

# 2023: a new direction

## First half of the year



### Major maintenance Zwanenburgbaan

From January to early May, the Zwanenburgbaan Runway undergoes major maintenance. Works include the complete renewal of the asphalt on the runway. 60 percent of the runway's asphalt is recycled.

### Minder Hinder

As part of the Minder Hinder Schiphol programme to reduce noise nuisance experienced by local residents, Air Traffic Control the Netherlands starts using a smart approach system whereby two runway usage measures are introduced. By more efficiently distributing the safe distances or times between aircraft, a second runway is necessary less often.

### Renovation baggage halls

Schiphol starts upgrading, renovating and further innovating the baggage halls. Parts of Schiphol's existing baggage system require replacing and we also aim to improve working conditions for baggage employees. Schiphol also starts preparing for the construction of a new baggage basement to create space for the renovation of the current ones.

### Strengthening management

On 1 February, Royal Schiphol Group (RSG) changes the management structure of the organisation. The management team becomes a broader, operationally composed Executive Team that is responsible for running the company.

### Quieter, cleaner, better

Schiphol publishes its 8-point plan. The airport shows how it will become quieter, cleaner and better with these eight specific proposals that also give the local community, employees and the aviation sector clarity and perspective. Schiphol proposes a nighttime curfew and wants to ban private jets and the noisiest aircraft from the airport.

### Collaboration with Maastricht Aachen Airport

In June, the province of Limburg and RSG sign an agreement between Maastricht Aachen Airport (MAA) and Schiphol. As of 1 September RSG acquires a 40 percent stake in MAA and the province maintains a stake of 60 percent.

### New social partner

RSG and Médecins sans Frontières will be raising money and awareness for medical care in emergencies. Médecins sans Frontières succeeds Amref Flying Doctors as RSG's social partner.



Schiphol

### Get ready for security

In early April, Schiphol launches the *Get ready for security* campaign to prepare travellers for the security check at the airport. To make the process smoother, travellers are advised to wear fitted clothing and low shoes, pack their hand baggage effectively and follow security staff's advice.

### Plans for second Kaagbaan cancelled

The Ministry of Infrastructure & Water Management cancels plans to build a runway parallel to the Kaagbaan. With this, the ministry responds to the call made by Schiphol in its 8-point plan. Land for a new runway has been reserved for more than 20 years which was putting unnecessary pressure on the scarce space in the area. Moreover, research showed that a second Kaagbaan would not lead to a reduction in nuisance, but only relocate it.

## Second half of the year

### Smooth flow of travellers

Schiphol introduces measures to prevent long queues during busy periods. As of the May holiday, departing travellers can reserve a time slot for the security check. This means they go through security at a time of their choice. Furthermore, the almost 1000 new security employees and the *Get ready for security* campaign ensure that there are barely any queues at the airport. During the busy holiday periods, 93 percent of departing passengers go through the security check within 10 minutes.

### Better working conditions for baggage workers

In order to improve working conditions for baggage workers, Schiphol invests in 30 new lifting aids and 19 baggage robots to lighten the workload in the baggage hall. Using this equipment reduces the physical strain for staff. In addition, Schiphol and handling companies test three new lifting aids. It is the intention to have every work location in the baggage hall equipped with a fully-functioning lifting aid by the end of April 2024.

**New bikeshare programme**

A new bikeshare programme at Schiphol East encourages staff to use bicycles rather than cars to cover short distances. The 150 shared bikes are free and available at five bicycle storage facilities.

**Towards emission-free handling**

With the arrival of thirty generators for parked planes (e-GPUs) and the expansion of electric systems that provide fresh air on board (PCAs), Schiphol takes a step forward towards emission-free ground handling.

**Expansion electricity grid**

RSG and network operator Liander collaborate to build a new high-voltage substation. This will provide Schiphol with more grid capacity as of 2027 and make the further electrification of Schiphol possible.



**Wellness concept Holisteq**

New wellness concept Holisteq opens in Lounge 2. In their own 'Biohacking Orb', travellers at Schiphol can choose from various treatments designed to reduce stress and the effects of jetlag.

**Nature conservation permit**

In September 2023 the Ministry of Agriculture, Nature and Food Quality grants Schiphol a Nature conservation permit (Natuurvergunning) under the Wet Natuurbescherming ('Nature conservation act'). The permit provides certainty for us and for our surrounding environment.

**Catching up on maintenance**

Schiphol announces plans to invest three billion euros between 2024 and 2027 to catch up on necessary maintenance and renewal of the airport's assets. Important elements of the airport's infrastructure – including Pier C, the baggage basements, climate-control systems, walkways, aircraft stands and taxiways – are due for major maintenance or replacement.

**New Social Agreement**

In October, RSG, FNV and CNV reach an agreement on the structural improvement of the quality of work and on extending the supplement for employees until 31 December 2024. As a result of this agreement, Schiphol remains an attractive place to work. It is a follow-up to the social agreement negotiated last year.

**Concrete recycling facility**

Schiphol opens its own recycling facility for concrete rubble. Concrete from renovation and maintenance projects is crushed at the facility to make new concrete and foundation material. This material is reused in construction projects at the airport.



**Higher airport charges**

In early November, Schiphol announces that it will not be raising the airport charges for 2024 by the expected 12 percent, but by 14.8 percent. The additional increase is the result of a regulated process whereby part of the missed revenues over 2022, as a result of less air traffic, can be offset in future charges.

**Innovative baggage handling**

TU Delft, along with handling companies, Schiphol and KLM, begin research into a new way of working in Schiphol's baggage halls. Besides the installation of lifting aids, the parties want to investigate how digital innovation can support employees in physical work.

**Trials to reduce ultrafine particles**

Schiphol will be conducting two trials to reduce ultrafine particles on the apron. The airport is investigating whether an innovative installation that cleans the air in indoor spaces next to the airfield also works outdoors. Schiphol is also taking the next step in a study into the use of water droplets to remove ultrafine particles from the air.

**Approval for our sustainable ambitions**

In September the Science Based Targets initiative gives it stamp of approval to Schiphol's CO<sub>2</sub>e goals for 2030 and 2050. In December Schiphol, Eindhoven Airport and Rotterdam The Hague Airport are among the first ten airports in the world to receive the highest possible level for sustainability by Airports Council International.

**Experimental Regulation suspended**

The government suspends the Experimental Regulation that was announced in 2022. As we had already issued our capacity declaration based on the maximum number of flights permitted in this regulation, Schiphol publishes an addendum to the capacity declaration in December. It states that there is room for a total of 483,000 flights in 2024.



**New CEO**

At the end of the year it is announced that Pieter van Oord will be RSG's new CEO as of 1 June 2024. He succeeds interim CEO Ruud Sondag, who is staying on until 29 February. Between 29 February and 1 June, Robert Carsouw (CFO) will be interim CEO of RSG.