

# 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.

Published by  
**Schiphol Group**  
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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 (excl. deferred tax asset)	4,543	4,127	4,011	10.1%

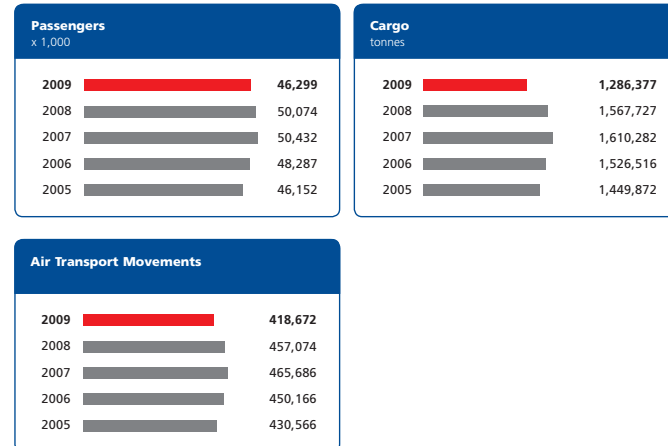
### Ratios

	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	+/-
<b>Personnel</b>				
Year-end workforce in full-time equivalents	2,395	2,532	2,532	- 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

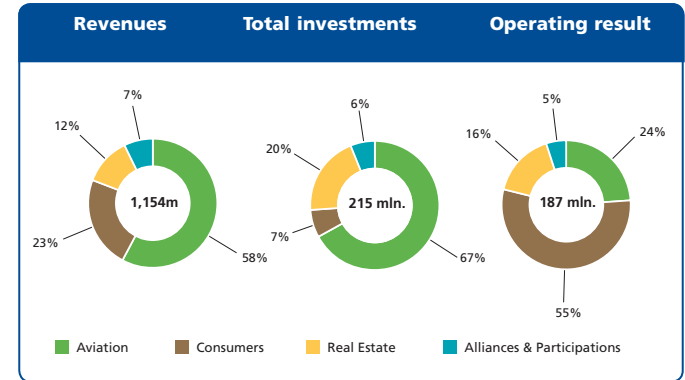
Schiphol Group's operations are organised into four business areas.

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	135	135	- 0.2%
Result on sale of investment property	0	2	- 96.2%
Fair value gains and losses on property	- 39	19	- 304.3%
Operating expenses	67	64	3.9%
EBITDA	51	111	- 54.0%
Operating result	29	93	- 68.7%
Average non-current assets	1.511	1.461	3.3%
RONA before tax	2.1%	6.6%	
RONA after tax	1.5%	4.9%	
Investments in fixed assets	34	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	34	23
Departure Lounges	71	34
<b>Total</b>	<b>105</b>	<b>57</b>

## Ten Major European Airports (2009)

(excl. transit direct)

	Passenger movements (x 1,000)	Air Transport movements (x 1,000)	Cargo transport (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)

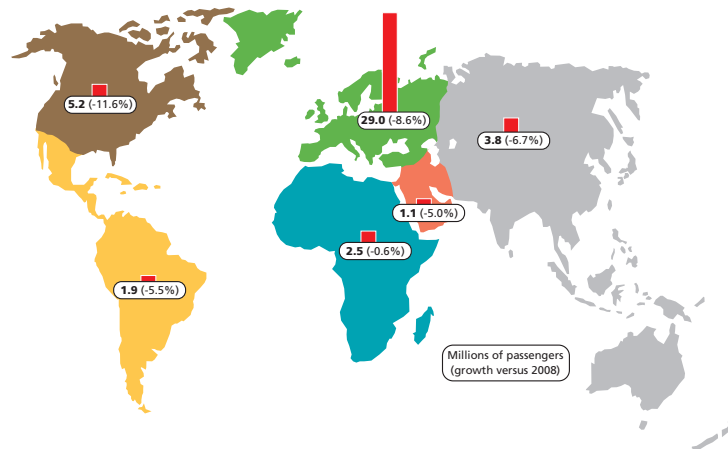
Year	Scheduled	Non-Scheduled	Transit-direct	Total
<b>2009</b>	<b>40,261</b>	<b>3,262</b>	<b>47</b>	<b>43,570</b>
2008	43,540	3,851	38	47,430
2007	43,703	4,041	50	47,795
2006	41,714	4,273	79	46,066
2005	39,831	4,247	86	44,163
2004	38,035	4,391	116	42,541
2003	35,590	4,219	152	39,960
2002	36,102	4,485	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)

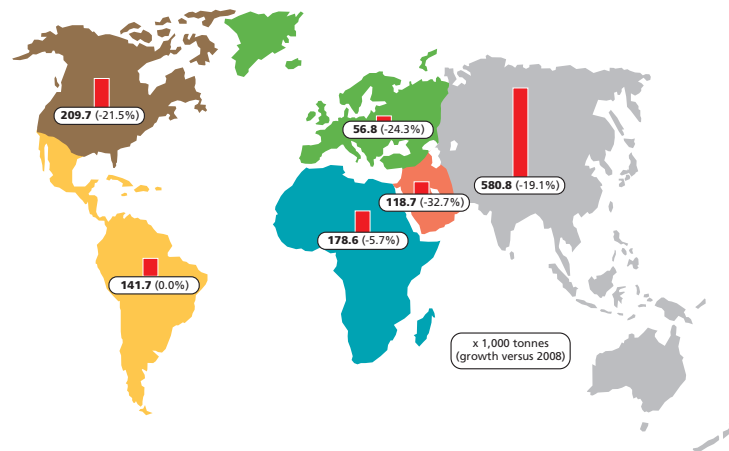
Year	Non-		Total
	Scheduled	Scheduled	
2009	1,048,066	238,306	<b>1,286,372</b>
2008	1,238,355	329,377	1,567,712
2007	1,279,546	330,736	1,610,282
2006	1,222,474	304,027	1,526,501
2005	1,149,143	300,712	1,449,855
2004	1,118,956	302,067	1,421,023
2003	1,035,456	270,699	1,306,155
2002	987,335	252,565	1,239,900
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

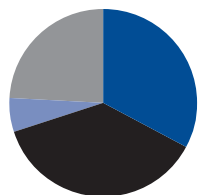
Cargo per region in 2009 (in tonnes)

	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>



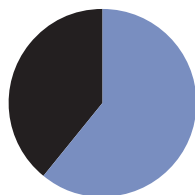
## Passenger Profile

### Residence



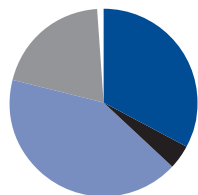
■ Netherlands	33%
■ Rest EU	37%
■ Rest of Europe	6%
■ Intercontinental	24%

### Gender



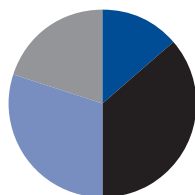
■ Male	61%
■ Female	39%

### Reason for travelling



■ Business	33%
■ Congress / study	4%
■ Leisure	42%
■ Visiting friends / relatives	20%
□ Other	1%

### Flight experience last 12 months



■ First flight	15%
■ 1 to 3 flights	35%
■ 4 to 10 flights	28%
■ > 10 flights	22%

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

\* In 2009 a new registration system has been implemented, which allows to registrate 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>)

2009	1,189
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>
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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.

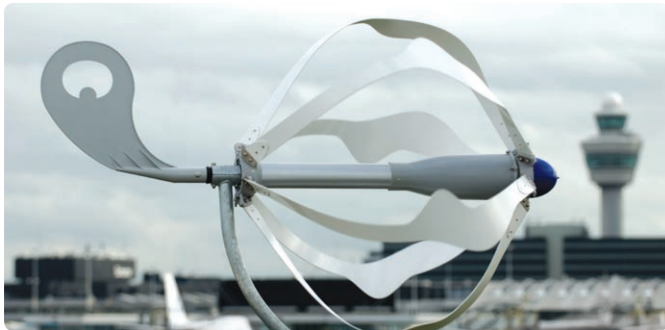
## Corporate Responsibility

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

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