

Corporate Responsibility at Schiphol



AirportCity

Amsterdam Airport Schiphol has the atmosphere of a metropolis and is a shining example of an AirportCity: a leading, efficient airport that provides the full range of services required by visitors and companies located there 24 hours a day, seven days a week.

Schiphol Group is an airport company and Amsterdam Airport Schiphol is its principal airport. We aim to create sustainable value for our stakeholders, with due regard for their various interests. All our actions reflect our key values: reliability, efficiency, hospitality, inspiration and sustainability. Schiphol Group's mission is Connecting the Netherlands: connecting the Netherlands to the rest of the world in order to contribute to prosperity and well-being in this country and elsewhere.

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Schiphol Group creates value for the Dutch economy and society at large. Connecting the Netherlands is our mission, we facilitate optimal links with the rest of the world, contributing to prosperity and well-being both in the Netherlands and beyond. We call this 'connecting to compete and to complete'.

Mainport Schiphol's principal strength is its network of connections. It is this network that puts the Netherlands in direct contact with key economic centres across the globe and allows Dutch entrepreneurs to conduct business worldwide. Conversely, the network also improves the local region's competitive position by making it an attractive business environment for international companies. This creates a competitive marketplace – a driver for economic growth.

There is considerable awareness these days that we are living in a vulnerable environment whose resources are finite. Indeed, we are facing environmental challenges on a global scale. Schiphol is conscious of the intimate relationship between business operations and social and environmental well-being. For Schiphol, Corporate Responsibility is not so much a programme as a way of thinking and working that must be integrated in all aspects of its organisation. It calls on us to operate with respect for people, the environment and our neighbours. CR is firmly embedded in our operations and is crucial both



for our licence to grow and our licence to operate. It means that Schiphol assumes its responsibility within the context of five socio-economic themes: sustainable

employment; accessibility; climate-friendly aviation; raw materials and waste flows; and local community, noise levels and air quality.

Sustainable employment

Sustainable employment is both a condition for and a result of the sound economic development of the Mainport. The network of over 320 direct destinations and the activities carried out at and around Amsterdam Airport Schiphol and our other airports constitute major drivers of the Dutch economy and employment. The transport of passengers and cargo generates 300,000 jobs. The Schiphol location alone accommodates some 500 companies that provide jobs for approximately 65,000 employees.

Regional employment

The airport is an important driver of regional employment. We stimulate employment through Schiphol Aviation College (Luchtvaart College Schiphol), an organisation established by KLM, the Amsterdam Regional Training Centre (ROC) and Schiphol Group. Every year the College provides training to some six hundred students and offers work placement positions for three hundred students. One thousand employees also receive training or take courses each year. As a business entity firmly rooted in society, we wish to fulfil our social responsibility by offering job

opportunities to people with limited chances on the labour market. Schiphol Aviation College places them with airport-based employers.

Sustainable employability and integrity

Our policy is aimed at the continuous development of employees within the company so that they can advance to new, challenging roles. The underlying principle is that all our people are fit, motivated and able to continue working productively both now and in the future. Vitality is a key concept for us, and we promote internal mobility. Schiphol Group can only execute its strategy if it has the right people to do so. Schiphol places great value on the integrity of all its employees. An online training course was made available to raise and assess awareness of the Code of Conduct both among our own employees and external staff. A chapter on integrity based on the Code of Conduct has been added to the Supplier Code, which is integrated into the purchasing process.

Inclusive business practice

Schiphol Group heightened its ambitions for inclusive business practice in 2015 and signed the Diversity Charter in the summer of that year. Diversity has



Mainport Schiphol

It is Schiphol Group's socio-economic task to safeguard the continuity of and develop Mainport Schiphol and the regional airports. In fulfilling this task we have an impact on society. We take responsibility and seek to strike the appropriate balance between the positive and negative effects of our activities. We always endeavour to consciously weigh the people, planet and profit aspects in our investment decisions, calls for tenders and other business activities. This is why we are constantly working with our stakeholders to minimise disruptions and investing primarily with a view to improving the quality of life in the region.



become one of the key objectives of our employment policy. In addition, in late 2015 we launched the 'Aviation Inclusive' collaboration project in conjunction with employers' association ANWV, and in line with the Participation Act. Businesses in the Schiphol region expressed their intention to create more jobs

for people with an occupational disability. Aviation Inclusive has been given concrete form in 2016 with support from Schiphol Aviation College.

Working safely

Safety is a key priority underlying both our own operations and those of our partners. We work to ensure the safety of travellers, visitors and employees and improve workplace safety in cooperation with the airlines, the Royal Netherlands Marechaussee, contractors and other companies. A safe and healthy airport environment and workplace is the shared responsibility of all stakeholders. Each partner is responsible for ensuring the safety of its own processes. As the airport operator, Schiphol Group monitors compliance with all relevant regulations. Safe working conditions receive added attention during large-scale construction projects. The '12 Golden Rules of Safety' are a vital instrument to promote safe working practices.



Accessibility

Schiphol Group will only be able to connect the Netherlands with the rest of the world truly effectively if our airports are also easy to reach by road and rail.

After price and the network of destinations, accessibility is the main reason why passengers choose a specific airport. Schiphol Group plays a coordinating role in improving accessibility to its airports by public transport and increasing the sustainability of the solutions offered, in consultation with the transport companies. We wish to offer a good mix of high-quality products on our locations, and encourage providers to keep those products as clean as possible. We hold regular discussions on these aspects with our partners and include them as criteria in our concession agreements for street taxis and bus transport from, to and at Schiphol.

Schiphol's accessibility

Space is limited in the Netherlands, and the area around Schiphol is no exception. We aim to streamline traffic flows at the airport as efficiently as possible. Schiphol depends on a dense, high-frequency public transport network as well as on a varied and adequate range of parking options. A project group with

representatives from ProRail, Dutch Rail, the Ministry of Infrastructure and the Environment, the municipality of Haarlemmermeer and the Amsterdam Metropolitan Area is developing plans for improvements in the short and long term. Schiphol will also continue its efforts to improve and expand train connections. We are in favour of extending the North-South metro line from Amsterdam-Zuid WTC to Schiphol, as this will improve the reliability of the entire transport system. Plans have been made to free up space in the rail system for international connections to Paris and other important cities, such as Berlin, Frankfurt and London. These transport options also tie in with our aim to reduce CO₂ emissions.

In 2015, work continued on the road network around the airport: the rerouting of the A9 motorway is underway and is scheduled for completion in 2018. As a result, traffic will flow more smoothly at the A4/ A9 interchange.

The airport's accessibility by bus was significantly improved in 2015. In May, the North High-Quality Public Transport Hub (HOV) was opened. Travellers can now transfer comfortably at this hub onto fast bus services to destinations such as Schiphol Plaza, Haarlem, Amsterdam, Amstelveen and



Amsterdam-Zuidoost. The project is a collaboration between Schiphol, the Amsterdam Metropolitan Area, the province of North Holland and the municipality of Haarlemmermeer. The new bus station, designed by the architects Claessens Erdmann, is an exceptional and highly sustainable building whose design won the ARC15 Innovation Award. The roof is made of

salvaged steel from an old British aircraft hangar from the Second World War, which was previously used at Rotterdam The Hague Airport. Solar panels on the roof make the building self-sufficient and therefore climate-neutral. A second bus station is currently being constructed at Schiphol-East.

Climate-friendly aviation

If we are to position Schiphol as Europe's Preferred Airport, we need continued growth. In this context, Schiphol Group is taking its responsibility for protecting the environment and fighting climate change. In our view, growth and sustainability go hand in hand. We pursue a policy of actively reducing emissions. We are continually investing in the sustainability of our own business operations and stimulate our partners at the airports to do the same.

Biofuel

Though they do not consume kerosene themselves, airports can be a party in the transition to cleaner alternatives. Schiphol Group has joined forces with home carrier KLM, biofuel supplier SkyNRG and several other partners to promote the large-scale use of biofuels in aviation. Schiphol Group and KLM are furthermore taking part in a number of university studies and pilot projects to explore options for developing the biofuels market. KLM itself is one

of the world's leading pioneers in biofuels use. Schiphol has extended its membership of KLM's Corporate BioFuel programme through to 2018.

Single European Sky

As a part of the European Single European Sky (SES) initiative, efforts are underway to modernise the European air traffic control system. As well as boosting capacity and optimising air space, these modernisations also encompass significant efficiency improvements in ground processes, aircraft handling and airport use. Airspace optimisation is aimed at shortening flight routes and lowering fuel consumption, which will be reflected in reduced CO₂ emissions.

Front runner

It is Schiphol Group's goal to achieve CO₂ neutrality for its own operations every year. We reduce emissions by using sustainable energy and fuels to the fullest extent possible. In 2015, as in previous years, we managed to achieve this ambition, partly by compensating emissions with certificates for Dutch, Belgian and Central-European wind energy and Belgian solar energy projects.

Amsterdam Airport Schiphol is one of the airports most actively pursuing emission reductions. In 2015 we retained our 3+ status in Airport Council International's Airport Carbon Accreditation system. This is the highest status that can be attained and was awarded on the basis of our investments in biofuels, electrically powered vehicles, use of LED lighting and restriction of commuter traffic. Our ambition is to maintain this highest status in future.

Energy efficiency

Schiphol Group's policy is to use energy as efficiently as possible. We have replaced a large share of the public area and car park lighting by LED lighting, exchanged large cooling units and air treatment units





for more energy-efficient models and, where possible, simply switch off signs and systems more often. As of 2015 we are also concluding sustainable management and maintenance contracts with our main contractors, and we are planning to develop an energy-neutral mobile commercial multi-tenant building at Schiphol-East. The new floors on the piers are full of smart technology which reduces costs in various areas. The climate control system is certainly unique,

as it is linked with Schiphol's flight information system. The ventilation stops as soon as sensors no longer register the presence of any passengers in the piers. The new floors also have smart sun blinds. Instead of electric, energy-consuming blinds or Luxaflex, the windows are fitted with a screen print featuring small balls: black on the inside and white on the outside. From inside the windows are perfectly transparent, but the white balls outside reflect the sunlight.

Dilemma: generating energy on our own site?

In previous years our ambition was to generate 20% of our own energy requirement by sustainable means at Amsterdam Airport Schiphol itself. This year we evaluated whether this ambition remains realistic. We were confronted with a dilemma: we have a great deal of land on the Schiphol location, but are limited in our options due to safety constraints on the airport grounds. Besides this, we need to consider whether it fits with Schiphol's strategy to be an energy producer. For these reasons, in 2015 we compared the options for generating energy on the Schiphol site and outside the Schiphol site. This made us decide to purchase 100% sustainable energy. Meanwhile, we will continue to explore options for generating energy to meet our own building and process-based requirements on site. One example is our fleet of electric buses on airside, which run on solar energy generated on the Schiphol site.

Preparations for Area A

The development of Area A, with its new pier and a terminal, is the next step in Schiphol's modular Master Plan approach. Area A involves a structural expansion which, as it adds capacity, will also improve quality. The new pier and terminal are being developed in accordance with the LEED method (Leadership in Energy & Environment Design). The Area A pier is expected to be completed by the end of 2019. The new terminal will be connected to the existing terminal and will probably become available in 2023.



Raw materials and residual flows

Schiphol Group believes in the necessity of a circular economy. We are dedicated to the intelligent design of operating equipment, reuse and recycling of residual flows, closed circular supply chains and raising awareness throughout the entire chain.

We feel it is important to lead by example wherever we can. This also fuels our mission to innovate. More effective and efficient use of raw materials also makes us less vulnerable to variations in supply and corresponding price fluctuations.

Circular economy

Schiphol is a founding partner of 'The Netherlands as a Circular Hotspot' initiative. In 2015 we joined the Ellen MacArthur Foundation, whose mission is to speed the transition to a circular economy. We joined the foundation in order to expand our knowledge in this field.

Zero waste in 2030

By the year 2030 we aim to be an organisation that uses only products and resources that can either be reused or recycled or else are entirely biodegradable.



We are currently in a phase of rethinking our approach. We aim to eliminate waste flows, but instead of 'waste flows' we are now talking in terms of 'residual flows', given that these flows often still have economic value. Achieving a true zero waste operation requires us to make our supply chains more sustainable and to restructure our business models. Our order of preference is to reuse materials on location and, if that is not possible, to reuse them in the region or else nationally. As well as simplifying the process, this also cuts back on transport. We are also working to phase out toxic substances in construction and renovation projects at our locations.

Use of materials

Schiphol uses biobased products wherever possible. We cultivate our own hemp for fibre and flax for oil

What's the yield?

1. 50% reduction in energy consumption thanks to energy-efficient LED lighting.
2. 75% longer service life of the fittings.
3. Lower maintenance costs. As separate components can be replaced, the fittings will last longer.
4. Optimum reduction in consumption of resources, since the entire fitting can be reused.



and recently began planting elephant grass. These grass varieties are useful for a range of reasons: they do not contribute to residual flows, are unappealing to birds and at the same time supply organic products such as furniture polish, sustainable building materials and paint. In October, the paint manufacturer Rigo, which produces such organic paints and polish for us, received a SHARE Award for its sustainable initiatives.

The lighting in Lounge 2 is a great example of circular economy. The 'light as a service' concept entails that Schiphol pays for the light produced, while Philips and Cofely remain the owners of the lamps and fittings. This is an entirely new business model that not only promotes sustainability, but actually improves the quality of the lighting as perceived by passengers.

Environment, noise and air quality

Living and working near an airport has both positive and negative sides. These are not distributed evenly in the environment. We regard it as our responsibility to work with our partners to improve the quality of life and to limit any nuisance to the greatest possible extent.

Administrative collaboration

The structural consultations at national, provincial and municipal level are extremely valuable for us. The Schiphol Local Community Council was set up in January 2015. Stakeholders come together in this platform to address issues relating to the development of Schiphol and the surrounding area. These stakeholders include authorities, the aviation sector, residents and sector organisations. The Community Council has replaced the Alders Platform Schiphol and

the Schiphol Regional Consultative Committee (CROS). We also actively participate in SMASH (the Mainport Amsterdam Schiphol Haarlemmermeer Structural Concept), with the aim of strengthening the metropolitan region and the role of the airport in this context.

Improving the quality of life

Improving the quality of life for people living near Schiphol is a goal which is shared by Schiphol Group, the province of North-Holland and the central government. These parties have set up the Schiphol Quality of Life Foundation in order to achieve this. All the participants have twice donated ten million euros to the foundation. It finances projects and offers benefits-in-kind (such as noise insulation) to individual victims of intolerable or unworkable circumstances who fall outside the scope of the existing statutory regulations for compensation.



Reports from local residents

The Local Community Contact Centre (Bas), a foundation formed by Air Traffic Control the Netherlands (LVNL) and Amsterdam Airport Schiphol, provides daily information on air traffic to, from and at Schiphol, runway and route usage and living in the Schiphol area. Bas registers all complaints and visits local residents who feel seriously affected and have requested face-to-face contact.

Noise monitoring points

Amsterdam Airport Schiphol uses the Noise Monitoring System, or NOMOS, which currently includes 37 monitoring points. These are connected to a computer and to the nomos.schiphol.nl website, on which the results are posted. Among other things, noise disturbance depends on the number, timing and type of flights and the aircraft used. Schiphol can influence some of these aspects directly, but on others we can only exert indirect influence. We are continuing our efforts to contain noise disturbance as effectively as possible in collaboration with other aviation parties, including KLM, BARIN and Air Traffic Control the Netherlands (LVNL).

Further research on ultra-fine particles

In 2015 the Dutch National Institute for Public Health and the Environment (RIVM) conducted a supplementary study on the volume of ultra-fine particles in the air around Schiphol, responding to a publication issued by the TNO research institute in late 2014. The latter study found that aircraft may increase the concentration of ultra-fine particles in a radius of up to 40 kilometres around the airport during take-off. The RIVM's research results, which were published in September 2015, show that concentrations of ultra-fine particles near the airport are comparable to those in a busy city street. It further notes that additional research is needed to ascertain the effects of ultra-fine particles on health. The Minister for the Environment has pledged to the Lower House that this further research will be conducted. Schiphol is now teaming up with other aviation sector partners to expand our knowledge of ultra-fine particles. We aim to address this issue as proactively as possible, supplying aircraft stands with FEGP and encouraging a speedier switch to electrical vehicles on airside.



Air quality

Schiphol Group is dedicated to high air quality at and around the airports and aims to lead the industry when it comes to reducing NOx and particulate emissions. These efforts are important in view of our commitment to the health of people working at Schiphol and local residents in our immediate environment. In many cases, measures we take to improve air quality at and around our airports can dovetail with measures to cut energy consumption, most notably in the replacement of traditional fuel engines with electric engines. In 2015, we put 35 electric, solar-powered buses into operation. Designed especially for and in collaboration with the airport, these buses offer more seats and comfort as well as more baggage space. This is made possible by a number of measures, such as a smaller battery tailored for the required action radius at Schiphol. The growth of electric driving is accompanied by a growing need for electric charging points. Over the past year we met with all stakeholders to draft a policy on electric charging. Sixteen charging facilities have now been installed, out of a total of 150-200 needed. These will be built over the next two years. Electric charging points will also be installed in the car parks.

At the end of 2015, a total of 70 aircraft stands were supplied with Fixed Electrical Ground Power (FEGP). Aircraft at these locations no longer need to use their tail engines, thereby cutting NOx emissions. In 2016 we will be adding FEGP at another three aircraft stands.



Social involvement

Schiphol Fund

Founded in 1994, the Schiphol Fund aims to highlight Schiphol's involvement with the community, centring around the theme of encouraging physical movement. Movement generates connections between people, which fits in very well with Schiphol's mission. Four times a year the Fund awards donations for projects in the immediate environment of the airport.



Unicef

Schiphol Group enters into three-year partnerships with international charities that focus their efforts on children. The idea is that our own staff initiate fund-raising activities. In addition, the charity will receive the proceeds from the collection points in the terminal. The partnership with Unicef has been extended by two years. In 2016 the funds raised will go to Guatemala.



Key figures for 2015

58,2 million passengers,
1,6 million tonnes of cargo,
450.679 air transport movements, of which
16.775 carried out by full freighters

322 scheduled flight destinations,
27 destinations exclusively for cargo,
95 countries, with
109 airlines

500 companies within the airport grounds
with approximately **65,000** employees

3rd in Europe in terms of cargo volumes
4th in Europe in terms of air transport movements
5th in Europe in terms of passenger volumes

Important websites

www.jaarverslagschiphol.nl
www.schiphol.nl/cr
www.schiphol.nl/junior
www.youtube.com/schiphol
www.theGROUNDS.com
www.mainportinnovationfund.com
www.bezoekbas.nl
www.schipholfonds.nl