

Key figures 2020

Published March 2021

Financial

Revenue in million EUR	688
2019	1,615
2018	1,509
2017	1,458

Operating result in million EUR	- 530
2019	395
2018	368
2017	359

Net result in million EUR	- 563
2019	355
2018	279
2017	280

Credit Rating actual

Long term rating	
Standard & Poor's:	A (negative outlook)
Moody's:	A1 (negative outlook)

Number of employees

Average full-time equivalents	2,711
2019	2,519
2018	2,324
2017	2,180

Our 'Why':

Connecting your world

Our ambition: building back better



Traffic and transport Schiphol

Passengers in millions	20.9
2019	71.7
2018	71.1
2017	68.5

Cargo volume in millions of tons	1.44
2019	1.57
2018	1.72
2017	1.76

Air transport movements	227,304
2019	496,826
2018	499,444
2017	496,748

Punctuality of arrivals in %	90.6
2019	76.6
2018	81.9
2017	79.0

Punctuality of departures in %	86.2
2019	66.5
2018	70.7
2017	68.5



Market development Schiphol Top ten European airports

Direct destinations	ICA	Other	316
2019	138	194	332

Markt share passengers in %	ranking 4	11.3
2019	ranking 3	11.4

Markt share cargo in %	ranking 3	11.9
2019	ranking 4	12.4

Facts and figures 2020

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316

direct destinations
from Schiphol



227,304

air transport movements
at Schiphol



23.5

million
passengers



20.9

million passengers
at Schiphol



42.1%

transfer passengers
at Schiphol



1.44

million tonnes of cargo
at Schiphol



- 18%

CO₂ emissions TPI
Sustainability



50.3%

waste separated
at Schiphol



7.0%

energy efficiency
at Schiphol



271

outlets at Schiphol



18.30

€ spend per passenger
on airside at Schiphol



1.7

billion € real estate



95.0%

Real Estate average
physical occupancy rate



- 13.8%

ROE



9.3

billion € total assets



- 30.0%

EBITDA



0.3

Lost Time Injury
Frequency (LTIF)
at Schiphol



31.1%

female employees



4.4%

absenteeism