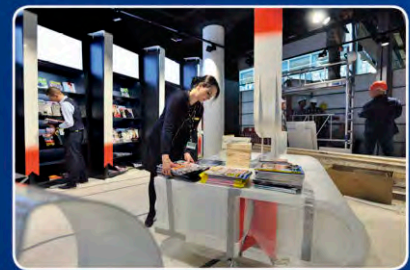
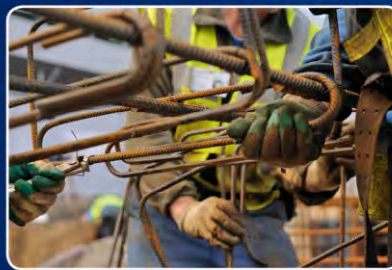


Schiphol Group Annual Report 2013



Schiphol constructs, converts and connects

Schiphol began implementing the Master Plan in 2013. To bolster and ensure the continued growth of Mainport Schiphol, the airport's facilities require extensive renovation, expansion and renewal. This will boost capacity, allowing us to offer passengers enhanced comfort through more spacious terminals and piers as well as smoother passenger processes.



Investing in capacity and quality

Passenger volumes at Schiphol will rise by around 25% in the next decade. This means that pressure on our operations will increase. This will also become apparent to passengers: if airport capacity is or seems inadequate, passenger satisfaction with the facilities will decline. A further reason for investing in capacity and quality is the increasing competition we are facing from other European and Gulf state hubs. These competing hubs are making serious investments in capacity and quality, while the Dubai and Istanbul airports are profiling themselves vigorously. Through the implementation of the Master Plan we aim to retain our competitive position.

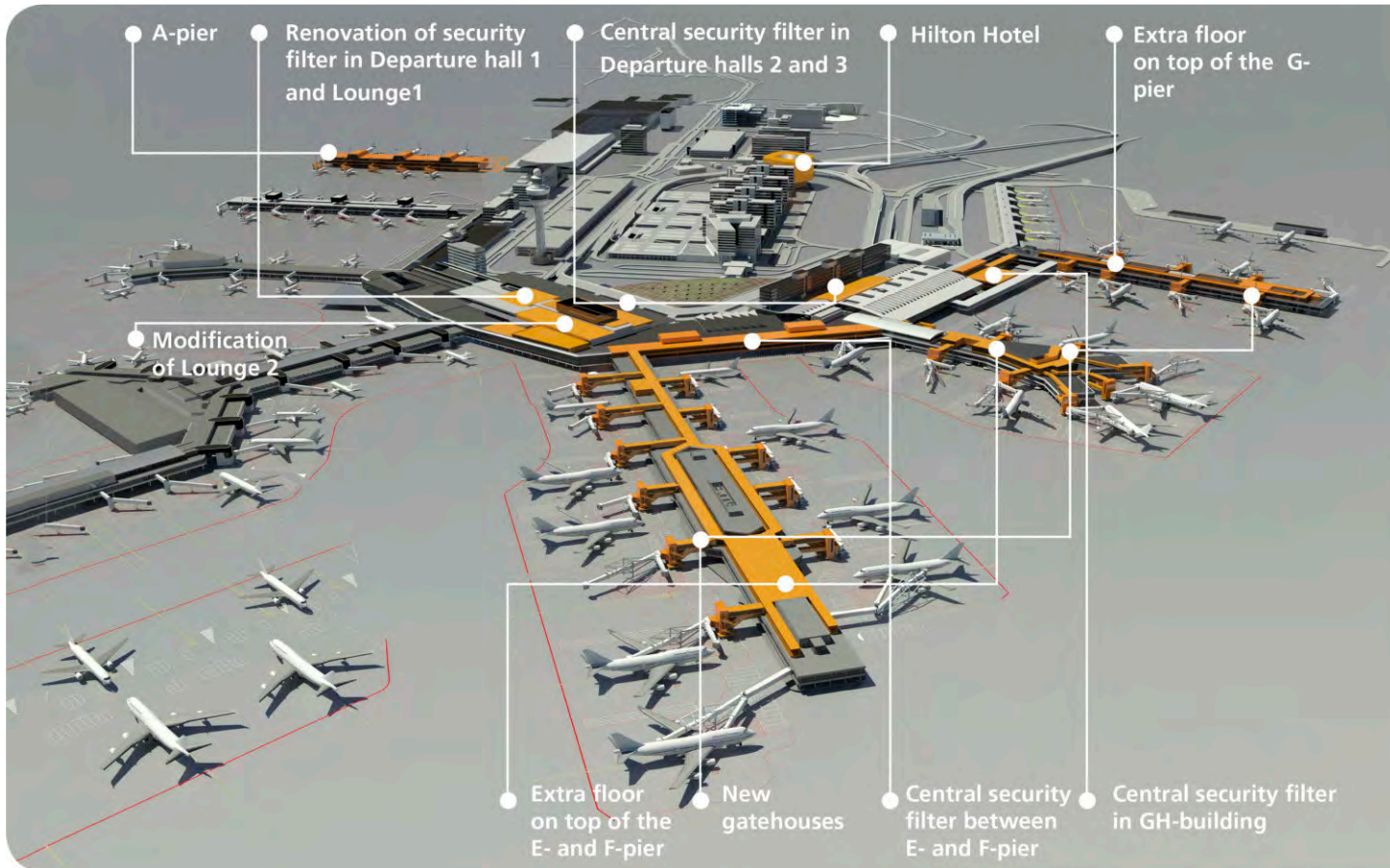
The phased capacity and quality improvement of the terminal, the piers and the aircraft stands will take place over the next few years. The Master Plan comprises a range of projects, including several independent projects, which we will be implementing in consultation and in conjunction with our partners. The modular plan provides flexibility so that we can build and complete infrastructural facilities when and where necessary. Through careful planning we will minimise the impact of the investments on our airport charges as much as possible, allowing a gradual development of airport charges.

Sustainable materials will be used as much as possible, both in new construction and in renovation projects. Where possible, demolition waste will be recycled and reused. The design aims to optimise traveller experience, with facilities being conceived in terms of passenger and visitor convenience using state-of-the-art design and technology. This will enable Amsterdam Airport Schiphol to remain an attractive and inspiring AirportCity.

Central security

On Thursday 11 July 2013 Ms Mansveld, the State Secretary for Infrastructure and the Environment, gave the go-ahead for the first phase: the introduction of central security filters in the non-Schengen area. This means that security control for flights destined for non-Schengen countries will no longer be carried out at the gates, but will be centralised instead. Security control for flights destined for Schengen countries has already been centralised. This far-reaching modification will enable us to remain compliant with European laws and regulations in the future.

Five new security control entryways are planned: three in the departure halls and two near the piers designated for transfer passengers. An extra (mezzanine) floor will be built to accommodate the security filters in Departures 2, 3 and 4. The



current filter located on the Schengen side of the terminal is to be expanded and enhanced. Piers E, F and G are to gain an additional level. Travellers will be directed through a gatehouse to the correct level on arrival. Travellers whose destination is Schiphol will proceed directly to the baggage claim hall and will no longer need to traverse the departure lounge. Travellers transferring at Schiphol who have undergone the correct screening at their airport of departure can go straight to the departure lounges. Travellers who need to undergo further screening will be directed to a security filter via the additional level of the pier.

The implementation of new central security filters also provided an opportunity to examine how the security control process can be made more comfortable and waiting times reduced. Thanks to the reduced waiting times at the gates, airlines will be able to increase the punctuality of their aircraft departures. The new central security filters are scheduled to be completed in mid-2015.

Pier D

The modifications to the fork of Pier D commenced in 2013. Twelve aircraft stands located on the inner section of the pier will be converted into ten aircraft stands for the larger aircraft

types, such as the B737-700 and B737-800. The passenger bridges and waiting areas will be concurrently modified.

Area A

The Master Plan incorporates a Pier A on the south side of Schiphol. Pier A will be located west of Pier B. In the future, additional terminal capacity can also be built at this location. Further preparations for the project will be undertaken in 2014.

Lounges

As a result of the extension of the security filter in the Schengen area of the terminal, a number of shops in Lounge 1 will be relocated and revamped. Lounge 2 will also be entirely revamped in the years ahead, integrating new retail and traveller experience concepts.

New hotel and office facilities

The new Hilton Hotel, which is currently under construction, represents a significant quality impulse for the accommodation and conference facilities offered at Schiphol-Centre. In addition, an existing office complex is being converted into a multifunctional office, The Base, housing working, shopping, leisure and other facilities.



Schiphol & Melvin Fraenk

Work foreman at Ballast Nedam

"Ensuring a smooth, well-managed construction process without hinder for passengers and airlines certainly represents a complex challenge. In coordinating the construction team, Ballast Nedam aims to align Schiphol's interests with the most suitable working methods and logistical approach. This requires cooperation among all the parties concerned and the sharing of innovative insights. By helping to develop Schiphol, we're actually helping to connect the Netherlands with the wider world. I'm proud to be part of such a fascinating project."