality of Service**

#### **Consumer and end-user experience**

Consumer and end-user experience refers to the overall perception and interactions that consumers and end-users have with Schiphol and its products or services throughout the entire consumer and end-user journey.

#### **Business continuity**

Royal Schiphol Group's ability to effectively navigate and adapt to disruptions, maintain essential operations, and swiftly recover from incidents or crises, ensuring the sustained functioning and resilience of the organisation.

#### **Cybersecurity**

The application of digital technology to the business operation. This includes innovating airport processes and preventing fraud and the unauthorized access to our networks, IT systems and data.

#### **Airport capacity**

Infrastructural capacity at the airport for consumers and end-users.

### **Safety first**

#### **Safety and security**

Safe and secure airport operations and surrounding areas.

### **Robust organisation**

#### **Business ethics and corporate culture**

Transparent and fair business practices incl. anti-corruption and anti-bribery and protection of whistle-blowers.

#### **Supplier and procurement practices**

Management of relationships with suppliers, including payment practices, especially with regard to late payment to small and medium-sized undertakings.

#### **Financial solidity**

Financial robustness and shareholder value.