

# Facts & 2011 Figures



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## Introduction

This publication contains Facts and Figures on Schiphol Group for the year 2011.

This information has been grouped into three categories:

'About Schiphol Group',  
'Schiphol as location' and  
'Airport Network'.

More information on Schiphol Group can be found on the Internet.

Please visit [www.schiphol.nl](http://www.schiphol.nl)  
and [www.youtube.com/schiphol](http://www.youtube.com/schiphol)

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

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## Amsterdam Airport Schiphol



**313**

direct destinations



**49.8 million**

passengers, 1.5 million tonnes of cargo



**420,250**

air transport movements



**170,000**

jobs in the region, 62,000 people are employed at the Schiphol location



**650,000 m<sup>2</sup>**

terminal area, five main runways on 2,787 hectares



**3.9 billion euro**

total value of fixed assets



**500**

companies located at Schiphol

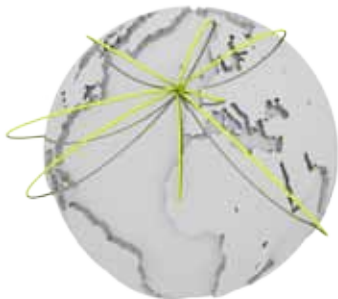


**26 billion euro**

contribution of aviation sector to the Dutch Gross National Product

### Mission

*Connecting the Netherlands  
to important cities and  
regions in the world*



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## About Schiphol Group

Schiphol Group is an airport business, with Amsterdam Airport Schiphol as our main asset. We wish to create sustainable value for our stakeholders, who represent a diverse range of interests. Our core values of reliability, efficiency, hospitality, inspiration and sustainability play a central role in how we conduct our business. Our mission is to link the Netherlands to important cities and regions in the world via the Mainport Schiphol. It is the aim of Amsterdam Airport Schiphol to be and remain Europe's preferred airport: the airport that is valued for its quality, capacity and extensive network of destinations.

We operate Schiphol as an AirportCity: a dynamic environment providing its users with all the services they need, 24 hours a day. In terms of passenger numbers, Amsterdam Airport Schiphol is the fourth-largest airport in Europe, and ranks in third position for cargo.

Apart from our Dutch operations (Amsterdam Airport Schiphol, Rotterdam The Hague Airport, Eindhoven Airport and Lelystad Airport) we are directly and indirectly active in the United States, Australia, Italy, 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 2011, revenue reached EUR 1,278 million with a net result of EUR 194,5 million. Shareholder's equity as at year-end 2011 amounted to EUR 3,2 billion. Schiphol Group employs 2,145 people.



## Key Figures

EUR million unless stated otherwise

2011

2010

%

### Results

Revenue	<b>1,278</b>	1,180	8.3
Result on sale of investment property	<b>1</b>	-	
Fair value gains on investment property	<b>- 1</b>	22	
Operating expenses	<b>- 974</b>	- 906	7.5
Operating result	<b>304</b>	297	2.5
Result before tax	<b>249</b>	239	4.3
Results attributable to shareholders (net result)	<b>194</b>	169	15.1
Depreciation, amortisation and impairment	<b>208</b>	186	11.4
EBITDA	<b>512</b>	483	6.0
Capital expenditure (investments in property, plant and equipment)	<b>263</b>	248	6.2
Cash flow from operating activities	<b>387</b>	351	10.5
Proposed dividend	<b>97</b>	76	27.9

### Ratios

RONA after tax	<b>5.7%</b>	5.9%
Return on equity (ROE)	<b>6.2%</b>	5.6%
Leverage	<b>37.9%</b>	37.2%
FFO/total debt	<b>18.5%</b>	17.0%
FFO interest coverage ratio	<b>4.5</b>	3.8
Earnings per share	<b>1,045</b>	908

### Business volume (in numbers)

Air transport movements	<b>453,613</b>	415,883	9.1
Passenger movements (x 1,000)	<b>53,522</b>	48,324	10.8
Cargo volume (x 1,000 tonnes)	<b>1,524</b>	1,512	0.8
Average workforce in full-time equivalents	<b>2,115</b>	2,328	- 9.1

### Schiphol Group's shareholders are:

State of the Netherlands 69.8%, Municipality of Amsterdam 20.0%,  
Aérports de Paris 8.0% and the Municipality of Rotterdam 2.2%.



## Traffic Volume

Amsterdam Airport Schiphol, Rotterdam The Hague Airport  
and Eindhoven Airport combined

2011 **53,522**

### Passengers

x 1,000	2010	48,324
	2009	46,246
	2008	50,074
	2007	50,432

2011 **1,523,806**

### Cargo volume

in tonnes	2010	1,512,256
	2009	1,286,372
	2008	1,567,727
	2007	1,610,282

2011 **453,613**

### Air transport movements

2010	415,883
2009	418,742
2008	457,074
2007	465,686



## Investments

### Investments in tangible fixed assets

(in millions of euros)

<b>2011</b>	<b>263</b>
2010	248
2009	215
2008	350
2007	375

### Major investments in 2011

(in millions of euros)

70 MB Baggage Programme	69
ICT	23
Business continuity and fire safety	10
Major maintenance work	45
Renovation of Lounge 3 and 4	9
Real estate Rotterdam The Hague Airport	9
GA Terminal Schiphol-East	5
Cargo hangar D at Malpensa, Italy	5



## Business areas

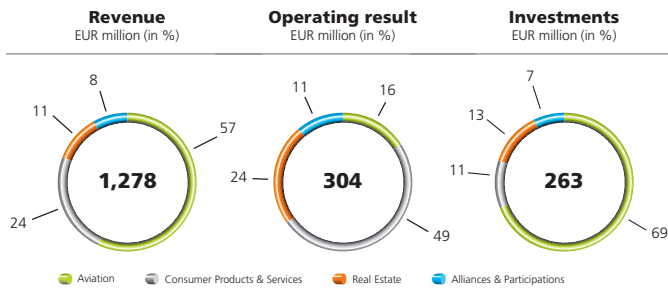
Schiphol Group's operations are organised into four business areas.

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

The activities of the **Consumer Products & Services** 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.



## Business area Aviation

The business area Aviation operates at Amsterdam Airport Schiphol. It 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	2011	2010	%
Total revenue	<b>734</b>	685	7.2
Operating expenses	<b>685</b>	640	7.1
EBITDA	<b>202</b>	181	11.8
Operating result	<b>49</b>	45	9.1
Average fixed assets	<b>2,083</b>	2,051	1.6
RONA after tax	<b>1.8%</b>	1.7%	-
Investments in fixed assets	<b>183</b>	164	11.5

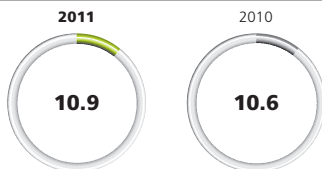
## Number of scheduled destinations

Passengers & cargo



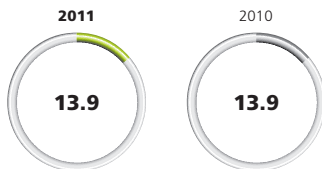
## Passenger market share

Top 10 European airports (in %)



## Cargo market share

Top 10 European airports (in %)



## Business area Consumer Products & Services

The activities of the business area Consumer Products & Services comprise developing, granting and managing concessions for shops, catering outlets, services and entertainment, operating shops and car parks, and marketing advertising opportunities at Amsterdam Airport Schiphol. In addition, through the Privium programme and the VIP centre, we offer services to the category known as 'premium passengers'.

Sources of revenue: Retail sales, concession fees, parking fees, rentals, advertising & media and other fees, and management fees.

EUR million	2011	2010	%
Total revenue	<b>340</b>	299	13.6
Operating expenses	<b>192</b>	166	15.4
EBITDA	<b>174</b>	155	12.1
Operating result	<b>148</b>	133	11.3
Average fixed assets	<b>247</b>	239	3.5
RONA after tax	<b>44.9%</b>	41.5%	-
Investments in fixed assets	<b>29</b>	26	8.7





## Business area Real Estate

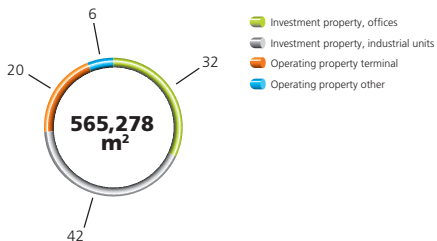
The business area Real Estate develops, manages, operates and invests in property at and around domestic and foreign airports. The property portfolio consists of operational and commercial property, of which the majority is located at and around Amsterdam Airport Schiphol.

Sources of revenue: The major source of revenue is the development and leasing of buildings and property. In addition, revenue is generated through the lease of land and the sale of property and buildings.

EUR million	2011	2010	%
Total revenue	172	173	- 1.0
Result on sale of investment property	1	0.0	
Fair value gains and losses on investment property	- 2	21	- 108.0
Operating expenses	98	98	0.4
EBITDA	90	113	- 20.0
Operating result	72	97	- 25.2
Average fixed assets	1,556	1,524	2.1
RONA after tax	3.5%	4.8%	-
Investments in fixed assets	35	52	- 31.8

## Property portfolio per category

(as % of total square meters)



## Business area Alliances & Participations

The business area Alliances & Participations consists of Schiphol Group's interests in airports abroad, domestic airports and other activities, including Schiphol Telematics and Utilities.

Sources of revenue: The airports abroad contribute to revenue through management, performance and intellectual property fees. Furthermore, they contribute to the net result with a share of the result from associates, dividend and interest income. The domestic airports contribute to revenue for the most part through airport charges and parking charges. Schiphol Telematics supplies telecom services to companies. The Utility activities generate revenue from the transport of electricity and gas and from the supply of water.

EUR million	2011	2010	%
Total revenue	<b>164</b>	147	11.6
Fair value gains and losses on investment property	<b>1</b>	1	- 7.2
Operating expenses	<b>130</b>	125	3.5
EBITDA	<b>46</b>	35	31.6
Operating result	<b>35</b>	22	55.8
Share in results of associates, interest income and dividends	<b>42</b>	63	- 32.8
Average fixed assets	<b>861</b>	844	2.0
RONA after tax	<b>8.0%</b>	8.0%	-
Investments in fixed assets	<b>17</b>	6	166.0



## History of Amsterdam Airport Schiphol

- 1916** Amsterdam Airport Schiphol starts as a military airfield
- 1920** First KLM flight Amsterdam Airport Schiphol becomes a civil aviation airport
- 1926** The 1928 Olympic Games in Amsterdam prompt the City of Amsterdam to take over airport operations from the ministry of War
- 1938** Schiphol becomes Europe's second airport to gain a tarmac runway system
- 1940 - 1944** The Luftwaffe bombs Schiphol on 10 May 1940. The Germans use Schiphol as a base for air attacks on Great Britain. American bombs destroy Schiphol and in 1944 German commando troops blow up all remaining buildings
- 1956** The City of Amsterdam approves the plan to build a new airport
- 1958** N.V. Luchthaven Schiphol is established to enable the financing of the construction of a new airport. The shareholders are the State of the Netherlands, the City of Amsterdam and the City of Rotterdam
- 1963** Construction of the new terminal at Schiphol Centre begins
- 1967** New terminal at Schiphol Centre opens



- 1975** Extension of the terminal by 120% is completed
- 1978** Opening of the Schiphol rail link
- 1988** The Mainport strategy is launched: Amsterdam Airport Schiphol aims to rank among the top five major European airports and to develop into a Mainport, a major transport hub and driver of the economy
- 1991** The new air traffic control tower is completed and Pier G opens
- 1993** The west wing of the terminal opens
- 1995** Schiphol Plaza opens
- 2000** Expansion and renovation of Departure Lounge 2 is completed
- 2003** Runway 18R-36L, the new (fifth) main runway, taken into use
- 2004** Extension of Departure Lounge 1, Departure Hall 3 and Arrival Hall 4 completed
- 2005** Pier H completed
- 2008** Strategic cooperation with Aéroports de Paris, whereby both companies acquired an 8% interest in each other
- 2010** Holland Boulevard renewed with the first AirportLibrary in the world
- 2010** Baggage hall South in operation
- 2011** Renovation of Departure Lounge 3
- 2011** Worlds first Airport Park opened
- 2011** New GA Terminal
- 2011** Fokker 100 on the Panorama Terrace
- 2011** Schiphol welcomes its billionth passenger





## Schiphol as location

During the whole of 2011 or part of it, Amsterdam Airport Schiphol provided direct connections to 313 European and intercontinental airports in 104 countries. With passenger numbers totalling 49.8 million, Amsterdam Airport Schiphol ranked as Europe's fifth-largest passenger airport in 2011, and Europe's third-largest individual cargo airport handling over 1.5 million tonnes of cargo in that year. Air transport movements in 2011 totalled 420,250 making Amsterdam Airport Schiphol the fifth-largest European airport in terms of air transport movements in 2011. The airport is an important location for businesses. 500 companies were located at the airport in 2011, offering direct employment to about 62,000 people.

### Airport Zone

Airport area 2,787 hectares

#### Aircraft stands

Connected	93
Disconnected	102

**Total 195**

#### Runways

Name	Location	Length	Width
<b>1</b> Polder Runway	18R - 36L	3,800 metres	60 metres
<b>2</b> Zwanenburg Runway	18C - 36C	3,300 metres	45 metres
<b>3</b> Kaag Runway	06 - 24	3,500 metres	45 metres
<b>4</b> Aalsmeer Runway	18L - 36R	3,400 metres	45 metres
<b>5</b> Buitenveldert Runway	09 - 27	3,453 metres	45 metres
<b>6</b> Schiphol East Runway	04 - 22	2,014 metres	45 metres



## Parking, shops and catering outlets

### Number of car parking spaces

Passengers / visitors	22,113
Staff	14,586
<b>Total</b>	<b>36,699</b>

Shops and catering outlets	Number of shops	Number of catering outlets
Schiphol Plaza	38	27
Departure Lounges	76	54
<b>Total</b>	<b>114</b>	<b>81</b>



## Top Ten Major European Airports in 2011

**Passengers** (excl. transit-direct)  
x 1,000

**2011** Compared  
to 2010 in %

	1	London Heathrow	LHR	69,391	+ 5.5
	2	Paris-Charles de Gaulle	CDG	60,908	+ 4.9
	3	Frankfurt	FRA	56,293	+ 6.8
	<b>4</b>	<b>Amsterdam</b>	<b>AMS</b>	<b>49,681</b>	<b>+ 10.1</b>
	5	Madrid	MAD	49,547	- 0.5
	6	Munich	MUC	37,604	+ 8.8
	7	Rome Fiumicino	FCO	37,405	+ 4.0
	8	Barcelona	BCN	34,333	+ 17.7
	9	London Gatwick	LGW	33,630	+ 7.3
	10	Paris-Orly	ORY	27,137	+ 7.7

**Cargo volume**  
x 1,000 tonnes

**2011** Compared  
to 2010 in %

	1	Frankfurt	FRA	2,133	- 3.0
	2	Paris-Charles de Gaulle	CDG	2,088	- 4.1
	<b>3</b>	<b>Amsterdam</b>	<b>AMS</b>	<b>1,524</b>	<b>+ 0.8</b>
	4	London Heathrow	LHR	1,484	+ 0.8
	5	Leipzig	LEJ	760	+ 14.7
	6	Cologne	CGN	726	+ 12.8
	7	Liège	LGG	674	+ 5.5
	8	Luxemburg	LUX	657	- 6.9
	9	Brussels	BRU	475	- 0.2
	10	Milan Malpensa	MXP	440	+ 4.2

**Air transport movements**  
x 1,000

**2011** Compared  
to 2010 in %

	1	Paris-Charles de Gaulle	CDG	507	+ 3.0
	2	Frankfurt	FRA	481	+ 5.0
	3	London Heathrow	LHR	476	+ 6.0
	4	Madrid	MAD	429	- 1.0
	<b>5</b>	<b>Amsterdam</b>	<b>AMS</b>	<b>420</b>	<b>+ 8.8</b>
	6	Munich	MUC	388	+ 5.5
	7	Rome Fiumicino	FCO	324	+ 0.2
	8	Barcelona	BCN	303	+ 9.1
	9	Zurich	ZRH	258	+ 4.7
	10	Copenhagen	CPH	254	+ 3.3

## Traffic and Transport

### Number of air transport movements

Year	Total	Air transport	General aviation
<b>2011</b>	<b>437,083</b>	<b>420,249</b>	<b>16,834</b>
2010	402,375	386,316	16,059
2005	420,736	404,594	16,142
2000	432,483	414,928	17,555
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



## Number of air transport movements per region in 2011

(compared to 2010)

	Air transport movements	Compared to 2010 in %	Passengers (incl. Transit-direct)	Compared to 2010 in %	Cargo (tonnes)	Compared to 2010 in %
E.U.*)	282,135	10.3%	27,807,296	13.6%	33,530	- 0.3%
Rest of Europe	53,935	10.8%	6,039,430	13.2%	62,487	62.1%
<b>Total europe</b>	<b>336,070</b>	<b>10.4%</b>	<b>33,846,726</b>	<b>13.6%</b>	<b>96,017</b>	<b>- 0.1%</b>
North America	25,750	5.7%	5,500,360	3.6%	283,047	11.6%
Latin America	10,230	7.2%	2,144,270	7.3%	174,201	3.0%
Africa	15,235	- 4.8%	2,587,025	- 6.4%	184,907	3.1%
Middle East	10,087	17.5%	1,493,445	16.3%	176,021	11.3%
Asia	22,877	- 2.1%	4,183,426	3.2%	609,613	- 7.1%
<b>Total inter-continental</b>	<b>84,179</b>	<b>2.8%</b>	<b>15,908,526</b>	<b>3.2%</b>	<b>1,427,788</b>	<b>0.8%</b>
<b>Grand total</b>	<b>420,249</b>	<b>8.8%</b>	<b>49,755,252</b>	<b>10.0%</b>	<b>1,523,806</b>	<b>0.8%</b>

\*) The 27 official EU countries

## Traffic and Transport

### Scheduled destinations from Amsterdam Airport Schiphol

2011

2010

To ....destinations	<b>313</b>	301
In ....countries	<b>104</b>	99
By ....scheduled airlines	<b>103</b>	106

### Punctuality

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

#### Punctuality of arrivals

(in %)



#### Punctuality of departures

(in %)



## Number of passenger movements (x 1,000)

Year	Scheduled	Non-scheduled	Transit-direct	Total
<b>2011</b>	<b>45,958</b>	<b>3,796</b>	<b>74</b>	<b>49,828</b>
2010	41,262	3,875	75	45,212
2005	39,831	4,247	86	44,163
2000	34,496	4,774	336	39,607
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

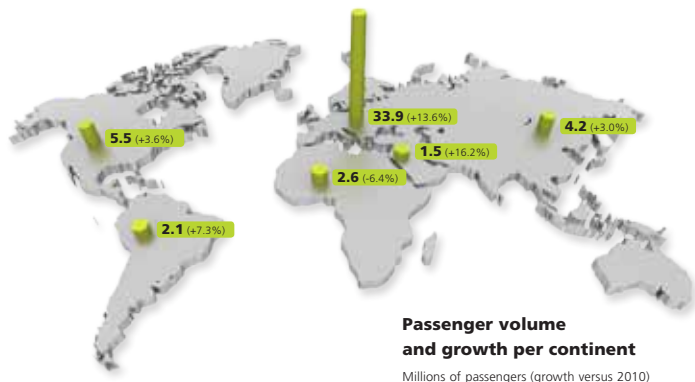


## Traffic and Transport

Number of passenger movements per region in 2011 (excl. transit-direct)

Continent	Scheduled	Non-scheduled	Total
Europe-EU (27)*	25,737,145	2,059,312	<b>27,796,457</b>
Rest of Europe	4,937,396	1,110,060	<b>6,047,456</b>
North America	5,423,019	77,341	<b>5,500,360</b>
Mid. / South America	2,131,786	12,484	<b>2,144,270</b>
Africa	2,165,395	421,674	<b>2,587,069</b>
Middle East	1,383,735	110,002	<b>1,493,737</b>
East Asia	4,180,135	5,768	<b>4,185,903</b>
<b>Total</b>	<b>45,958,611</b>	<b>3,796,641</b>	<b>49,755,252</b>

\* The 27 official EU countries



## Cargo (in tonnes)

Year	Scheduled	Non-scheduled	Total
<b>2011</b>	<b>1,249,344</b>	<b>274,462</b>	<b>1,523,806</b>
2010	1,210,029	302,227	1,512,256
2005	1,149,143	300,712	1,449,855
2000	964,203	258,391	1,222,594
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



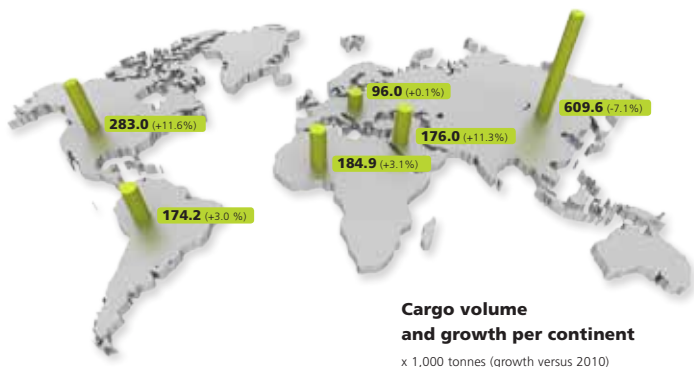


## Traffic and Transport

Cargo per region in 2011 (in tonnes)

Continent	Pax combi	Full freighter	Total
Europe-EU (27)*	15,834	17,697	<b>33,530</b>
Rest of Europe	10,714	51,773	<b>62,487</b>
North America	197,973	85,074	<b>283,047</b>
Mid. / South America	62,573	111,628	<b>174,201</b>
Africa	63,828	121,079	<b>184,907</b>
Middle East	46,772	129,249	<b>176,021</b>
Asia	243,701	365,912	<b>609,613</b>
<b>Total</b>	<b>641,394</b>	<b>882,412</b>	<b>1,523,806</b>

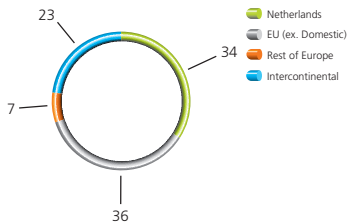
\* The 27 official EU countries



## Passenger Profile

### Residence

(in %)



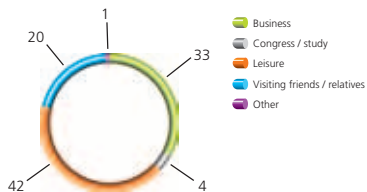
### Gender

(in %)



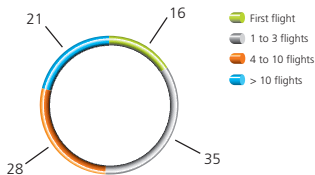
### Reason for travelling

(in %)



### Flight experience last 12 months

(in %)



## Employment

### Number of people, including temporary staff, working at the airport

(as per 31 October of each year)

Year	Schiphol North	Schiphol South	Schiphol Oost	Schiphol Southeast	Schiphol Centre	Total
<b>2011</b>	<b>813</b>	<b>1,592</b>	<b>10,009</b>	<b>3,930</b>	<b>45,372</b>	<b>61,716</b>
2010	678	1,637	10,241	3,582	43,670	59,808
2009	690	1,691	10,043	3,069	44,493	59,986
2008	934	1,724	10,692	3,549	48,110	65,009
2007	822	1,300	10,207	3,856	45,943	62,128
2006	862	2,071	9,934	4,130	44,694	61,691
2005	829	2,106	9,765	3,496	41,773	57,970
2004	1,011	2,220	9,924	3,748	40,670	57,573
2003	1,136	2,362	9,516	3,198	40,887	57,099
2002	1,242	2,636	9,701	3,344	39,647	56,570

### Number of companies located in the airport zone

(as per 31 October of each year)

Year	Number of companies
<b>2011</b>	<b>500</b>
2010	514
2009	544
2008	582
2007	596
2006	578
2005	543
2004	546
2003	542
2002	555

## Ten largest employers at Schiphol

(as per 31 October of each year / including temporary staff)

Company	Number of employees	2011	2010
1. Koninklijke Luchtvaart Maatschappij	<b>24,462</b>		23,730
2. Schiphol Group	<b>2,183</b>		2,346
3. G4S Aviation Security	<b>1,851</b>		1,916
4. Transavia.com	<b>1,845</b>		1,991
5. Koninklijke Marechaussee district Schiphol	<b>1,788</b>		1,788
6. HMSHost	<b>1,367</b>		1,191
7. KLM Catering Services Schiphol	<b>1,321</b>		1,317
8. Microsoft	<b>1,120</b>		1,120
9. Martinair Holland	<b>1,051</b>		1,568
10. Trigion Aviation Security	<b>912</b>		920

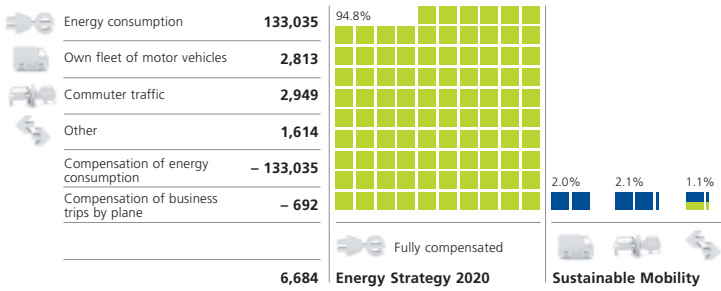


# Corporate Responsibility

Schiphol Group aims to conduct its business with respect for people, the community and the environment. Corporate Responsibility makes up an essential part of our strategy and is being integrated ever more broadly into our day-to-day operations.

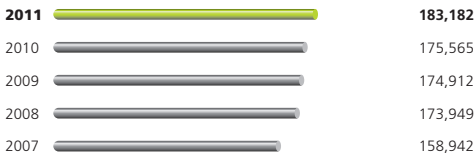
Amsterdam Airport Schiphol intends to be completely CO<sub>2</sub> neutral by 2012 with respect to its own activities and to generate at least 20% of our energy requirement at the Schiphol site by sustainable means by 2020. Schiphol Group also has taken steps with regards to air quality and mobility, noise, water, waste and being a responsible employer.

## CO<sub>2</sub> emissions for own operating activities Amsterdam Airport Schiphol in 2011 (tonnes)



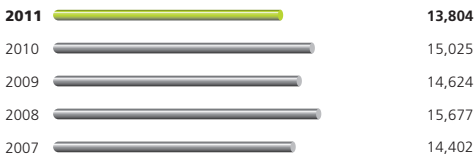
## Electricity consumption

### Amsterdam Airport Schiphol (x1,000 kWh / operating year)



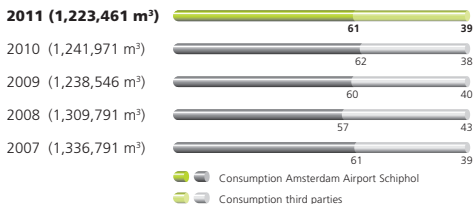
## Natural gas consumption

### Amsterdam Airport Schiphol (x1,000 m<sup>3</sup> / operating year)



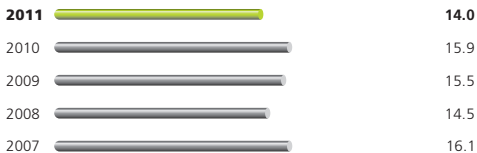
## Drinking water consumption Schiphol

(in % / operating year)



## Drinking water consumption per passenger

(litres)



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

(as per operational year: 1 November to 31 October inclusive)

Year		Number of complaints	Number of complainers
<b>2011</b>	<b>specific*</b>	<b>88,768</b>	<b>5,419</b>
	<b>periodical</b>	<b>40,843</b>	
	<b>other</b>	<b>3,255</b>	
2010	specific	212,335	5,387
	periodical	33,477	
	other	1,795	
<b>Excl. Frequent complainers*</b>			
<b>2011</b>	<b>specific</b>	<b>20,324</b>	<b>5,394</b>
	<b>periodical</b>	<b>36,908</b>	
	<b>other</b>	<b>303</b>	
2010	specific	15,356	5,358
	periodical	28,520	
	other	156	

\* A specific complaint concerns a specific flight on a specific time. Periodical complaints concern certain times of the day. Other complaints concern amongst other (governmental) policy matters.

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



# Welcome to Schiphol



**Best Airport in Europe**  
**Best International Airport**  
**Best Cargo Airport Outside Asia**  
**Best Cargo Airport**

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## Awards

Since 1980 Amsterdam Airport Schiphol has won almost 180 awards as best airport in Europe or world-wide in several categories


### **Awards in 2011:**

- Best Airport 2011: ACI EUROPE
- Air Cargo Excellence Award 2011
- No.1 Top airport for shopping: Today Luxury Travel 2011
- Excellence Award 2011: Baxter Travel Media Canada
- Airport Marketing Award West Europe: Routes 2011
- Best Airport of the Netherlands: Wereldwijzer Reis Forums 2011
- IT Project of the Year Award (Baggage Hall South):  
IT Management ICT Academy 2011
- Dutch Building Award for sustainable building (TransPort):  
Nederlandse Bouwprijs 2011
- Leed Platinum Certificate for Transport Building:  
United States Green Building Council

Furthermore, the Schiphol App was chosen to be the best 'Travel app' by Travelution



*New York JFK*



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## 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 in Australia.

Schiphol Group has a strategic cooperation with Aruba Airport Authority. 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.



## Other commercial activities

Schiphol Group also is directly and indirectly commercially active at other airports. Examples are Schiphol Real Estate's property operations at Eindhoven Airport, Rotterdam The Hague Airport and Milan Malpensa Airport (Italy). Schiphol Group also has an 18.75% interest in Tradeport, a logistics complex at Hong Kong Airport. Together with the operator of Stockholm-Arlanda Airport Schiphol Group has a joint-venture to manage the retail facilities in the terminals of Stockholm Airport and Göteborg Airport.








## Rotterdam The Hague Airport

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

### Rotterdam The Hague Airport

Passengers x 1,000

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<b>2011</b>		<b>1,124</b>
2010		969
2009		965
2008		1,014
2007		1,093

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## Eindhoven Airport

Schiphol Group has a 51% stake in Eindhoven Airport.

### Eindhoven Airport

Passengers x 1,000

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<b>2011</b>		<b>2,643</b>
2010		2,143
2009		1,712
2008		1,630
2007		1,544

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## Lelystad Airport

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

### Lelystad Airport

Air transport movements

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<b>2011</b>		<b>123,035</b>
2010		125,675

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

Schiphol USA, a Schiphol Group subsidiary has a 100% stake in JFK IAT LLC which operates Terminal 4 at JFK Airport. In 2010 work began on the construction of nine international gates for Delta Airlines. Terminal 4 is the only terminal at JFK Airport which is open 24-hours-a-day.

### JFK IAT, New York (USA)

Passengers x 1,000

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<b>2011</b>		<b>10,200</b>
2010		9,840
2009		9,580
2008		9,258
2007		8,897

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## Brisbane Airport (Australia)

Schiphol Australia, another Schiphol Group subsidiary, has a 18.72% 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.

### Brisbane Airport (Australia)

Passengers x 1,000

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<b>2011</b>		<b>20,400</b>
2010		19,800
2009		18,886
2008		18,780
2007		18,022

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## Aruba Airport

Schiphol Group has a strategic cooperation with Aruba Airport Authority.

### Aruba

Passengers x 1,000

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<b>2011</b>		<b>1,971</b>
2010		1,858

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## Aéroports de Paris

In 2008 Schiphol Group entered into a strategic alliance, HubLink, with the Parisian airport company Aéroports de Paris. Both airport companies have a stake of 8% in each other.

### Charles de Gaulle (Paris)

Passengers x 1,000



### Orly (Paris)

Passengers x 1,000





Help us to recycle



Feed me,  
I am hungry  
for recycling.

Check us  
out at Sustainability



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## General Information

### Did you know...?

- Amsterdam Airport Schiphol is the world's oldest international airport that is still located on the same field where the first aircraft 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 The Hague airport, part of Schiphol Group, is situated lower: 6 meters below sea level.
- In 1957, Amsterdam Airport Schiphol was the first airport on European mainland to have tax free shops.
- In 2001, Amsterdam Airport Schiphol was the first airport in the world where passengers can pass passport control by means 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.
- In 2010, at the Holland Boulevard behind passport control, Schiphol opened the first Airport Library in the world.
- The Schiphol terminal has a floor area of 600,000 square metres.
- In Baggage hall South Schiphol operates the most innovative baggage system in the world with six robots to load baggage containers.
- In 2011, the first 'Airport Park' in the world was opened in Departure Lounge 1.

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## Other publications

Annual Report 2011

Traffic Review 2011

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[www.annualreportschiphol.com](http://www.annualreportschiphol.com)

[www.youtube.com/schiphol](http://www.youtube.com/schiphol)

[www.bezoekbas.nl](http://www.bezoekbas.nl)

