

Key figures 2018

Published in March 2019

Financial

Revenue in million EUR	1,509	Operating result in million EUR	368	Net result in million EUR	278
	2017 1,458		2017 359		2017 280
	2016 1,435		2016 420		2016 306
	2015 1,423		2015 505		2015 374

Credit Rating actual

Long term rating

Standard & Poor's: **A+** (stable outlook)
Moody's: **A1** (stable outlook)

Number of employees

Average full-time equivalents	2,324
	2017 2,180
	2016 2,063
	2015 2,000

Mission

Connecting the Netherlands

We facilitate optimal links with the rest of the world in order to contribute to prosperity and wellbeing in the Netherlands and elsewhere.



Traffic and transport

Passengers in millions	71.1	Cargo volume in millions of tons	1.72
	2017 68.5		2017 1.75
	2016 63.6		2016 1.66
	2015 58.2		2015 1.62

Ambition

Europe's Preferred Airport

It is Royal Schiphol Group's ambition to develop Schiphol into Europe's Preferred Airport for travellers, airlines and logistics service providers.

Punctuality of arrivals in %	81.9	Punctuality of departures in %	70.7	Air transport movements	499,444
	2017 79.0		2017 68.5		2017 496,748
	2016 83.8		2016 75.5		2016 478,864
	2015 83.7		2015 76.8		2015 450,697

Market development

Direct destinations	KLM & (codeshare) partners	Other	327	Market share in passenger volumes	ranking 3	11.7	Market share in cargo volumes	ranking 3	13.1
	2017 212	117	329		ranking 3	2017 11.9		ranking 3	2017 13.6

Facts & Figures 2018

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327

direct destinations from Schiphol



79.2

million passengers



499,444

air transport movements at Schiphol



71.1

million passengers at Schiphol



1.72

million tonnes of cargo at Schiphol



36.6%

transfer passengers at Schiphol



313

outlets at Schiphol



17.94

€ spend per passenger on airside at Schiphol



1.6

billion € real estate



7.4

billion € total assets



91.1%

average real estate occupancy rate



0.3

Lost Time Injury Frequency (LTIF)



0.44

kilo CO₂ per passenger



6.06%

energy efficiency at Schiphol



46.3%

public transport passengers at Schiphol



42.7%

waste separated



29.0%

female employees



4.7%

absenteeism

EBITDA

42.1%

ROE

7.0%