



Supplementary information

Lucie van der Lely, apron employee for handling company Viggo:

'Ground Power Units are needed on the apron to supply parked planes with electricity. Fortunately, more and more of these generators run on electricity rather than diesel. That means fewer emissions and a cleaner work environment. And starting up is no longer necessary; just plug in and go.'

Historical summary

(in millions of euros, unless otherwise indicated)

	2023	2022	2021	2020 ¹	2019	2018	2017	2016	2015	2014
Profit and loss account										
Revenue	1,852	1,491	816	688	1,615	1,509	1,458	1,435	1,423	1,438
Other results from investment property	-151	-192	69	-64	113	107	80	71	117	35
Total operating revenue	1,701	1,299	885	624	1,728	1,616	1,538	1,506	1,540	1,473
Total operating expenses before depreciation, amortisation and impairment	-1,351	-1,119	-732	-830	-1,039	-981	-916	-848	-804	-838
EBITDA	350	179	154	-206	689	635	622	658	735	635
Depreciation, amortisation and impairment	-344	-331	-299	-324	-294	-267	-264	-238	-230	-232
Operating result	6	-152	-145	-530	395	368	359	420	505	403
Financial income and expenses	2	-16	185	-92	-84	-90	-86	-91	-89	-86
Taxation, share in operating result of associates and minority interests	14	91	64	55	51	8	12	-18	-38	-43
Result on ordinary activities after tax	22	-77	104	-568	362	286	286	311	378	274
Minority interests	9	9	-1	-5	7	7	6	5	4	2
Net result	13	-86	105	-563	355	279	280	306	374	272
Balance sheet										
Non-current assets	7,723	7,585	7,512	7,852	7,446	6,512	6,040	5,818	5,646	5,413
Current assets	1,531	2,019	2,378	1,428	350	861	615	608	759	415
Total assets	9,254	9,604	9,891	9,280	7,797	7,373	6,655	6,426	6,405	5,829
Equity	3,499	3,506	3,531	3,777	4,372	4,136	3,978	3,860	3,716	3,453
Provisions	68	71	82	100	104	106	79	57	56	57
Non-current liabilities	4,726	5,436	5,846	4,521	2,721	2,474	2,225	2,172	2,021	1,987
Current liabilities	962	591	433	883	599	656	373	337	612	334
Total equity and liabilities	9,254	9,604	9,891	9,280	7,797	7,373	6,655	6,426	6,405	5,830
Operating cash flow (conform cashflow statement)	489	353	-79	-157	523	526	267	438	508	508

¹ Comparative figures before 2020 have not been restated due to a change in definitions. Reference is made to the notes on the next page.

(in millions of euros, unless otherwise indicated)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014 ¹
Ratios²										
Operating result as % of revenue	0.3	-10.2	-17.8	-77.1	24.5	24.4	24.6	29.3	35.5	27.3
(Underlying) Return on average equity to shareholder in % (ROE) ³	2.9	-2.5	3.0	-13.8	8.3	7.0	7.2	8.2	10.4	8.0
Return on Average Capital Employed in % ⁴	0.5	-1.3	-1.6	-8.1	7.5	7.2	7.2	8.2	10.1	8.4
FFO/Net debt in % ⁵	11.8	7.4	-0.6	-3.9	20.5	18.7	21.6	22.8	22.0	26.5
FFO interest coverage ratio	6.7	4.5	0.7	-0.6	7.5	6.6	6.9	6.8	6.7	6.4
Net Leverage ⁶	7.5	10.1	n/a	-18.5	3.8	38.9	35.2	34.9	37.0	35.0
Figures per share										
Earnings per share	74	-509	562	-3,023	1,908	1,496	1,503	1,645	2,010	1,461
Operating cash flow per share	2,625	1,898	-409	-844	2,807	2,827	1,435	2,354	2,728	2,730
Dividend per share	-	-	-	-	813	631	807	797	1,006	744
Personnel										
Average effective full-time equivalent employees	2,820	2,487	2,474	2,711	2,519	2,324	2,180	2,063	2,000	2,039

1 Comparative figures before 2012 have not been restated due to adoption of IFRS 11.

2 For definitions, reference is made to Key figures unless stated in the notes below.

3 Before 2020, ROE is calculated as net result attributable to shareholder / average total equity to shareholder.

4 Operating result + result and interest associates / average of equity + interest-bearing debt.

5 Before 2020, FFO / Total debt was calculated as funds from operations (cash flow from operating activities before changes in working capital) / interest-bearing debt.

6 Before 2020 Net leverage was calculated as (Interest-bearing debt - cash and cash equivalents*) / EBITDA. *Cash and cash equivalents for this calculation include deposits > 3 Months.

Glossary

8-point plan Quieter, Cleaner, Better

Eight [specific measures](#) that Schiphol believes are necessary for an airport and aviation sector that are more in balance with the world around them. With these measures, Schiphol wants to provide perspective for the local community, employees and the aviation sector.

Air transport movements

Commercial air transport movements (not carried out by the military, police, etc.)

Airport Carbon Accreditation

Benchmark for the Airports Council International (ACI) sector association. This benchmark helps provide insight into airports' efforts to reduce CO₂e emissions

BAS

The Local Community Contact Centre (BAS) is the information and complaints centre to which local residents can address their questions and complaints concerning air traffic at Amsterdam Airport Schiphol. BAS is a joint initiative of Air Traffic Control the Netherlands (LVNL) and Amsterdam Airport Schiphol

BCI

BCI (Building Circularity Index) is a way to determine the circularity, by taking into account, among other things, the circularity of the products that form a building, the origins and future possibilities of materials used, and the possibilities of disassembly. BCI is in line with the definition of Alba concepts

Best Value

Best Value (Procurement Performance) is a method for organising large tenders. The aim is to find the expert that is most capable of carrying out the project at the lowest possible cost throughout its lifecycle ('total cost'). Best Value assumes that it is not the client but the contractor who is the expert. This means that the expert

is given every opportunity to come up with innovative, out-of-the box solutions, if applicable

Bird strike

Bird strikes are incidents in which dead birds or bird remains are found on an aircraft or a runway, and for which it can reasonably be assumed that the strike occurred within the airport boundaries

BPVS

Public-private platform: Beveiliging en Publieke Veiligheid Schiphol (Security and Public Safety Schiphol)

BREEAM

Building Research Establishment Environmental Assessment Method (BREEAM) certification is awarded by the Dutch Green Building Council

Business area

A functional cluster of activities within the Schiphol Group organisation

Catchment area

Area from which passengers travel to and from Amsterdam Airport Schiphol by road or rail

CO₂e emissions

A carbon dioxide equivalent or CO₂ equivalent, is a metric measure used to compare the emissions from various greenhouse gases based on their global-warming potential. By converting amounts of other gases to the equivalent amount of carbon dioxide with the same global warming potential.

CT

3D Computer Tomography, makes use of computer-processed combinations of X-ray measurements in such a way that a three-dimensional image is generated, which can be rotated and

looked at from all angles. With CT security scanners, passengers do not have to take their laptop or liquids out of their hand luggage anymore

EBIT

Earnings before interest and tax

EBITDA

Earnings before interest, tax, depreciation and amortisation

Full freighter destination

Effective from 2018, full freighter destinations are defined as examples of more than 100,000 kilogrammes of cargo being shipped to and from a destination in at least ten frequencies during a single year

Ground noise

Ground noise is low-frequency noise-producing vibrations that can cause disturbance. It is perceived differently from 'regular' noise, and is more often felt than heard. Low-frequency noise is produced by aircraft taking off on the runway

Hub airport

A large airport where continental and intercontinental flights are available. Schiphol is the hub for KLM and (codeshare) partners

Hub connectivity

Hub connectivity measures the number of connecting flights per week that can be facilitated by the hub airport in question - taking into account minimum and maximum connecting times, and weighting the quality of the connections by the detour involved and connecting times

HVAC systems

HVAC stands for heating, ventilation and air conditioning (including cooling)

Just culture

A concept which emphasises that mistakes are generally a product of faulty organisational cultures. A just culture is the opposite of a blame culture. A just culture helps create an environment in which individuals feel free to report errors and help the organisation to learn from mistakes

Lden

The calculated noise levels produced by all aircraft flying to or from the airport during a year. Night-time noise levels are expressed in Lnight (Level night). 24-hour noise levels are expressed in Lden (Level day-evening-night). Formerly, the noise impact was expressed in Ke (Unit Costs)

MIRT

National government and regional authorities have joined forces in projects and programmes covering every region of the Netherlands. The Dutch Multi-Year Programme for Infrastructure, Spatial Planning and Transport (MIRT) focuses on financial investments in such programmes and projects

Mobility as a Service

Mobility as a Service (MaaS) is a mobility concept that allows consumers to use various modes of transport via a single subscription, eliminating the need for users to book and pay for multiple tickets from multiple providers. MaaS automatically services adjustments to the trip when necessary

MTOW

Maximum Take-Off Weight of an aircraft upon which take-off and landing charges are based

MVP

A minimum viable product is a version of a product with just enough features to be usable by early customers who can then provide feedback for future product development. A focus on MVP development can avoid lengthy and unnecessary work

Net Promoter Score

A simple yet powerful instrument for measuring customer satisfaction, whereby respondents are asked to indicate the extent to which they would recommend a company, product or service to others

Night-time flight

Air transport movement performed during the night (between 23.00 and 07.00). During this period, the use of runways is restricted and incoming aircraft must use silent approaches while departing flights must make use of special night routes

OD passengers

Origin and destination passengers using Schiphol as their airport of departure or arrival

Passenger destination

Effective from 2018, a passenger destination is strictly defined as a destination served by an airline carrying at least ten passengers on a flight from Schiphol for at least eight weeks in a row

Preclearance

A procedure where all border checks needed for entry into the United States are carried out at Amsterdam Airport Schiphol before boarding a US-bound flight. This eliminates the need for extensive checks upon arrival in the US

Runways at Schiphol

Runways are officially indicated by their position according to compass degrees (e.g. 040 - 220) and if they are parallel, their relative position during their use (Left, Right, Centre runway). At Schiphol, the runways are mostly indicated by names:

- 04-22 Schiphol East
- 06-24 Kaagbaan
- 09-27 Buitenveldertbaan
- 18L-36R Aalsmeerbaan
- 18C-36C Zwanenburgbaan
- 18R-36L Polderbaan

WLU

Work Load Unit indicator (WLU: one passenger or 100 kilogrammes of cargo), a method to measure the developments of costs

Zero-waste

We have reached our ambition to be zero-waste when incoming materials are minimised and residuals are reused in high-value applications, as high as reasonably possible, without disposal in landfills and minimising incineration

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Cover picture

On the cover: Moustafa Al Shebini, team leader at handling company Aviapartner, at the lifting aid in baggage hall South.