

# Facts & 2009 Figures





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## Introduction

This publication contains Facts and Figures on Schiphol Group for the year 2009.

The information has been grouped into three categories:

'About Schiphol Group',  
'Amsterdam Airport Schiphol' and  
'Airport Network'.

More information on Schiphol Group can be found on the Internet.  
Please visit [www.schiphol.nl](http://www.schiphol.nl)

Information on Amsterdam Airport Schiphol can also be found  
on [www.schiphol.nl](http://www.schiphol.nl) or telephone +31 (0)20 - 794 0800.

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P.O. Box 7501  
1118 ZG Schiphol  
The Netherlands

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## Amsterdam Airport Schiphol

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## Airport Network

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## General Information

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## Corporate Responsibility

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## Schiphol Group locations



### The Netherlands

- 1 Amsterdam Airport Schiphol
- 2 Rotterdam The Hague Airport
- 3 Eindhoven Airport
- 4 Lelystad Airport

### Europe

- 1 Retail Joint Venture - Arlanda Stockholm
- 2 Shareholder - Vienna International Airport
- 3 Real Estate - Avioport Milan Malpensa
- 3 Real Estate - Villa Carmen Milan Malpensa
- 4 Investment and cooperation - Aéroports de Paris



### World

- 1 Investment - Brisbane Airport
- 2 Investment - JFK International Terminal 4
- 3 Joint Venture - Angkasa Pura Schiphol Jakarta Indonesië
- 3 "Saphire" programma, Indonesië
- 4 Real Estate - Tradeport Hong Kong
- 5 Management contract - Aruba Airport
- 6 Management contract - Guangzhou Baiyun International Airport

### Schiphol Group's shareholders are:

|                          |       |
|--------------------------|-------|
| State of the Netherlands | 69.8% |
| City of Amsterdam        | 20.0% |
| Aéroports de Paris       | 8.0%  |
| City of Rotterdam        | 2.2%  |

## About Schiphol Group

Schiphol Group is an airport operator headquartered in the Netherlands and aims to rank among the world's leading airport companies. We create sustainable value for our stakeholders by developing AirportCities and by positioning Amsterdam Airport Schiphol as Europe's preferred airport. Schiphol ranks among the leading, most efficient transport hubs for air, rail and road connections and offers its visitors and the businesses located at Schiphol the services they require 24 hours a day, seven days a week.

A prime example of what we mean by an AirportCity is Amsterdam Airport Schiphol. In terms of passenger numbers, Amsterdam Airport Schiphol is the fifth-largest airport in Europe, and ranks in third position for cargo. Apart from our Dutch operations (Amsterdam Airport Schiphol, Rotterdam The Hague Airport, Lelystad Airport) we are active in the United States, Australia, Italy, Indonesia, China, Aruba and Sweden and own a strategic 8% share in Aéroports de Paris since 1 December 2008. Schiphol Group is structured and run as a commercial enterprise with a socio-economic function.

In 2009, revenue totaled EUR 1,154 million with a net result of EUR 132 million. Shareholder's equity as at year-end 2009 amounted to EUR 2,975 million. Schiphol Group employs 2,395 people.

## Key Figures

### Financial Figures

EUR million unless stated otherwise

|  | 2009  | 2008  | +/-      |
|--|-------|-------|----------|
| <b>Results</b>   |       |       |          |
| Revenue  | 1,154 | 1,154 | 0.0%     |
| Fair value gains on investment property                  | - 40  | 19    | - 310.6% |
| Operating expenses                                       | 927   | 881   | 5.2%     |
| Operating result   | 187   | 294   | - 36.4%  |
| Result before tax  | 123   | 251   | - 51.0%  |
| Net result (attributable to shareholders)                | 132   | 187   | - 29.3%  |
| Net result adjusted for purposes of dividend calculation | 129   | 173   | - 25.2%  |
| Depreciation, amortisation and impairment                | 196   | 172   | 13.8%    |
| Cash flow from operating activities                      | 327   | 421   | - 22.3%  |

### Balance Sheet

|  | 2009  | 2008  | 2007  | +/-   |
|--|-------|-------|-------|-------|
| Total assets   | 5,528 | 5,409 | 5,311 | 2.2%  |
| Shareholders' equity                                     | 2,975 | 2,887 | 2,811 | 3.1%  |
| Average non-current assets<br>(excl. deferred tax asset) | 4,543 | 4,127 | 4,011 | 10.1% |

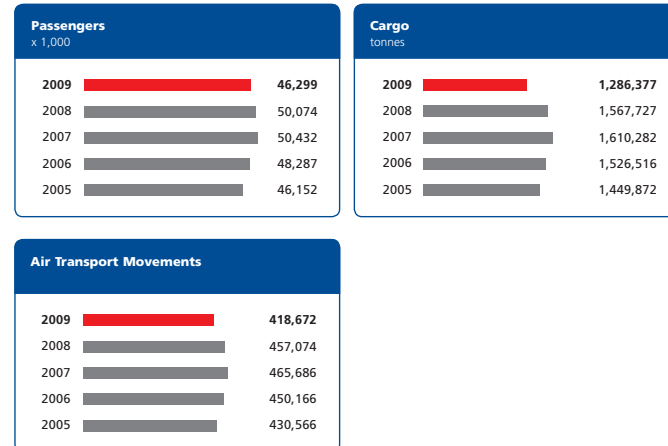
### Ratios

|                             | 2009  | 2008  | 2007  |
|-----------------------------|-------|-------|-------|
| Return on equity            | 4.5%  | 6.4%  | 6.4%  |
| Leverage                    | 40.5% | 38.6% | 38.6% |
| FFO / total debt            | 18.5% | 19.3% | 19.3% |
| FFO interest coverage ratio | 4.4x  | 6.5x  | 6.5x  |

|   | 2009  | 2008  | 2007   |
|---|-------|-------|--------|
| Personnel                                   |       |       |        |
| Year-end workforce in full-time equivalents | 2,395 | 2,532 | 2,611  |
|   |       |       | - 5.4% |

## Traffic Volume

### Amsterdam Airport Schiphol, Rotterdam The Hague Airport & Eindhoven Airport



## Investments

Investments in tangible fixed assets (in millions of euros)

|      |     |
|------|-----|
| 2009 | 215 |
| 2008 | 350 |
| 2007 | 375 |
| 2006 | 260 |

Major investments in 2009 (in millions of euros)

|   |    |
|---|----|
| Baggage handling system (70mb programme)                  | 78 |
| Development TransPort building                            | 17 |
| ICT   | 14 |
| Security  | 11 |
| Baggage screening   | 7  |
| Construction of Cargo terminal 18 and 19                  | 5  |
| Construction of 2nd part of office building 'The Outlook' | 5  |
| Real estate development at Malpensa Airport, Italy        | 3  |



## Business Areas

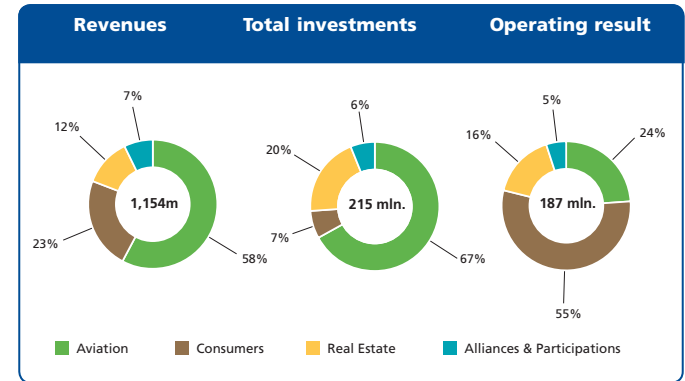
Schiphol Group's operations are organised into four business areas.

The **Aviation** business area operates at Amsterdam Airport Schiphol and provides services and facilities to airlines, passengers and handling agents.

The activities of the **Consumers** business area comprise the products and services offered to passengers and visitors, such as shops, food service outlets, entertainment and parking.

**Real Estate** develops, manages, operates and invests in property at and around Schiphol and other airports.

**Alliances & Participations** consists of Schiphol Group's interests in the regional airports in the Netherlands and its interests in airports abroad.



## Aviation business area

The Aviation business area operates at Amsterdam Airport Schiphol. Aviation provides services and facilities to airlines, passengers and handling agents. The Netherlands Competition Authority (NMA) regulates the charges levied.

Sources of revenue: airport charges (aircraft, passenger and security charges) and concession fees (paid by oil companies for the right to provide aircraft refuelling services).

| EUR million                 | 2009  | 2008  | %       |
|-----------------------------|-------|-------|---------|
| Revenue                     | 674   | 640   | 5.4%    |
| Operating expenses          | 629   | 589   | 6.8%    |
| EBITDA                      | 176   | 170   | 3.5%    |
| Operating result            | 45    | 51    | - 11.5% |
| Average fixed assets        | 2,011 | 1,941 | 3.6%    |
| RONA before tax             | 2.3%  | 2.7%  |         |
| RONA after tax              | 1.7%  | 2.0%  |         |
| Investments in fixed assets | 143   | 216   | - 33.8% |

## Consumers business area

The activities of the Consumers business area comprise granting and managing concessions for shops, food service outlets and entertainment, operating shops and car parks, and marketing advertising opportunities at Amsterdam Airport Schiphol.

The Consumers business area also has activities outside the Netherlands, including the operation of retail outlets via management contracts.

Sources of revenue: retail sales, concession fees, parking charges, advertising and management fees.

| EUR million                 | 2009  | 2008  | %       |
|-----------------------------|-------|-------|---------|
| Revenue                     | 264   | 302   | - 12.7% |
| Operating expenses          | 160   | 164   | - 2.2%  |
| EBITDA                      | 134   | 163   | - 17.6% |
| Operating result            | 104   | 138   | - 25.1% |
| Average fixed assets        | 240   | 247   | - 2.8%  |
| RONA before tax             | 43.0% | 56.0% |         |
| RONA after tax              | 31.9% | 41.7% |         |
| Investments in fixed assets | 16    | 22    | - 27.1% |



## Real Estate business area

The Real Estate business area develops, manages, operates and invests in property at and around airports at home and abroad. The greater part of the portfolio, comprising both airport buildings and commercial properties, is located at and around Amsterdam Airport Schiphol.

Sources of revenue: income from the development and lease of land and buildings. The business area also contributes significantly to Schiphol Group results through other sources of property-related revenue (results from sales and fair value gains on property and the lease of land).

| EUR million                             | 2009         | 2008  | %        |
|---|--------------|-------|----------|
| Revenue                                 | <b>135</b>   | 135   | - 0.2%   |
| Result on sale of investment property   | <b>0</b>     | 2     | - 96.2%  |
| Fair value gains and losses on property | <b>- 39</b>  | 19    | - 304.3% |
| Operating expenses                      | <b>67</b>    | 64    | 3.9%     |
| EBITDA                                  | <b>51</b>    | 111   | - 54.0%  |
| Operating result                        | <b>29</b>    | 93    | - 68.7%  |
| Average non-current assets              | <b>1.511</b> | 1.461 | 3.3%     |
| RONA before tax                         | <b>2.1%</b>  | 6.6%  |          |
| RONA after tax                          | <b>1.5%</b>  | 4.9%  |          |
| Investments in fixed assets             | <b>34</b>    | 93    | - 53.8%  |

## Alliances & Participations business area

Alliances & Participations consists of Schiphol Group's interests in the regional airports in the Netherlands, its interests in airports abroad, as well as Utilities and Schiphol Telematics.

Sources of revenue: in the case of the regional airports, these are primarily airport charges and parking fees. The various Schiphol Group associates contribute to group results through performance fees and dividends as accounted for in share in results of associates and interest income. Intellectual property fees are also reflected in the revenue. The Utility activities generate revenue from the transport of electricity and gas and from the supply of water to third parties. Schiphol Telematics generates revenue from IT and network services. With the application of the equity accounting method, changes in the fair value of the investments are not reflected in the results.

| EUR million   | 2009 | 2008  | %        |
|---|------|-------|----------|
| Revenue   | 81   | 77    | 5.3%     |
| Fair value gains and losses on property             | - 1  | - 0.2 | - 226.3% |
| Operating expenses                                  | 71   | 65    | 9.6%     |
| EBITDA  | 22   | 23    | - 2.3%   |
| Operating result                                    | 9    | 12    | - 22.4%  |
| Average fixed assets                                | 780  | 474   | 64.6%    |
| RONA before tax                                     | 5.1% | 5.0%  |          |
| RONA after tax                                      | 4.7% | 4.1%  |          |
| Investments in intangible and tangible fixed assets | 12   | 19    | - 33.4%  |

## History of Amsterdam Airport Schiphol

|             |  |             |  |
|-------------|--|-------------|--|
| <b>1916</b> | Amsterdam Airport Schiphol starts life as a military airfield  | <b>1963</b> | Construction of the new terminal at Schiphol Centre begins   |
| <b>1920</b> | First KLM flight Amsterdam Airport Schiphol becomes a civil aviation airport   | <b>1967</b> | New terminal at Schiphol Centre opens  |
| <b>1926</b> | The 1928 Olympic Games in Amsterdam prompt the City of Amsterdam to take over airport operations from the Ministry of War  | <b>1975</b> | Extension of the terminal by 120% is completed   |
| <b>1938</b> | Schiphol becomes Europe's second airport to gain a tarmac runway system  | <b>1978</b> | Opening of the Schiphol rail link  |
| <b>1940</b> | The Luftwaffe bombs Schiphol on 10 May 1940 The Germans use Schiphol as a base for air attacks on Great Britain  | <b>1988</b> | The main port strategy is launched: Amsterdam Airport Schiphol aims to rank among the top five major European airports and to develop into a main port, a major transport hub and driver of the economy 1991 The new air traffic control tower is completed and Pier G opens |
| <b>1943</b> | American bombs destroy Schiphol and in 1944 German commando troops blow up all remaining buildings   | <b>1993</b> | The west wing of the terminal opens  |
| <b>1956</b> | The City of Amsterdam approves the plan to build a new airport   | <b>1995</b> | Schiphol Plaza opens   |
| <b>1958</b> | NV Luchthaven Schiphol is established to enable construction of a new airport to be financed. The shareholders are the State of the Netherlands, the City of Amsterdam and the City of Rotterdam | <b>2000</b> | Expansion and renovation of Departure Lounge 2 is completed 2003 Runway 18R-36L, the new (fifth) runway, opens   |
|             |  | <b>2004</b> | Extension of Departure Lounge 1, Departure Hall 3 and Arrival Hall 4 completed   |
|             |  | <b>2005</b> | Pier H completed   |
|             |  | <b>2008</b> | Strategic cooperation with Aéroports de Paris, whereby both companies acquired an 8% interest in each other  |

## Amsterdam Airport Schiphol

During the whole of 2009 or part of it, Amsterdam Airport Schiphol provided direct connections to 284 European and intercontinental airports in 93 countries.

With passenger numbers totaling 43.6 million, Amsterdam Airport Schiphol ranked as Europe's fifth-largest passenger airport in 2009, and Europe's third-largest individual cargo airport handling over 1.28 million tonnes of cargo in that year. Air transport movements in 2009 totaled 391,264 making Amsterdam Airport Schiphol the fifth-largest European airport in terms of air transport movements in 2009. The airport is an important location for businesses. 544 companies were located at the airport in 2009, offering direct employment to 60,000 people.

### Airport Zone

Airport area 2,787 hectares

### Runways

| Runway               | Location | Length       | Width     |
|----------------------|----------|--------------|-----------|
| Polder Runway        | 18R-36L  | 3,800 metres | 60 metres |
| Zwanenburg Runway    | 18C-36C  | 3,300 metres | 45 metres |
| Kaag Runway          | 06-24    | 3,500 metres | 45 metres |
| Aalsmeer Runway      | 18L-36R  | 3,400 metres | 45 metres |
| Buitenveldert Runway | 09-27    | 3,450 metres | 45 metres |
| Schiphol East Runway | 04-22    | 2,014 metres | 45 metres |

## Capacity

### Annual passenger capacity of the terminal

|             |                      |
|-------------|----------------------|
| <b>2009</b> | <b>60-65 million</b> |
| 2005        | 58 million           |
| 2001        | 45 million           |
| 1999        | 38 million           |
| 1998        | 36 million           |
| 1994        | 32 million           |
| 1975        | 16 million           |

### Aircraft parking stands

|                              |            |
|------------------------------|------------|
| Aircraft stands at the piers | 99         |
| Buffer stands                | 103        |
| <b>Total</b>                 | <b>202</b> |

### Number of car parking spaces

|                     |               |
|---------------------|---------------|
| Passengers/visitors | 21,713        |
| Staff               | 14,586        |
| <b>Total</b>        | <b>36,299</b> |

## Shops and catering outlets

|                   | Number of shops | Number of catering outlets |
|-------------------|-----------------|----------------------------|
| Schiphol Plaza    | 42              | 24                         |
| Departure Lounges | 79              | 52                         |
| <b>Total</b>      | <b>121</b>      | <b>76</b>                  |

## Ten Major European Airports (2009)

(excl. transit direct)

|                     | Passenger movements<br>(x 1,000) | Air Transport movements<br>(x 1,000) | Cargo transport<br>(x 1,000 ton) |
|---------------------|----------------------------------|--------------------------------------|----------------------------------|
| London Heathrow     | 65,908                           | 460                                  | 1,278                            |
| Paris Ch. de Gaulle | 57,812                           | 518                                  | 1,819                            |
| Frankfurt           | 50,616                           | 458                                  | 1,808                            |
| Madrid              | 48,271                           | 435                                  |                                  |
| <b>Amsterdam</b>    | <b>43,523</b>                    | <b>391</b>                           | <b>1,286</b>                     |
| Rome Fiumicino      | 33,464                           | 319                                  |                                  |
| Munich              | 32,605                           | 377                                  |                                  |
| London Gatwick      | 32,370                           | 245                                  |                                  |
| Barcelona           | 27,312                           | 279                                  |                                  |
| Paris Orly          | 25,099                           |                                      |                                  |
| Vienna              |                                  | 243                                  |                                  |
| Luxembourg          |                                  |                                      | 628                              |
| Cologne             |                                  |                                      | 550                              |
| Liège               |                                  |                                      | 482                              |
| Brussels            |                                  |                                      | 449                              |
| Milan Malpensa      |                                  |                                      | 334                              |
| Copenhagen          |                                  |                                      | 315                              |

## Traffic and Transport

### Number of aircraft movements

| Year        | Total          | Air Transport  | Other traffic |
|-------------|----------------|----------------|---------------|
| <b>2009</b> | <b>406,975</b> | <b>391,264</b> | <b>15,711</b> |
| 2008        | 446,629        | 428,332        | 18,297        |
| 2007        | 454,361        | 435,973        | 18,388        |
| 2006        | 440,153        | 423,122        | 17,031        |
| 2005        | 420,736        | 404,594        | 16,142        |
| 2004        | 418,613        | 402,738        | 15,875        |
| 2003        | 403,800        | 392,997        | 15,303        |
| 2002        | 417,120        | 401,385        | 15,735        |
| 2001        | 432,101        | 416,462        | 15,639        |
| 2000        | 432,483        | 414,928        | 17,555        |
| 1999        | 409,999        | 393,606        | 16,393        |
| 1990        | 246,504        | 202,347        | 44,157        |
| 1980        | 185,836        | 143,779        | 42,057        |
| 1970        | 135,520        | 105,466        | 30,054        |
| 1960        | 89,560         | 51,044         | 38,516        |
| 1950        | 40,876         | 23,794         | 17,082        |
| 1940        | 1,649          | 1,649          | N/A           |

N/A = not available

## Traffic and Transport

### Number of air transport movements per region in 2009

(compared with 2008)

|                | Scheduled            | Non-Scheduled        | Total                   |
|----------------|----------------------|----------------------|-------------------------|
| Europe-EU (27) | 252,592 -9.2%        | 12,366 -17.4%        | 264,958 (-9.6%)         |
| Rest of Europe | 41,444 -1.7%         | 6,876 -2.8%          | 48,320 (-1.8%)          |
| North America  | 24,163 -13.6%        | 611 -15.1%           | 24,774 (-13.6%)         |
| Latin America  | 7,288 7.1%           | 1,098 -26.2%         | 9,196 (-2.1%)           |
| Africa         | 10,409 6.3%          | 4,635 -12.8%         | 15,044 (-0.5%)          |
| Middle East    | 6,928 -5.6%          | 462 -19.5%           | 7,390 (-6.6%)           |
| Asia           | 20,817 -11.8%        | 765 -39.1%           | 21,582 (-13.1%)         |
| <b>Total</b>   | <b>363,641 -8.1%</b> | <b>27,623 -15.0%</b> | <b>391, 264 (-8.7%)</b> |

### Scheduled destinations from Amsterdam Airport Schiphol

|                            | 2009       | 2008 |
|----------------------------|------------|------|
| To .....destinations       | <b>284</b> | 281  |
| In .....countries          | <b>93</b>  | 87   |
| By .....scheduled airlines | <b>92</b>  | 99   |

### Punctuality

Percentage of passenger aircraft arriving or departing within no more than 15 minutes of its scheduled time.

|            | 2009         | 2008  |
|------------|--------------|-------|
| Arrivals   | <b>87.9%</b> | 81.4% |
| Departures | <b>80.8%</b> | 71.0% |

## Traffic and Transport

### Number of passenger movements

(x 1.000)

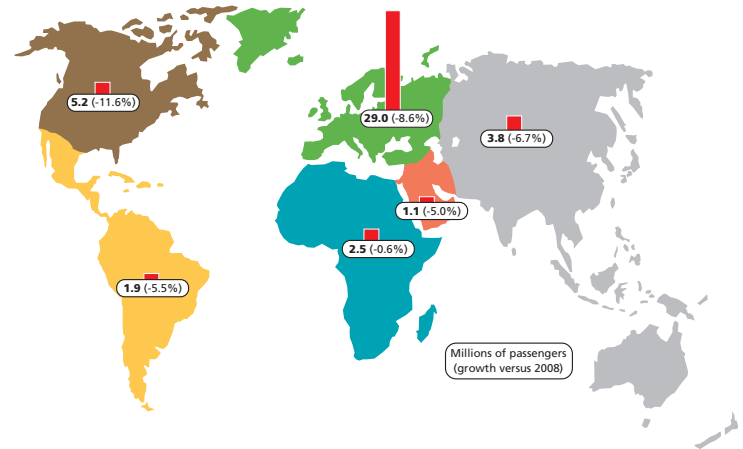
| Year        | Scheduled     | Non-Scheduled | Transit-direct | Total         |
|-------------|---------------|---------------|----------------|---------------|
| <b>2009</b> | <b>40,261</b> | <b>3,262</b>  | <b>47</b>      | <b>43,570</b> |
| 2008        | 43,540        | 3,851         | 38             | 47,430        |
| 2007        | 43,703        | 4,041         | 50             | 47,795        |
| 2006        | 41,714        | 4,273         | 79             | 46,066        |
| 2005        | 39,831        | 4,247         | 86             | 44,163        |
| 2004        | 38,035        | 4,391         | 116            | 42,541        |
| 2003        | 35,590        | 4,219         | 152            | 39,960        |
| 2002        | 36,102        | 4,485         | 148            | 40,736        |
| 2001        | 34,597        | 4,712         | 222            | 39,531        |
| 2000        | 34,496        | 4,774         | 336            | 39,607        |
| 1999        | 32,100        | 4,326         | 347            | 36,772        |
| 1990        | 13,363        | 2,824         | 285            | 16,471        |
| 1980        | 7,543         | 1,858         | 314            | 9,715         |
| 1970        | 3,744         | 1,262         | 165            | 5,172         |
| 1960        | N/A           | N/A           | N/A            | 1,375         |
| 1950        | N/A           | N/A           | N/A            | 356           |
| 1940        | N/A           | N/A           | N/A            | 16            |

N/A= not available

## Traffic and Transport

### Number of passenger movements per region in 2009

|                | Scheduled         | Non-Scheduled    | Total             |
|----------------|-------------------|------------------|-------------------|
| Europe-EU (27) | 22,430,191        | 1,592,346        | 24,022,537        |
| Rest of Europe | 4,001,764         | 992,591          | 4,994,355         |
| North America  | 5,146,081         | 60,482           | 5,206,563         |
| Latin America  | 1,840,235         | 88,412           | 1,928,647         |
| Africa         | 2,036,811         | 502,789          | 2,539,600         |
| Middle east    | 1,061,299         | 30,735           | 1,092,034         |
| Asia           | 3,778,994         | 7,640            | 3,786,634         |
| <b>Total</b>   | <b>40,295,375</b> | <b>3,274,995</b> | <b>43,570,370</b> |



## Traffic and Transport

Cargo (in tonnes)

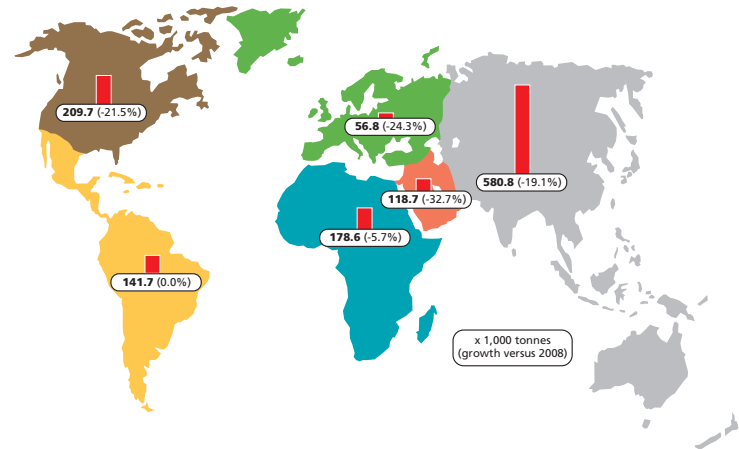
| Year | Non-      |           | Total            |
|------|-----------|-----------|------------------|
|      | Scheduled | Scheduled |                  |
| 2009 | 1,048,066 | 238,306   | <b>1,286,372</b> |
| 2008 | 1,238,355 | 329,377   | 1,567,712        |
| 2007 | 1,279,546 | 330,736   | 1,610,282        |
| 2006 | 1,222,474 | 304,027   | 1,526,501        |
| 2005 | 1,149,143 | 300,712   | 1,449,855        |
| 2004 | 1,118,956 | 302,067   | 1,421,023        |
| 2003 | 1,035,456 | 270,699   | 1,306,155        |
| 2002 | 987,335   | 252,565   | 1,239,900        |
| 2001 | 944,857   | 238,351   | 1,183,208        |
| 2000 | 964,203   | 258,391   | 1,222,594        |
| 1999 | 957,449   | 223,268   | 1,180,717        |
| 1990 | 529,971   | 74,514    | 604,485          |
| 1980 | 279,448   | 38,632    | 318,080          |
| 1970 | 159,087   | 13,236    | 172,323          |
| 1960 | 41,307    | 5,116     | 46,423           |
| 1950 | N/A       | N/A       | 10,637           |
| 1940 | N/A       | N/A       | 636              |

N/A = not available

## Traffic and Transport

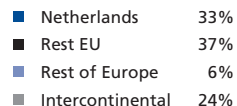
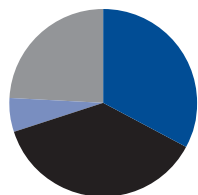
Cargo per region in 2009 (in tonnes)

|               | Passenger services | Full-freighter services | Total            |
|---------------|--------------------|-------------------------|------------------|
| Europe-EU(27) | 17,910             | 17,277                  | 35,187           |
| Europe overig | 10,264             | 11,391                  | 21,655           |
| North America | 165,645            | 44,052                  | 209,697          |
| Latin America | 56,209             | 85,491                  | 141,700          |
| Africa        | 69,032             | 109,542                 | 178,575          |
| Middle East   | 34,570             | 84,166                  | 118,736          |
| Asia          | 236,414            | 344,408                 | 580,822          |
| <b>Total</b>  | <b>590,044</b>     | <b>696,328</b>          | <b>1,286,372</b> |

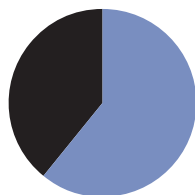


## Passenger Profile

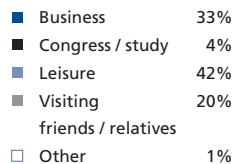
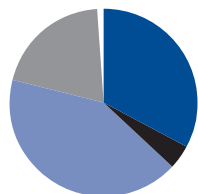
### Residence



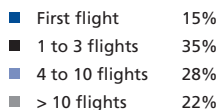
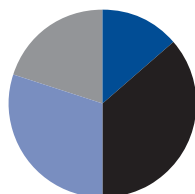
### Gender



### Reason for travelling



### Flight experience last 12 months



## Employment

Number of people, including temporary staff, working in the airport zone (as per 31 October of each year)

| Jaar        | Schiphol North | Schiphol South | Schiphol East | Schiphol Southeast | Schiphol Centre | Total         |
|-------------|----------------|----------------|---------------|--------------------|-----------------|---------------|
| <b>2009</b> | <b>1,329</b>   | <b>1,691</b>   | <b>10,083</b> | <b>3,069</b>       | <b>43,814</b>   | <b>59,986</b> |
| 2008        | 1,233          | 1,724          | 10,692        | 3,549              | 47,811          | 65,009        |
| 2007        | 1,103          | 1,300          | 10,207        | 3,856              | 45,662          | 62,128        |
| 2006        | 1,106          | 2,071          | 9,934         | 4,130              | 44,450          | 61,691        |
| 2005        | 1,212          | 2,106          | 9,765         | 3,496              | 41,391          | 57,970        |
| 2004        | 1,374          | 2,220          | 9,924         | 3,748              | 40,307          | 57,573        |
| 2003        | 1,325          | 2,362          | 9,516         | 3,198              | 40,698          | 57,099        |
| 2002        | 1,447          | 2,636          | 9,701         | 3,344              | 39,442          | 56,570        |
| 2001        | 1,431          | 2,902          | 9,118         | 2,975              | 38,446          | 54,854        |
| 2000        | 1,365          | 2,706          | 9,444         | 2,172              | 38,352          | 54,579        |

Number of companies located in the airport zone (as per 31 Oct. each year)

| Year        | Number of companies |
|-------------|---------------------|
| <b>2009</b> | <b>544</b>          |
| 2008        | 582                 |
| 2007        | 596                 |
| 2006        | 578                 |
| 2005        | 543                 |
| 2004        | 546                 |
| 2003        | 542                 |
| 2002        | 555                 |
| 2001        | 547                 |
| 2000        | 508                 |

## Ten largest employers at Amsterdam Airport Schiphol

(as per 31 October of each year)

| Company                            | Number of employees |        |
|------------------------------------|---------------------|--------|
|                                    | 2009                | 2008   |
| 1. KLM Royal Dutch Airlines        | 24,261              | 24,714 |
| 2. Schiphol Group                  | 2,457               | 2,738  |
| 3. Transavia.com                   | 2,165               | 2,261  |
| 4. G4S Aviation Security           | 2,006               | 2,175  |
| 5. Koninklijke Marechaussee        | 1,681               | 1,553  |
| 6. Martinair Holland               | 1,559               | 1,866  |
| 7. KLM Catering Services Schiphol  | 1,474               | 1,581  |
| 8. HMS Host                        | 1,205               | 1,180  |
| 9. Microsoft                       | 1,053               | 1,097  |
| 10. Luchtverkeersleiding Nederland | 1,046               | 1,120  |



## Miscellaneous

### Number of complaints received by the Local Community Contact Centre Schiphol (Bas)

|                                    |            | Number of      | Number of    |
|------------------------------------|------------|----------------|--------------|
|                                    |            | Complaints     | Complainers  |
| <b>2009</b>                        | specific   | <b>128,121</b> | <b>5,275</b> |
|                                    | periodical | <b>31,436</b>  |              |
|                                    | other      | <b>1,149</b>   |              |
| 2008                               |            | 609,617        | 6,881        |
| 2007                               |            | 637,362        | 6,026        |
| <b>Excl. frequent complainers*</b> |            |                |              |
| <b>2009</b>                        | specific   | <b>8,871</b>   | <b>5,174</b> |
|                                    | periodical | <b>19,084</b>  |              |
|                                    | other      | <b>101</b>     |              |
| 2008                               |            | 50,846         | 6,443        |
| 2007                               |            | 49,554         | 5,658        |

\* In 2009 a new registration system has been implemented, which allows to register complaints not only on specific flights but also for a certain time of the day (periodical). The new system also distinguishes other types of complaints. The number of complaints over 2009 can therefore not be compared with previous years.

\*\* A frequent complainer is someone who filed a hundred or more complaints in the year under review.

### Drinking water consumption (x 1,000 m<sup>3</sup>)

|             |              |
|-------------|--------------|
| <b>2009</b> | <b>1,189</b> |
| 2008        | 1,332        |
| 2007        | 1,357        |
| 2006        | 1,317        |
| 2005        | 1,229        |



## Energy consumption (x million kWh)

|      |       |
|------|-------|
| 2009 | 311.0 |
| 2008 | 316.4 |
| 2007 | 310.5 |
| 2006 | 312.8 |
| 2005 | 305.4 |

## Natural gas consumption (x million m<sup>3</sup>)

|      |      |
|------|------|
| 2009 | 33.6 |
| 2008 | 34.4 |
| 2007 | 32.4 |
| 2006 | 35.9 |
| 2005 | 36.3 |

## Awards

Amsterdam Airport Schiphol has been honoured with over 160 international awards since 1980 either as Best Airport in Europe or Best Airport in the World in different categories (overall, tax free, cargo, etc).

### The airport won the following awards in 2008:

- 'Best European Airport 2009', awarded by readers of British business magazine Business Traveller to our airport for the 26th time since 1980.
- 'ACI Europe Best Airport Award', awarded by the trade association for European airports, ACI, for the high standards of quality maintained by our airport, with a specific reference to the covenant of the Alders Round Table and the manner in which Amsterdam Airport Schiphol handles its relationships with local residents.

- 'Favourite International Airport 2009', an award presented by Canadian travel agents to Amsterdam Airport Schiphol. Schiphol received this award on account of its one-terminal concept, efficiency, and diversity of facilities.
- 'Best European Airport', awarded by readers of Asian cargo magazine Cargonews Asia to Amsterdam Airport Schiphol for the 16th time, and 'Best Air Cargo Terminal Europe', awarded by readers of the same magazine for the 11th time due to the high quality of our cargo facilities and the efficiency of our cargo transfer process.
- 'Leading Edge Award 2009', awarded by readers of the US business travel magazine Executive Travel Magazine (published by the business travel arm of American Express), on account of our leadership, customer focus and vision.
- 'Best Airport Website in 2009', awarded by Flightglobal.com, a website run jointly by a number of leading international aviation trade journals, in reference to our website Schiphol.nl.



## Airport Network

Schiphol Group owns and operates Amsterdam Airport Schiphol and the regional Dutch airports of Rotterdam and Lelystad and has a 51% stake in Eindhoven Airport. Schiphol Group also has international operations at Terminal 4, JFK Airport, New York USA, and at Brisbane Airport, Australia.

Schiphol Group has a strategic cooperation with Aruba Airport.

In 2008 Schiphol Group and Aéroports de Paris have entered in an alliance, HubLink, and both airport companies have taken a 8% share in each other.

### Rotterdam The Hague Airport

Schiphol Group is the owner and operator of Rotterdam The Hague Airport.

|                                   | 2009           | 2008             | %             |
|-----------------------------------|----------------|------------------|---------------|
| Passengers (excl. transit direct) | 937,694        | 986,780          | - 5.0%        |
| Transit direct passengers         | 26,848         | 26,891           | - 0.2%        |
| <b>Passengers total</b>           | <b>964,542</b> | <b>1,013,671</b> | <b>- 4.8%</b> |

|                              |          |           |                |
|------------------------------|----------|-----------|----------------|
| <b>Air cargo (in tonnes)</b> | <b>5</b> | <b>15</b> | <b>- 66.7%</b> |
|------------------------------|----------|-----------|----------------|

|                                 |               |               |                |
|---------------------------------|---------------|---------------|----------------|
| Air transport movements         | 13,963        | 15,272        | - 8.6%         |
| Other                           | 38,942        | 44,379        | - 12.3%        |
| <b>Total aircraft movements</b> | <b>52,905</b> | <b>59,651</b> | <b>- 11.3%</b> |

### Eindhoven Airport

Schiphol Group has a 51% stake in Eindhoven Airport.

|                                   | 2009          | 2008          | %              |
|-----------------------------------|---------------|---------------|----------------|
| Passengers (excl. transit direct) | 1,711,504     | 1,629,839     | 5.0%           |
| Air transport movements           | 13,515        | 14,446        | - 6.4%         |
| Other                             | 2,738         | 3,904         | - 29.9%        |
| <b>Total aircraft movements</b>   | <b>16,253</b> | <b>18,350</b> | <b>- 11.4%</b> |

### Lelystad Airport

Schiphol Group owns and operates Lelystad Airport, a general aviation airport.

|                                 | 2009           | 2008           | %           |
|---------------------------------|----------------|----------------|-------------|
| <b>Total aircraft movements</b> | <b>133,755</b> | <b>133,323</b> | <b>0.3%</b> |

## Terminal 4 John F. Kennedy Airport, New York (VS)

Schiphol Group USA, a Schiphol Group subsidiary, has a 40% shareholding in the JFK IAT consortium, which revamped and operates Terminal 4 at JFK Airport. JFKIAT 's contract of management and operations of Terminal 4 is valid until 2025. Terminal 4 is the only terminal at JFK Airport which is open 24-hours-a-day.

|                                   | 2009      | 2008      | %    |
|-----------------------------------|-----------|-----------|------|
| Passengers (excl. transit direct) | 9,580,092 | 9,257,866 | 3.5% |
| Total aircraft movements          | 56,860    | 55,912    | 1.7% |

## Brisbane Airport (Australië)

Schiphol Australia, another Schiphol Group subsidiary, has a 18.7% share in Brisbane Airport Corporation Holding (BAC), the company operating Brisbane Airport from 1 July 1997 for a fifty-year period.

A new airport master plan is being implemented, which includes a new runway.

|                                   | 2009       | 2008       | %      |
|-----------------------------------|------------|------------|--------|
| Passengers (excl. transit direct) | 18,886,000 | 18,779,855 | 0.6%   |
| Total aircraft movements          | 175,000    | 180,170    | - 2.9% |

## Aéroports de Paris

In 2008 Schiphol Group entered into a strategic alliance, HubLink, with the Parisian airport company Aéroports de Paris.

| Paris-Charles de Gaulle           | 2009       | 2008       | %      |
|-----------------------------------|------------|------------|--------|
| Passengers (incl. transit direct) | 57,906,866 | 60,874,681 | - 4.9% |
| Total aircraft movements          | 518,018    | 551,174    | - 6.0% |

| Paris-Orly                        | 2009       | 2008       | %      |
|-----------------------------------|------------|------------|--------|
| Passagiers (incl. transit direct) | 25,107,693 | 26,209,703 | - 4.2% |
| Vliegtuigbewegingen totaal        | 220,606    | 230,167    | - 4.2% |

## Aruba Airport

Schiphol Group heeft een samenwerkingscontract met Aruba Airport Authority. Dit contract loopt tot 2013.

|                                   | 2009      | 2008      | %      |
|-----------------------------------|-----------|-----------|--------|
| Passengers (excl. transit direct) | 1,919,374 | 1,970,000 | - 2.6% |
| Total aircraft movements          | 36,818    | 38,335    | - 4.1% |



## General information

### Other International activities

In addition to managing airports (other than Amsterdam Airport Schiphol) Schiphol Group also operates elements of the AirportCity formula at other airports. Examples are Schiphol Real Estate's property operations near Eindhoven Airport and Milan Malpensa Airport (Italy).

Schiphol Group also has an 18.75% interest in Tradeport, a logistics complex at Hong Kong Airport. In 2004 Schiphol Group established a joint venture with the operator of Stockholm-Arlanda Airport to manage the retail facilities in the airport's terminal. The contract was expanded in January 2010 to include the retail facilities at Göteborg.

In 2008, Schiphol Group and Guangzhou Baiyun International Airport signed a two year contract for the development of commercial activities at the airport in Guangzhou.

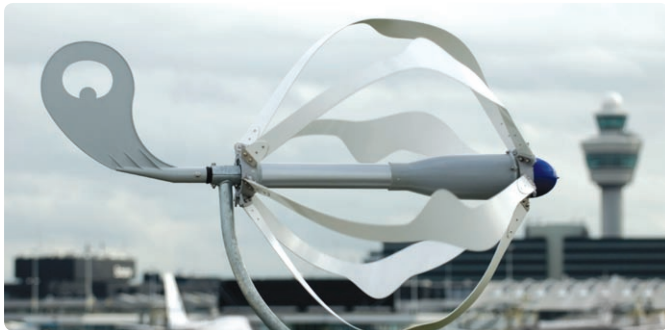
## Corporate Responsibility

Corporate Responsibility – doing business with all due respect for man and the environment – is an intrinsic element of our strategy.

The Amsterdam Airport Schiphol strategy distinguishes between four separate issues with respect to Corporate Responsibility: safety, sustainability and the environment, people and society, innovation.

Amsterdam Airport Schiphol intends to be completely CO<sub>2</sub> neutral by 2012 with respect to its own activities and to generate at least 20% of our energy requirement at the Schiphol site by sustainable means by 2020.

Schiphol Group also has taken steps with regards to air quality and mobility, noise, water, waste and being a responsible employer.



### Energy

- Heat and cold storage, Sustainable buildings: TransPort
- Green energy
- LED and NEON lighting
- Digital pier network with energy-efficient LCD screens
- Energy label standards for buildings
- Total energy plant

### Air quality and mobility

- Fixed ground power
- Battery recharging stations
- Electric cars and scooters
- 10% of the vehicle fleet runs on biodiesel
- The luggage trolleys used in the baggage basement are electric powered
- The golf karts used in the terminals are electric powered
- Taxis and Sternet and Connexion buses are fitted with Euronorm 5 engine blocks
- Grass-sedum vegetation blankets on roofs

### Water

- Algae break down glycol in the algae basin
- Substances used to combat snow and ice have lower environmental impact

### Waste

- The waste bins sited in the terminal and outside on Jan Dellaertplein Square ensure the separated collection of paper, plastic and residual waste. The plastic bottles and pots collected at the Customs entryway are collected and recycled too
- Paper and plastic beakers are collected separately at the offices, and waste separation is practised at our staff restaurant too

### Being a responsible employer means (amongst other things)...

- Diversity
- New style of working
- Work safety
- Schiphol College
- SOS Children's Villages
- Annual Iftar meal
- FSC paper
- Leased cars rated as A/B/C energy label standard
- Taking part in initiatives to increase awareness, such as Earth Hour and the mass light switch-off event (Nacht van de Nacht)
- Schiphol fund

### Noise

- NOMOS noise measurement system with 27 measuring points
- The parties involved in the Alders Platform talks have reached agreement on Amsterdam Airport Schiphol's future growth

## Did you know...?

- Amsterdam Airport Schiphol is the world's oldest international airport that is still located on the same field where the first plane landed in 1916.
- Amsterdam Airport Schiphol is the second lowest international airport in the world. It is 4.5 meters below sea level. Only Rotterdam airport, part of Schiphol Group, is lower: 6 meters below sea level.
- Amsterdam Airport Schiphol was the first airport on European mainland to have tax free shops.
- Amsterdam Airport Schiphol was the second European airport with an environmental system based on ISO 14001.
- In 2001, Amsterdam Airport Schiphol was the first airport in the world where passengers passed Passport Control with the help of iris recognition.
- In 2002, Amsterdam Airport Schiphol was the first airport in the world to host a museum with paintings by old masters: The Rijksmuseum Amsterdam Schiphol.
- The Schiphol Terminal has a floor area of 600,000 square metres.
- Schiphol is the first airport in the world to use a robot to load baggage containers.
- Since 1980, Amsterdam Airport Schiphol has won more than 160 awards as best airport of Europe or the world.

## Other Publications

Annual Report 2009

Traffic Review 2009

## Address details

### Postal address

Schiphol Group  
P.O. Box 7501  
1118 ZG Schiphol  
The Netherlands

Schiphol Group  
Telephone for the  
hard of hearing  
Outside the Netherlands

[www.schiphol.nl](http://www.schiphol.nl)  
[www.bezoekbas.nl](http://www.bezoekbas.nl)  
[www.SchipholTV.com](http://www.SchipholTV.com)

### Visitor's address

Schiphol Group  
Evert van de Beekstraat 202  
1118 CP Schiphol  
The Netherlands

tel: +31(0)20 - 601 9111

tel: +31(0)20 - 601 2929

tel: +31(0)20 - 794 0800







