

KPI's Schiphol 2020



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Zero safety incidents

This index is based on the lost time injuries and the number of runway incursions with potential safety consequences.
A lower index means less incidents.

Zero Emissions Airport 2030

Decrease of CO2 emissions taking into account Scope 1 (natural gas and fuels own vehicle fleet), Scope 2 (electricity) and Scope 3 (diesel fuelled at airside, commuter traffic and business travel by car or aircraft).

Top 3 Connected Airport

The number of direct intercontinental destinations for passengers and cargo.



Passengers

Net Promoter Score

Measurement of customer appreciation by asking to what extent the passengers are satisfied with our services.



Airlines

On-time Performance

The punctuality of outbound traffic is measured by the percentage of commercial flights that depart on time.



Local Residents

Reputation Score

This score is based on reputation and engagement surveys and the number of complaints received by Bewoners Aansprekpunt Schiphol.



Employees

High Performance Schiphol

The EPS is determined, on a ten-point scale, by asking the question 'how likely is it that you will recommend our company as an employer to family or friends?'



Shareholders

Return on Equity

A healthy financial return for shareholders based on the result after taxes, divided by average equity.