

Corporate Responsibility



AirportCity

Amsterdam Airport Schiphol breathes the atmosphere of a true metropolis and, as such, is a shining example of an AirportCity: a leading and efficient airport offering its visitors and locally based businesses all the services they require on a 24/7 basis. Schiphol Group aims to rank among the world's leading airport companies. Schiphol Group creates sustainable value for its stakeholders by developing AirportCities and positioning Amsterdam Airport Schiphol as Europe's preferred airport.

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Schiphol is a Mainport: an international, multimodal hub that is the product of interaction between mutually reinforcing businesses and activities. The airport's entrepreneurial business activities, complemented by the implementation of its socio-economic function, serves to maintain and reinforce this status. As such, Corporate Responsibility (CR) is a self-evident component of the business processes of an airport that takes on an active leadership position in the area of socially responsible entrepreneurship. Activities are developed simultaneously along three dimensions: people, planet and profit. In this context, Amsterdam Airport Schiphol is pro-active to do more than meet the minimum legal requirements imposed on the airport.

Collaboration

It is relatively easy to bring the operations for which the airport itself bears direct responsibility in line with the airport's own goals. The scope of responsible entrepreneurship, however, extends beyond that of a company's own operations. More than five hundred enterprises are established on the airport grounds. Working in cooperation with these, Amsterdam Airport Schiphol aims to enter into collaborative ventures or contractual agreements to take collective steps towards enhancing Corporate Responsibility.



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Energy, mobility and work

In cooperation with its stakeholders, Amsterdam Airport Schiphol is developing initiatives around the central issues of energy, mobility and work. In respect of energy, the airport is focusing on the development of a responsible, economical and efficient energy management programme. Examples include the application of heat and cold storage in the terminal, the TransPort office building and Schiphol Group's head office.

As regards mobility, Amsterdam Airport Schiphol aims to improve accessibility by road and by air, and, while doing so, promote environmentally friendly transport by using cars powered by environmentally friendly fuels, providing charge points in parking areas for electrically powered cars and testing systems for generating renewable energy.

When it comes to work, the many enterprises established at and around the airport employ a workforce of around 290,000. As such, employment in and around Amsterdam Airport Schiphol provides significant impetus to the Dutch economy. Key to Schiphol Group's employment policy is the desire to create an inspiring working environment, with ample opportunity for personal and professional development. Priority is equally assigned to enhancing the sustainability of the business operations carried out at the airport, on all fronts – and not just by Schiphol itself.

theGROUNDS

theGrounds is a project that was developed at the initiative of Amsterdam Airport Schiphol. This unique testing ground provides renowned companies and knowledge institutions an opportunity to jointly develop innovative applications for a sustainable airport. With theGROUNDS, Amsterdam Airport Schiphol aims to give added impetus to its ambition to become a leader in sustainability and innovation. The unique opportunity to join forces with renowned and specialised parties and the opportunities offered by the airport as a location help achieve that objective. Schiphol expects theGROUNDS to act as a catalysing agent to speed up the development of pioneering innovations and the creation of new products.



Cooperation in the air...

The Knowledge and Development Centre (KDC) is an example of one such effort, in which Amsterdam Airport Schiphol has joined with KLM and Air Traffic Control the Netherlands (LVNL) to develop and implement low-noise approach and departure procedures and to optimise airspace capacity around Schiphol. In the SIM Innovative Mainport Alliance, Schiphol, KLM, the National Aerospace Laboratory NLR, Delft University of Technology and TNO (the Netherlands Organisation for Applied Scientific Research) have joined forces to realise innovative landside solutions..

... and on behalf of water management

In 2010, Amsterdam Airport Schiphol drew up the Water Plan in close cooperation with the Rijnland Polder Board in order to create a single framework for all water-related issues (water quality and quantity, spatial planning and organisation). 'Water Vision 2030' will be drawn up in order to help manage the further desired developments. The document, a joint effort by Amsterdam Airport Schiphol, the Rijnland Polder Board and the Municipality of Haarlemmermeer, describes the long-term approach to water management.



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Energy

The Energy Strategy 2020 programme sets out Amsterdam Airport Schiphol's targets in terms of responsible energy use and the reduction of fossil fuel consumption. In this connection, Amsterdam Airport Schiphol intends to be climate-neutral in respect of all its own on-site activities by 2012. This objective will be achieved by means of five different initiatives: creating an efficient energy management system, stimulating third parties at the airport to do the same, producing and storing sustainable energy on-site, applying IT to learn more about energy usage patterns, and increasing the level of awareness amongst Schiphol staff.

Reducing energy consumption

Amsterdam Airport Schiphol participates in the Airport Carbon Accreditation benchmark scheme set up by trade association Airports Council International. This benchmark helps provide insight into airports' efforts to reduce CO2 emissions. In March 2011 the measures taken by Schiphol to reduce CO2 emissions were awarded Airport Carbon Accreditation level 3, the highest level but one. This means that Schiphol was not only successful in reducing its own CO2 emissions,

but was also able to stimulate other relevant parties at the airport, including airline handling agents, to follow suit.

LED lighting

A component not to be overlooked in these goals is the conservation of energy through the application of new technology, such as LED lighting. LED lighting is already used at Schiphol to illuminate the works of art on display and for traffic lights, emergency lights and Christmas lights. However, the use of LED lighting is still in its development phase in larger public spaces, given the specific requirements and regulations that apply in these areas. Schiphol is currently conducting tests with LED lighting in the airport's various car parks. In response to the first results, which were positive, the lighting at several car parks has now been replaced by LED lighting. LED lighting will also be installed in the tunnel for apron traffic under Runway 06-24, and in the big Schiphol advertising towers and billboards.

Smart and demand-operated switches

Lighting and ventilation systems are only switched on when they are actually needed. They are increasingly activated by systems that detect the presence of persons, and are adjusted to meet the actual climate and lighting needs at a given point in time. This technology has been in use on a large scale in the terminal building (at the gates and on the piers) since 2010 and has also been introduced in some of the office buildings at the airport, such as the WTC. Smart switches will also be incorporated into new construction projects..

Sustainable energy generation

Amsterdam Airport Schiphol aims to generate 20% of its energy requirements in a sustainable manner at the Schiphol location by 2020. In 2010 solar cells were installed on the roofs of several buildings, such as the TransPort office building and Cargo Building 19, to generate sustainable energy. In addition, Schiphol provided a number of buildings with heat and cold storage facilities and only purchases green power.





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Biomass: algae basin

A pilot with an algae basin was initiated in January 2009. In the algae basin, glycol (the fluid used to de-ice aircraft in winter) is broken down by microalgae. What remains is oxygen-rich water and algae (biomass).

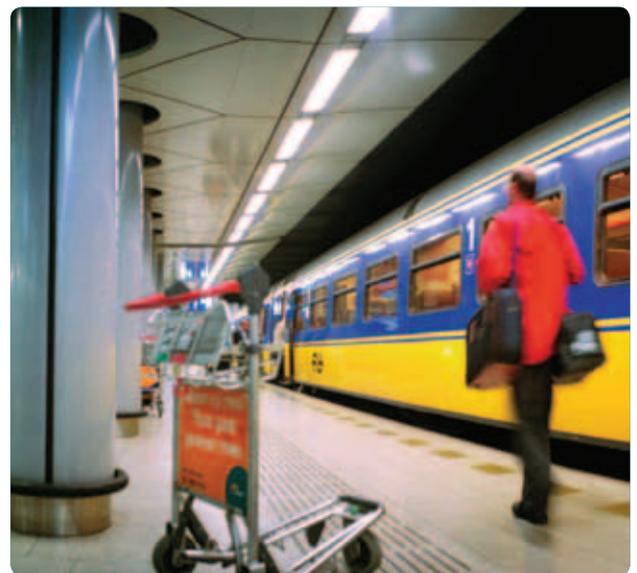
Sustainable construction

The spring of 2010 saw the opening of one of the most sustainable office buildings in the Netherlands, TransPort. TransPort is the first building in the Netherlands to be awarded both a BREAAAM and a LEED certificate for sustainable construction. Energy is provided to the building by solar panels and green energy, recycled 'grey' water is used to flush the toilets and the building is heated by heat and cold storage facilities. The building is also equipped with a 'smart shading system' with fixed blinds that keep the sun out in the summer, but allow it to fill the rooms in winter. Schiphol and the architectural firm Paul de Ruiter received the 2011 Dutch Construction Prize (Nederlandse Bouwprijs 2011), in the category sustainable integral design, for this innovative office building.



Mobility

Accessibility is an essential issue for every airport. Ensuring that Amsterdam Airport Schiphol remains accessible is the shared responsibility of a great many parties. The Schiphol Sustainable Mobility Perspective contains measures and actions aimed at improving the airport's accessibility while reducing CO₂ and NO_x emissions. In 2010, this perspective was translated into a programme with concrete objectives and activities. One of our main aims is to reduce the number of vehicle kilometres to and from the airport. For Amsterdam Airport Schiphol this means discouraging people from dropping off and picking up passengers by private transport and encouraging travellers to opt for travel by public transport. Currently, 42% of



passengers travel to Schiphol by train. Schiphol employees are also stimulated to use public transport. This is also encouraged by the introduction of the 'new style of working.'

Electrically powered transport

More and more use is being made of electrically powered vehicles for transportation at the airport itself. A Th!nkCity, a Tazzari and scooters have been made available to the staff and 10% of Schiphol's own vehicle fleet runs on biodiesel. Schiphol has ordered twenty electric cars to be delivered starting in 2011.

1 BREAAAM is the sustainability quality mark that assesses the sustainability of buildings around the world in terms of aspects such as energy, ecology, transport, materials and health.

2 LEED stands for 'The Leadership in Energy and Environmental Design'. It is a method used to assess the sustainability of the design, construction and management of buildings .



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Eight charge points for electric bicycles and scooters were installed at the airport at the beginning of 2011. Schiphol staff commuting to the airport with environmentally friendly cars are rewarded with the ECO₂ parking emblem, granting them the right to use special parking spaces adjacent to the bus stop where they will be picked up for transport around the airport. Six hundred ECO₂ stickers were issued in 2010. Residual waste at Schiphol is collected by an electrically powered garbage truck, introduced in November 2010. As such, Schiphol is the second location in the Netherlands where waste services provider Van Gansewinkel uses electrically powered vehicles..

Fixed ground power

Air quality in areas surrounding the airport is to be improved by connecting aircraft stands to Fixed Electrical Ground Power (FEGP) facilities and to pre-conditioned air for climate control in the aircraft cabins. The use of ground power facilities and preconditioned air removes the need for Ground Power and Auxiliary Power Units fuelled by diesel.

Work

Employment at and around the airport provides significant impetus to the Dutch economy. Passengers travelling to and from Schiphol generate 170,000 jobs. Add to that the effect of airport-related activity such as corporate investments in the Netherlands, representing an additional 120,000 jobs. In figures, this translates into a total of EUR 26 billion and 290,000 jobs.

Key to Schiphol Group's employment policy is the desire to create an inspiring working environment,

with ample opportunity for ongoing personal and professional development. Priority is also assigned at Schiphol to the development of forward-looking business operations.

I...Schiphol!

The 'I...Schiphol!' programme was launched at the end of 2009 within the framework of the organisational change towards a more lean & mean organisation.. The goal of the programme is to create a more effective and flexible organisation with a results-oriented culture, where the organisation and its employees are always 'one step ahead'. Every employee consciously pursues the Schiphol values: hospitable, efficient, reliable, inspiring and sustainable.

Diversity

Schiphol believes it is important that its staff represent a wide diversity of people. This is a policy that is actively pursued by the organisation. Schiphol's current diversity policy is aimed at promoting talented women to top-level positions within the organisation. Schiphol Group also signed the 'Talent to the Top' charter in December, pledging its commitment towards greater recruitment, promotion and retention of female staff, in particular, for top-level positions in the organisation.

The new style of working

The new style of working is based on teleworking, flexible working hours and personal responsibility. Schiphol expects this new style of working to yield many benefits in terms of promoting higher productivity as well as the commitment and satisfaction of our staff, and that it will enhance our image as an attractive employer. The new style of working will also contribute to improving the accessibility of the airport and to reducing CO₂





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emissions by keeping commuter traffic down to a minimum. Schiphol expresses its social engagement through the organisation of various activities, focusing on employment opportunities for young people and projects in the surrounding area.

Schiphol College

The Schiphol College Foundations aims to help people further develop their talents, with a special focus on those who have difficulty entering the labour market. The foundation, a network organisation that forges links between businesses, education and the job market, was established in 2007 as a joint initiative of Schiphol Group and the Amsterdam Regional Training Centre. To lower the threshold to the labour market for specific groups of young people, Schiphol College provides work experience placements to prepare participants for a job at Amsterdam Airport Schiphol. The primary employment sectors include security, logistics and facility services. In addition, Schiphol College has developed specific senior secondary vocational education (MBO) programmes in cooperation with various partner companies at the airport. Schiphol College also acts as the airport's work placement agency and, by offering professional training programmes, helps to meet the demand for adequately trained personnel.

In conclusion

For decades, Amsterdam Airport Schiphol has played a leading role in aviation worldwide. The airport has set itself ambitious targets for environmentally-friendly aviation. Our wish to make the best possible use of the space available requires us to look as far ahead as possible. This is why our goals for the future are clear.



Key figures for 2010

45.2 million passengers
1,512,256 tonnes of cargo
386,316 air transport movements
of which 15,605 (4%) full-freighter flights

301 scheduled flight destinations, 19 destinations exclusively for cargo
in 99 countries, with 106 airlines
514 companies within the airport grounds
1.2 million m³ of drinking water consumed
33.6 million m³ of natural gas consumed
311 million kWh of electricity used