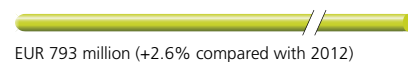


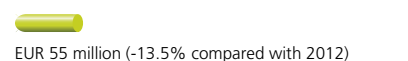


The Aviation business area operates at Amsterdam Airport Schiphol and provides services and facilities to airlines, passengers and handling agents. Aviation supports an efficient and high-quality passenger and cargo process. It is responsible for the design and layout of the terminal, piers and gates, for the baggage system, managing the airfield and the airport infrastructure and for coordinating safety on the airport aprons, roads, grounds as well as inside the airport buildings.

#### Total revenue



#### Operating result



#### Sources of revenue

Revenue is derived from airport charges (aircraft, passenger and security-related fees) and concession income from oil companies for the supply of fuel.

## Aviation in 2013

- Record number of 52.6 million passengers
- Network of 323 destinations
- 3.2% cargo growth to over 1.5 million tonnes
- 70MB baggage system fully operational
- Disruption due to baggage system failure on 3 May
- Successful summer operations thanks to improved collaboration with partners
- Limited rise in airport charges as a result of constructive consultations
- Implementation of the Master Plan begins with Central Security in the non-Schengen area
- Agreement on new noise enforcement standards reached in Alders Platform
- Aviation Act in final phase of evaluation

## Key performance indicators

### Number of scheduled destinations

Passengers and cargo



### IR Rate for baggage handling

(% of baggage delayed)



### Punctuality of arrivals

(in %)



### Punctuality of departures

(in %)



### Passenger market share

Top 10 European airports (in %)



### Cargo market share

Top 10 European airports (in %)



## Key figures

| EUR million          | 2013         | 2012  | %     |
|----------------------|--------------|-------|-------|
| Total revenue        | <b>793</b>   | 773   | 2.6   |
| Operating expenses   | <b>550</b>   | 547   | 0.4   |
| Depreciation         | <b>189</b>   | 163   | 16.0  |
| EBITDA               | <b>244</b>   | 225   | 8.2   |
| Operating result     | <b>55</b>    | 63    | -13.5 |
| Average fixed assets | <b>2,093</b> | 2,100 | -0.3  |

| EUR million        | 2013       | 2012 | %    | 2013       | 2012 | %     |
|--------------------|------------|------|------|------------|------|-------|
|                    | Aviation   |      |      | Security   |      |       |
| Total revenue      | <b>521</b> | 506  | 2.9  | <b>272</b> | 267  | 1.9   |
| Operating expenses | <b>317</b> | 316  | 0.3  | <b>232</b> | 231  | 0.6   |
| Depreciation       | <b>152</b> | 132  | 14.7 | <b>37</b>  | 30   | 21.4  |
| EBITDA             | <b>204</b> | 189  | 7.8  | <b>40</b>  | 36   | 10.1  |
| Operating result   | <b>52</b>  | 57   | -8.4 | <b>3</b>   | 6    | -49.0 |