

Schiphol Group Annual Report 2013



Mission and Ambition

Schiphol Group's mission is to connect the Netherlands with all of the world's major cities and economic, political and cultural centres.

Together with our partners, we aim to continue to develop Amsterdam Airport Schiphol as an efficient and sustainable multi-modal hub where passengers from all corners of the globe feel welcome in a dynamic and inspirational environment.

Ambition: Europe's Preferred Airport

Schiphol Group has developed Amsterdam Airport Schiphol into Europe's Preferred Airport in concert with its partners. We are proud that passengers rate Schiphol highly time and again and that they choose the airport as their preferred point of departure or transfer. We maintain and further strengthen our prominent position in Europe. Schiphol aims to offer smooth processes and excellent facilities and to ensure, to the best of its ability, that passengers have a pleasant journey. Our goal is that passengers choose to travel via Amsterdam Airport Schiphol. Achieving this goal requires a clear strategy and close collaboration with our partners and stakeholders.



Schiphol & the Management Board

Schiphol Group Management Board

“Together with our partners, stakeholders and employees we have achieved good results for 2013. We can look back on successful summer operations and solid financial results, and the effort to realise central security in the entire terminal got off to a flying start. We would like to thank all the parties involved for their commitment in 2013. Together we managed once again to secure the title of Europe's best airport for Amsterdam Airport Schiphol in 2013.

The central themes at Schiphol for the next few years are 'construction, conversion and connection'. The multitude of construction activities in the terminal and on the piers means that we will once again call upon the flexibility of all our partners in the operational process. We have every confidence that the expanded capacity and quality upgrade will lay the foundations for our future as Europe's Preferred Airport.”