

Facts & 2010 Figures



Introduction

This publication contains Facts and Figures on Schiphol Group for the year 2010.

This information has been grouped into three categories:

'About Schiphol Group',
'Schiphol as location' and
'Airport Network'.

More information on Schiphol Group can be found on the Internet.
Please visit www.schiphol.nl
and www.schipholtv.com

Information on Amsterdam Airport Schiphol can also be found on
www.schiphol.nl or telephone + 31 (0)20 794 0800.

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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 Shareholder and cooperation - Aéroports de Paris



World

- 1 Shareholder - Brisbane Airport
- 2 Shareholder - JFK International Terminal 4
- 3 Joint Venture - Angkasa Pura Schiphol Jakarta Indonesia
- 3 "Sapphire" programme, Indonesia
- 4 Real Estate - Tradeport Hong Kong
- 5 Management contract - Aruba Airport

Schiphol Group's shareholders are:

State of the Netherlands	69.8%
Municipality of Amsterdam	20.0%
Aéroports de Paris	8.0%
Municipality of Rotterdam	2.2%

About Schiphol Group

Schiphol Group aims to rank among the world's leading airport companies. Schiphol Group creates sustainable value for its 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.

Schiphol Group is an airport operator, focusing particularly on AirportCities. 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, Eindhoven Airport and Lelystad Airport) we have direct and indirect operations in the United States, Australia, Italy, Indonesia, 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 entrepreneurial business operations and a socio-economic function.

In 2010, revenue totaled EUR 1,180 million with a net result of EUR 169 million. Shareholder's equity as at year-end 2010 amounted to EUR 3,109 million. Schiphol Group employs 2,197 people.

Key Figures

Financial Figures

EUR million unless stated otherwise

	2010	2009	+/-
Results			
Revenue	1,180	1,154	2.3%
Fair value gains on investment property	22	-40	
Operating expenses	-905	-927	-2.3%
Operating result	297	187	58.6%
Result before tax	239	123	94.3%
Net result (attributable to shareholders)	169	132	27.9%
Net result adjusted for purposes of dividend calculation	152	129	18.0%
Depreciation, amortisation and impairment	186	196	-5.0%
Cash flow from operating activities	351	327	7.2%

Balance Sheet

Total assets	5,506	5,528	-0.4%
Shareholders' equity	3,109	2,975	4.5%
Average non-current assets (excl. deferred tax asset)	4,772	4,542	5.1%

Ratios

Return on equity	5.6%	4.5%
Leverage	37.2%	40.5%
FFO / total debt	17.0%	18.5%
FFO interest coverage ratio	3.8x	4.4x

Personnel

Year-end workforce in full-time equivalents	2,093	2,395	-12.6%
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Traffic Volume

Amsterdam Airport Schiphol, Rotterdam The Hague Airport and Eindhoven Airport combined

Passengers

x 1,000

2010	48,324
2009	46,246
2008	50,074
2007	50,432
2006	48,287

Cargo

tonnes

2010	1,512,256
2009	1,286,372
2008	1,567,727
2007	1,610,282
2006	1,526,516

Air Transport Movements

x 1,000

2010	415,883
2009	418,742
2008	457,074
2007	465,686
2006	450,166

Investments

Investments in tangible fixed assets (in millions of euros)

2010	248
2009	215
2008	350
2007	375
2006	260

Major investments in 2010 (in millions of euros)

70 MB Baggage Programme	100
ICT	20
Renovation airport infrastructure	19
Business continuity and fire safety	10
Schiphol Excellence Parking	10
Security	10
Hold Baggage Security	6



Business areas

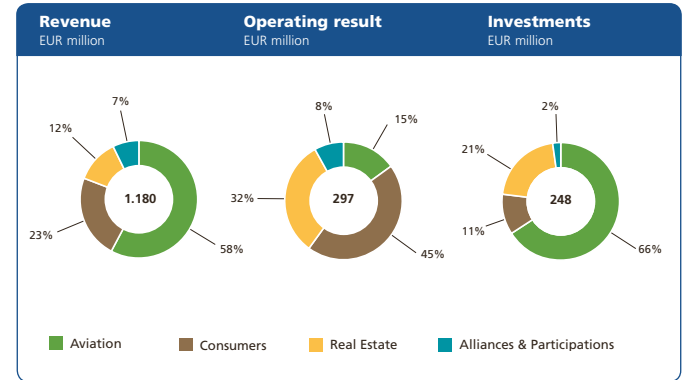
Schiphol Group's operations are organised into four business areas.

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.



Business area Aviation

The Aviation business area operates at Amsterdam Airport Schiphol. It 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	2010	2009	%
Revenue	697	688	1.4%
Operating expenses	652	643	1.5%
EBITDA	180	176	2.7%
Operating result	45	45	-0.5%
Average fixed assets	2,051	2,011	2.0%
RONA before tax	2.2%	2.3%	
RONA after tax	1.7%	1.7%	
Investments in fixed assets	164	143	14.2%

Business area Consumers

The activities of the Consumers business area comprise developing, granting and managing concessions for shops, food service outlets, services and entertainment, operating shops and car parks, and marketing advertising opportunities at Amsterdam Airport Schiphol. In addition, through the Privium programme and the VIP-Centre, we offer services to the category known as 'premium passengers'.

Sources of revenue: Retail sales, concession fees, parking fees, rentals, advertising & media and other fees, and management fees.

EUR million	2010	2009	%
Revenue	299	284	5.1%
Operating expenses	166	180	-8.3%
EBITDA	155	134	15.3%
Operating result	133	104	28.5%
Average fixed assets	239	241	-0.9%
RONA before tax	55.7%	43.0%	
RONA after tax	41.5%	31.9%	
Investments in fixed assets	26	16	66.8%

Business area Real Estate

The Real Estate business area develops, manages, operates and invests in property at and around airports at home and abroad. The property portfolio consists of operational and commercial property, of which the majority is located at and around Amsterdam Airport Schiphol.

Sources of revenue: The major source of revenue is the development and leasing of buildings and property. In addition, revenue is generated through the lease of land and the sale of property and buildings.

EUR million	2010	2009	%
Total turnover	173	172	0.9%
Result on sale of investment property	-	-	-
Fair value gains and losses on			
investment property	21	- 39	153.5%
Operating expenses	98	104	- 5.5%
EBITDA	113	51	121.9%
Operating result	97	29	233.3%
Average fixed assets	1,524	1,511	0.8%
RONA before tax	2.1%	2.1%	
RONA after tax	1.5%	1.5%	
Investments in fixed assets	52	43	19.6%

Business area Alliances & Participations

The Alliances & Participations business area consists of Schiphol Group's interests in airports abroad, domestic airports and other activities, including Schiphol Telematics and Utilities.

Sources of revenue: The airports abroad contribute to revenue through management, performance and intellectual property fees. Furthermore, they contribute to the net result with a share of the result from associates, dividend and interest income. The domestic airports contribute to revenue for the most part via airport charges and parking charges. Schiphol Telematics supplies telecom services to companies. The Utility activities generate revenue from the transport of electricity and gas and from the supply of water.

EUR million	2010	2009	%
Revenue	147	143	2.9%
Fair value gains on investment property	1	- 1	
Operating expenses	126	133	- 5.3%
EBITDA	35	22	58.2%
Operating result	22	9	139.2%
Average fixed assets	844	780	8.2%
RONA before tax	10.1%	5.1%	
RONA after tax	8.0%	4.7%	
Investments in fixed assets	6	13	- 48.8%

History of Amsterdam Airport Schiphol

1916	Amsterdam Airport Schiphol starts life as a military airfield	1967	New terminal at Schiphol Centre opens
1920	First KLM flight Amsterdam Airport Schiphol becomes a civil aviation airport	1975	Extension of the terminal by 120% is completed
1926	The 1928 Olympic Games in Amsterdam prompt the City of Amsterdam to take over airport operations from the Ministry of War	1978	Opening of the Schiphol rail link
1938	Schiphol becomes Europe's second airport to gain a tarmac runway system	1988	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
1940	The Luftwaffe bombs Schiphol on 10 May 1940 The Germans use Schiphol as a base for air attacks on Great Britain		The new air traffic control tower is completed and Pier G opens
1943	American bombs destroy Schiphol and in 1944 German commando troops blow up all remaining buildings	1993	The west wing of the terminal opens
1956	The City of Amsterdam approves the plan to build a new airport	1995	Schiphol Plaza opens
1958	N.V. 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	2000	Expansion and renovation of Departure Lounge 2 is completed
1963	Construction of the new terminal at Schiphol Centre begins	2003	Runway 18R-36L, the new (fifth) runway, opens
		2004	Extension of Departure Lounge 1, Departure Hall 3 and Arrival Hall 4 completed
		2005	Pier H completed
		2008	Strategic cooperation with Aéroports de Paris, whereby both companies acquired an 8% interest in each other
		2010	Holland Boulevard renewed with the first Airport Library in the world
		2010	Baggage hall South in operation

Schiphol as location

In 2010 Amsterdam Airport Schiphol provided direct connections to 301 European and intercontinental airports in 99 countries. With passenger numbers totaling 45.2 million, Amsterdam Airport Schiphol ranked as Europe's fifth-largest passenger airport in 2010, and Europe's third-largest individual cargo airport handling over 1.5 million tonnes of cargo in that year. Air transport movements in 2010 totaled 386,316 making Amsterdam Airport Schiphol the fifth-largest European airport in terms of air transport movements in 2010. The airport is an important location for businesses. 514 companies were located at the airport in 2010, offering direct employment to about 60,000 people.

Schiphol area grounds

Airport area 2,787 hectares

Runways

Runways	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

2010	60-65 million
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
Buffer stands business aviation	23
Total	225

Number of car parking spaces

Passengers/visitors	22,363
Staff	14,586
Total	36,949

Winkels en horeca

	Number of shops	Number of catering outlets
Schiphol Plaza	40	26
Departure Lounges	79	51
Total	119	77

Ten Major European Airports in 2010

Air transport movements

x 1,000

			2010	Compared to 2009 in %
1	Paris Ch. de Gaulle	CDG	492	- 5.0
2	Frankfurt	FRA	458	+ 0.1
3	London Heathrow	LHR	449	- 2.3
4	Madrid	MAD	434	- 0.3
5	Amsterdam	AMS	386	- 1.3
6	Munich	MUC	368	- 2.4
7	Rome Fiumicino	FCO	323	+ 1.4
8	Barcelona	BCN	278	- 0.4
9	Zurich	ZRH	246	+ 2.5
10	Vienna	VIE	246	+ 1.1

Passenger transport (excl. transit-direct)

x 1,000

			2010	Compared to 2009 in %
1	London Heathrow	LHR	65,747	- 0.2
2	Paris Ch. de Gaulle	CDG	58,075	+ 0.5
3	Frankfurt	FRA	52,710	+ 4.1
4	Madrid	MAD	49,864	+ 3.3
5	Amsterdam	AMS	45,137	+ 3.7
6	Rome Fiumicino	FCO	35,954	+ 7.4
7	Munich	MUC	34,568	+ 6.0
8	London Gatwick	LGW	31,348	- 3.2
9	Barcelona	BCN	29,210	+ 6.9
10	Paris Orly	ORY	25,199	+ 0.4

Cargo transport

x 1,000 tonnes

			2010	Compared to 2009 in %
1	Frankfurt	FRA	2,199	+ 21.6
2	Paris Ch. de Gaulle	CDG	2,177	+ 19.7
3	Amsterdam	AMS	1,512	+ 17.6
4	London Heathrow	LHR	1,473	+ 15.2
5	Luxembourg	LUX	705	+ 12.2
6	Leipzig	LEJ	663	+ 26.5
7	Cologne	CGN	644	+ 17.2
8	Liège	LGW	639	+ 32.7
9	Brussels	BRU	476	+ 6.0
10	Milan Malpensa	MLP	422	+ 26.6

Traffic and Transport

Number of air transportmovements

Year	Total	Air transport	General aviation
2010	402,375	386,316	16,059
2009	406,975	391,264	15,711
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
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 2010

(compared with 2009)

	Total %	Passengers %	Cargo %
Europe-EU (27)	255,800 -3.5%	24,469,379 1.9%	33,643 -4.4%
Rest of Europe	48,664 0.7%	5,334,522 6.8%	38,557 78.0%
Total Europe	304,464 -2.8%	29,803,901 2.7%	72,200 27.0%
North-America	24,356 -1.7%	5,306,748 1.9%	253,529 20.9%
Latin America	9,546 3.8%	1,998,033 3.6%	169,073 19.3%
Africa	16,007 6.4%	2,764,572 8.9%	179,366 0.4%
Middle East	8,582 16.2%	1,284,634 17.6%	158,090 33.1%
Asia	23,361 8.2%	4,053,861 7.1%	679,999 17.1%
Total			
intercontinental	81,852 5.0%	15,407,848 5.9%	1,440,056 17.1%
Total	386,316 -1.3%	45,211,749 3.8%	1,512,256 17.6%

Scheduled destinations from Amsterdam Airport Schiphol

	2010	2009
To.... destinations	301	284
In....countries	99	93
By....scheduled airlines	106	92

Punctuality

Percentage of passenger aircraft arriving or departing within no more than 15 minutes of its scheduled time

	2010	2009
Arrivals	81.7%	87.9%
Departures	72.8%	80.8%

Traffic and Transport

Number of passenger movements

(x 1.000)

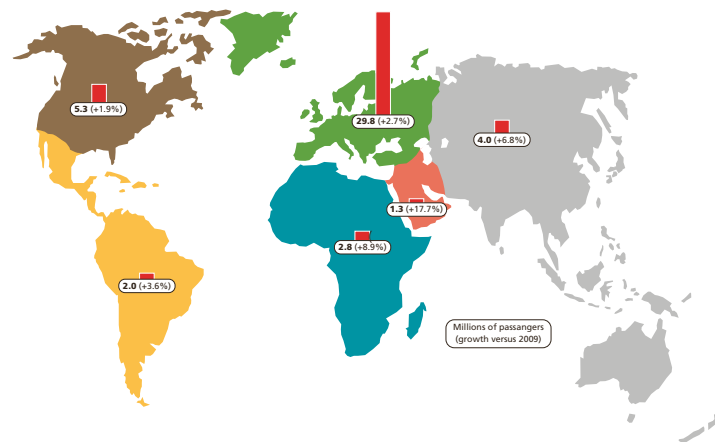
Year	Scheduled	Non-scheduled	Transit-direct	Total
2010	41,262	3,875	75	45,212
2009	40,261	3,262	47	43,570
2008	43,540	3,851	38	47,430
2007	43,703	4,041	50	47,795
2006	41,714	4,273	79	46,066
2005	39,831	4,247	86	44,163
2004	38,035	4,391	116	42,541
2003	35,590	4,219	152	39,960
2002	36,102	4,485	148	40,736
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 2010

	Scheduled	Non-Scheduled	Total
Europe-EU (27)	22,592,815	1,876,564	24,469,379
Rest of Europe	4,074,624	1,259,898	5,334,522
North-America	5,228,620	78,128	5,306,748
Latin America	1,970,526	27,507	1,998,033
Africa	2,190,661	573,911	2,764,572
Middle East	1,219,345	65,289	1,284,634
Asia	4,046,801	7,060	4,053,861
Total	41,323,392	3,888,357	45,211,749



Traffic and Transport

Cargo (in tonnes)

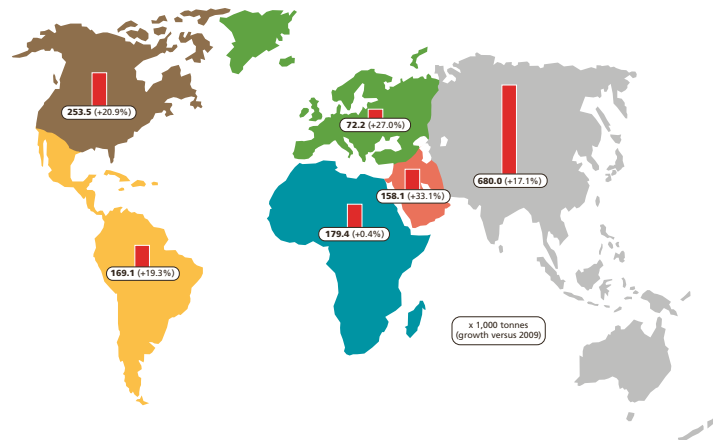
Year	Scheduled	Non-Scheduled	Total
2010	1,210,029	302,227	1,512,256
2009	1,048,066	238,306	1,286,372
2008	1,238,355	329,377	1,567,712
2007	1,279,546	330,736	1,610,282
2006	1,222,474	304,027	1,526,501
2005	1,149,143	300,712	1,449,855
2004	1,118,956	302,067	1,421,023
2003	1,035,456	270,699	1,306,155
2002	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

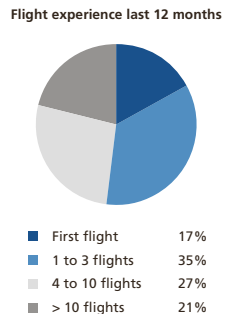
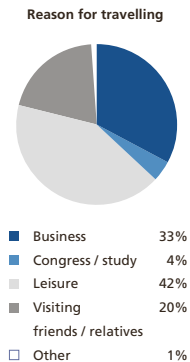
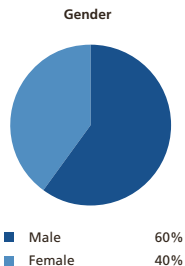
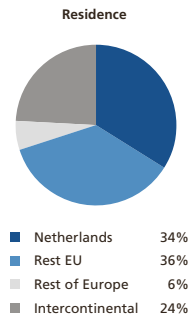
Traffic and Transport

Cargo per region in 2010 (in tonnes)

	Passenger services	Full-freighter services	Total
Europe-EU (27)	16,935	16,708	33,643
Rest of Europe	9,795	8,761	38,557
North-America	195,482	58,046	253,529
Latin America	61,751	107,322	169,073
Africa	66,624	112,741	179,366
Middle East	48,365	109,724	158,090
Asia	251,091	428,908	679,999
Total	650,045	862,211	1,512,256



Passenger Profile



Employment

Number of people, including temporary staff, working at the airport (as per 31 October of each year)

Year	Schiphol North	Schiphol South	Schiphol East	Schiphol Southeast	Schiphol Centre	Total
2010	678	1,637	10,241	3,582	43,670	59,808
2009	690	1,691	10,043	3,069	44,493	59,986
2008	934	1,724	10,692	3,549	48,110	65,009
2007	822	1,300	10,207	3,856	45,943	62,128
2006	862	2,071	9,934	4,130	44,694	61,691
2005	829	2,106	9,765	3,496	41,773	57,970
2004	1,011	2,220	9,924	3,748	40,670	57,573
2003	1,136	2,362	9,516	3,198	40,887	57,099
2002	1,242	2,636	9,701	3,344	39,647	56,570
2001	1,251	2,902	9,118	2,975	38,608	54,854

Number of companies located in the airport zone (as per 31 October of each year)

Year	Number of companies
2010	514
2009	544
2008	582
2007	596
2006	578
2005	543
2004	546
2003	542
2002	555
2001	547

Ten largest employers at Schiphol (as per 31 October 2010)

Company	Number of employees	
	2010	2009
1. Koninklijke Luchtvaart Maatschappij	23,730	24,261
2. Schiphol Group	2,346	2,457
3. Transavia.com	1,991	2,165
4. G4S Aviation Security	1,916	2,006
5. Koninklijke Marechaussee district Schiphol	1,788	1,681
6. Martinair Holland	1,568	1,559
7. KLM Catering Services Schiphol	1,317	1,474
8. HMSHost	1,191	1,205
9. Microsoft	1,120	1,053
10. Trigion Aviation Security	950	929



Miscellaneous

Number of complaints received by the Local Community Contact Centre

Schiphol Group (Bas) (as per operational year: 1 November to 31 October)

Year	Number of complaints		
	specific*	periodical	other
2010	212,335	33,477	1,795
			5,387
2009	128,121	31,436	1,149
			5,275

Exclusive frequent complainers**

Year	Number of complaints		
	specific	periodical	other
2010	8,403	19,020	140
			5,272
2009	8,871	19,084	101
			5,174

* A specific complaint concerns a specific flight on a specific time. Periodical complaints concern certain times of the day.

Other complaints concern amongst others (governmental) policy matters.

** A frequent complainer is someone who filed a hundred or more complaints in the year under review.

Electricity consumption Amsterdam Airport Schiphol

(x 1,000 kWh/operational year)

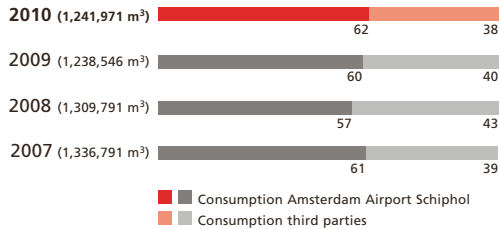


Natural gas consumption Amsterdam Airport Schiphol

(x 1,000 m³/operational year)



Drinking water consumption Amsterdam Airport Schiphol/third parties location Schiphol (% / operational year)



CO₂ emissions for own operating activities Amsterdam Airport Schiphol

(in tonnes)



* operational year

CO₂ emissions for own operating activities Amsterdam Airport Schiphol

(in tonnes)

	tonnes CO ₂
Energy consumption	131,927
Own fleet of motor vehicles	2,534
Commuter traffic	3,336
Other	1,426
Compensation energy consumption	- 131,927
Compensation business trips by plane	- 492
	6,804

Awards

Amsterdam Airport Schiphol has been honoured with almost 180 awards since 1980 either as Best Airport in Europe or Best Airport in the World in different categories.

The airport won the following awards in 2010:

- 'Best European Airport 2010', awarded by readers of the British business magazine Business Traveller to our airport for the 21st time since 1988
- Readers of the Asian cargo magazine Carognews Asia awarded Schiphol to be 'Best European Airport' for the 11th time
- Flightglobal.com, a website run jointly by a number of leading international aviation trade journals, awarded the website Schiphol.nl for the third time as Best Airport Website in 2010
- Skytrax, the British consultancy firm for surveys into the quality of airports and airlines, chose Schiphol to be the best airport of Western Europe.



Sustainable construction

TransPort, the new office building of Martinair and transavia.com at Schiphol East, is the first building in the Netherlands to be awarded both the BREEAM-NL (Building Research Establishment Environmental Assessment Method) certificate for the design phase and the international LEED (Leadership in Energy and Environmental Design) Platinum certificate for sustainable buildings.



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 direct and indirect international operations at Terminal 4, JFK Airport, New York (USA), and at Brisbane Airport in 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.

	2010	2009	%
Passengers (excl. transit direct)	938,102	937,694	0.0%
Transit direct passengers	31,378	26,848	16.9%
Total passengers	969,480	964,542	0.5%
Air Cargo (in tonnes)	80	5	1500%
Air transport movements	12,917	13,963	- 7.5%
Other	39,727	38,942	2.0%
Total air transport movements	52,644	52,905	- 0.5%

Eindhoven Airport

Schiphol Group has a 51% stake in Eindhoven Airport

	2010	2009	%
Passengers (excl. transit direct)	2,142,833	1,711,504	25.2%
Air transport movements	16,650	13,515	23.2%
Other	2,209	2,126	3.9%
Total air transport movements	18,859	15,641	20.6%

Lelystad Airport

Schiphol Group owns and operates Lelystad Airport, a general aviation airport

	2010	2009	%
Total air transport movements	125,675	133,755	- 6.0%



Terminal 4 John F. Kennedy Airport, New York (US)

Schiphol USA, a Schiphol Group subsidiary has a 100% stake in JFK IAT LLC which operates Terminal 4 at JFK Airport. In 2010 work began on the construction of nine international gates for Delta Airlines. Terminal 4 is the only terminal at JFK Airport which is open 24-hours-a-day.

	2010	2009	%
Passengers (excl. transit direct)	9,839,750	9,580,092	2.7%
Total air transport movements	55,315	56,860	- 2.7%

Brisbane Airport (Australia)

Schiphol Australia, another Schiphol Group subsidiary, has a 18.72% share in Brisbane Airport Corporation Holdings (BACH), 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.

	2010	2009	%
Passengers (excl. transit direct)	19,800,000	18,886,000	4.8%
Total air transport movements	185,000	175,000	5.7%

Aéroports de Paris

In 2008 Schiphol Group entered into a strategic alliance, HubLink, with the Parisian airport company Aéroports de Paris. Both airport companies have a stake of 8% in each other.

Paris-Charles de Gaulle	2010	2009	%
Passengers (excl. transit direct)	58,164,612	57,906,866	0.4%
Total air transport movements	491,933	518,018	- 5.0%

Paris-Orly	2010	2009	%
Passengers (excl. transit direct)	25,203,969	25,107,693	0.4%
Total air transport movements	215,645	220,606	- 2.2%

Aruba Airport

Schiphol Group has a strategic cooperation with Aruba Airport Authority. This contract is valid till 2013.

	2010	2009	%
Passengers (excl. transit direct)	1,984,173	1,919,374	3.4%
Total air transport movements	38,404	36,818	0.1%

General information

Other international activities

Schiphol Group also operates elements of the AirportCity formula at other airports. Examples are Schiphol Real Estate's property operations at Eindhoven Airport, Rotterdam The Hague Airport and Milan Malpensa Airport (Italy).

Schiphol Group also has an 18.75% interest in Tradeport, a logistics complex at Hong Kong Airport.

Together with the operator of Stockholm-Arlanda Airport Schiphol Group has a joint-venture to manage the retail facilities in the terminals of Stockholm Airport and Göteborg Airport.



Corporate Responsibility

Schiphol Group aims to conduct its business with respect for people, the community and the environment. Corporate Responsibility makes up an essential part of our strategy and is being integrated ever more broadly into our day-to-day operations.

Amsterdam Airport Schiphol intends to be completely CO₂ 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 and waste.

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 Th!nkCity and Tazzari 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 Sernet 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 as well
- Paper and plastic beakers are collected separately at the offices, and waste separation is practised at our staff restaurant as well

Being a responsible employer means (amongst other things)...

- Diversity
- New style of working
- Work safety
- Schiphol College
- Schiphol Fund
- 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*)

Noise

- NOMOS noise measurement system with 30 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 The Hague airport, part of Schiphol Group, is situated lower: 6 meters below sea level.
- In 1957, Amsterdam Airport Schiphol was the first airport on European mainland to have tax free shops.
- In 1998, Amsterdam Airport Schiphol was the second European airport with a 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.
- In 2010, at the Holland Boulevard behind immigration, Schiphol opened the first Airport Library in the world.
- The Schiphol terminal has a floor area of 600,000 square metres.
- In Baggagehall South Schiphol operates the most innovative baggagesystem in the world with six robots to load baggage containers.

Other Publications

Annual Report 2010

Traffic Review 2010

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