

Schiphol Group Annual Report 2013



Glossary

70MB

Investment programme for the baggage system at Schiphol, aimed to create capacity for processing 70 million bags with shorter connection times, increased flexibility, more mechanisation (partly through the use of robots) and enhanced availability, and resulting in lower IR rates

ACI

Airports Council International – international sector association of airports

ACM

Dutch Authority for Consumers and Markets; supervises the establishment of aviation charges and conditions at Amsterdam Airport Schiphol

Aerospace Exchange

Business park at Schiphol-East where Schiphol Real Estate develops real estate for companies in the aviation industry

Airport Carbon Accreditation

Benchmark for the ACI sector association. This benchmark helps provide insight into airports' efforts to reduce CO₂ emissions.

Airport charges

Aircraft, passenger and security related charges

Airport Traffic Ruling

The part of the Dutch Aviation Act (Wet luchtvaart) that governs the use of Amsterdam Airport Schiphol

AirportCity formula

An integrated development concept for aviation and non-aviation activities offering businesses and users a full spectrum of services and facilities. The AirportCity concept comprises the activities of three business areas: Aviation, Consumer Products & Services and Real Estate

Airside

Area where aircraft take off, land and taxi and where ground handling activities are carried out on aircraft

Alders Platform

Consultative body for the aviation sector and regional partners, chaired by former minister and former Queen's Commissioner Hans Alders and concerned with the future of Amsterdam Airport Schiphol

AREB Fund

A real estate fund on the Schiphol site in which Schiphol Real Estate holds a stake of 61.15%, with the other 38.85% being held by institutional investors

Auxiliary Power Unit (APU)

Engine in the tail of an aircraft. Delivers both power and hot and cold air inside the aircraft when the main engines are switched off, for example during the ground handling process

Aviation Act (Wet luchtvaart) governing the operation of Amsterdam Airport Schiphol

Legislation laying down the terms of the operating licence and the sector-specific supervision of charges and conditions for using Amsterdam Airport Schiphol; in force since July 2006

Aviation Act (Wet luchtvaart) governing the organisation and use of Amsterdam Airport Schiphol

Legislation laying down standards for noise, air quality, odour and safety at Amsterdam Airport Schiphol; in force since February 2003

Aviation Policy Document

Vision of developments in and the growth of aviation in the Netherlands, published by the Dutch government

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

Bird strike

Bird strikes are incidents in which dead birds or remains thereof are found on an aircraft or on a runway and in which it can reasonably be assumed that the strike occurred within the airport boundaries. The upper limit is fixed at a height of 200 feet for landing aircraft, and 500 feet for aircraft taking off

Business area

A functional cluster of activities within the organisation of Schiphol Group

Catchment area

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

Commercial traffic

Commercial air traffic (i.e. traffic other than military, police, etc.)

Comprehensive testing

The comprehensive fire-safety testing, under operating conditions, of fire alarm equipment, air treatment plants, baggage systems, lift control equipment, shutters and evacuation systems in the terminal

Concession income

Income from activities for which a concession (i.e. a licence to conduct specific activities) has been granted, usually in the form of a percentage of revenue

Corporate Governance Code

The Corporate Governance Code for listed companies as drawn up in 2003 by the Tabaksblat Committee and renewed by the Frijns Committee

Corporate Responsibility (CR)

Enterprise based on respect for people and the environment

CR-conscious supplier

A supplier that is able to produce a recent Corporate Responsibility policy document, an (integrated) Corporate Responsibility Report, an ISO 14001 or equivalent specific certificate for a product or product group and an EMAS certificate

CROS

The Schiphol Regional Consultative Committee (Commissie Regionaal Overleg luchthaven Schiphol); a discussion platform connecting the aviation sector and the region

Customs

Customs carries out checks on the import, export and transit of goods and is responsible for levying and collecting taxes and duties payable on the import of goods

De-icing

The removal of ice and snow from the body and wings of an aircraft prior to take-off

Dutch Border Police

The Dutch Border Police (Koninklijke Marechaussee) is responsible for passport control, border control and the protection of civil aviation against attacks and hijackings. It is also responsible for issues such as human trafficking

Economic profit

RONA (after tax) minus the WACC, multiplied by average fixed assets

EPBD label

Label issued under the Energy Performance of Buildings Directive (EPBD). The labels range from G to A, with A representing the highest rating

Euro Medium Term Note (EMTN)

An umbrella programme under which investment-grade entities can issue unsecured certificates of debt ('notes')

FFO

FFO – funds from operations – is the cash flow from operating activities before changes in working capital

Fixed Electrical Ground Power

Power supply for on-board aircraft systems on the apron (airside) to replace a GPU

Fte

Full-time-equivalent; a full-time job

Full freighter

An aircraft that transports cargo only

General Aviation

The international designation for private and business flights using aircraft designed for no more than 20 passengers

Global Compact

A United Nations initiative whose participating companies commit to ten ethical and environmental principles

GRI

Global Reporting Initiative – globally accepted guidelines for Corporate Responsibility reporting

Ground handling

The activities required for the arrival and departure of aircraft, passengers and cargo. This includes passenger check-in, loading and unloading baggage and cargo, aircraft cleaning, catering etc.

Ground noise

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

Ground Power Unit (GPU)

Diesel-powered generator, supplies power when all the engines are switched off during aircraft ground handling processes

Home carrier

Main network carrier at a hub airport

Hub

An important junction for continental and intercontinental flights

IFRS

International Financial Reporting Standards: a set of internationally formulated and acknowledged accounting principles, also applied by Schiphol Group

IR rate

Irregularity Rate; the percentage of bags that do not arrive at the destination at the same time as the passenger

KDC

Knowledge and Development Centre - a joint initiative of Amsterdam Airport Schiphol, KLM and Air Traffic Control the Netherlands (LVNL). The mutual goal of this project is to promote a sustainable and optimum use of airspace

Kennis voor Klimaat

Schiphol Group participates in the national Knowledge for Climate (Kennis voor Klimaat) programme, a platform for investigating climate change. Due in part to its situation four metres below sea level, Amsterdam Airport Schiphol is highly vulnerable to changes in weather and climate

Landside

The landside (publicly accessible) area of the airport or the airport grounds

Lettable floor area

Number of lettable square metres (LFA)

Lost Time Injury Frequency (LTIF)

A measure of the frequency of work-related accidents that resulted in absenteeism (relative to the number of hours worked)

Low-cost carrier

An airline that typically offers relatively cheap tickets in combination with the option for passengers to pay extra for certain additional services

Mainport

A Mainport is a hub of interlinked air, road and rail connections that plays a major role within and contributes significantly to the development of a region and the national economy

Master Plan

Directional plan which, in accordance with our 'Europe's preferred airport' vision, lays down the spatial development of the airport infrastructure and translates that development into an investment programme, drawn up in response to demand for capacity and quality, socio-economic developments and trends in the aviation industry

Material theme

A subject is material if it reflects the significant economic, social or environmental impact of the organisation or substantially influences stakeholders' decisions

MTOW

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

Night-time procedure

Period of the night (from 23:00 to 7:00) during which the use of runways is restricted and incoming aircraft must use silent approaches while departing flights must make use of special night routes

Noise enforcement point

A noise enforcement point subject to a maximum permitted noise limit value set by the central government. There are 35 noise enforcement points for the 24-hour period and 25 noise enforcement points for the night-time period (23:00 to 07:00)

Operating year

The period that runs from 1 November to 31 October inclusive

Passenger Service Charge

A rate charged to each departing passenger for the use of airport facilities

PreConditioned Air (PCA)

Cooled or heated air used as part of the climate control system in the aircraft

Privium

An exclusive, members-only service programme. Privium membership always comes with automated border passage (using iris scan equipment)

Randstad conurbation

The urbanised western region of the Netherlands, encompassing the major cities of Amsterdam, The Hague, Rotterdam and Utrecht

Regular waste

A collective term for all types of waste, except building and demolition waste, waste products and water from de-icing activities. Regular waste includes glass, paper, organic waste and mown grass

Retail Airside

The shops in the area that is only accessible for passengers of Amsterdam Airport Schiphol

ROE

Return on Equity: after-tax result (payable to shareholders) divided by average equity capital

RONA

Return on Net Assets: operating result divided by the average fixed assets, less deferred-tax assets and receivables on derivatives older than one year

Runway incursion

A runway incursion is an incident on a runway involving an aircraft, vehicle or person not authorised to be there at that time

Schengen countries

Countries in Europe that have agreed to allow unrestricted cross-border movement of people and goods (named after the town in Luxembourg where this treaty was signed)

Schiphol Safety Platform

Parties in the aviation sector work together in the Schiphol Safety Platform to guarantee and further improve aviation safety at Schiphol. All the parties that play a role in the aviation process at Schiphol are represented in the Schiphol Safety Platform. In its capacity as airport manager, Amsterdam Airport Schiphol is chairman and is responsible for the programme management

Schiphol Security and Public Safety Platform

The Schiphol Security and Public Safety Platform is a close cooperation between Schiphol and various government parties aimed at bringing security policy components into practice. The platform seeks to resolve security issues by means of public-private cooperation, thereby contributing to finding effective and efficient solutions in the fight against terrorism and crime. This public-private cooperation is crucial for the optimisation of security tasks

Schiphol worker

A staff member of one of the businesses operating at Amsterdam Airport Schiphol

Security scan

The security scan uses millimetre wave technology. The millimetre waves, which are harmless, do not pass through the body; instead, they bounce off the surface of the body and any objects. The scan shows the objects that a person is carrying

Security Service Charge

Charge that departing passengers pay in connection with security measures

See Buy Fly

The shops where traditional tax-free items such as perfume, cosmetics, beverages and tobacco are sold

SIM

Innovative Mainport Partnership (Samenwerking Innovatieve Mainport). Collaboration of Schiphol Group, KLM, Delft University of Technology, TNO and the National Space and Aviation Laboratory. The intention is to improve accessibility and airport processes through innovative developments

Site environmental permit

Operating permit under which we can carry out our activities subject to the environmental conditions included in it

SkyTeam

Worldwide alliance of airlines grouped around Air France-KLM and Delta Airlines

Slot Coordinator

Government-appointed person tasked with allocating available slots (licences to take off and land at specific times) at airports, in accordance with international regulations

Socio-economic theme

Schiphol Group had formulated five Corporate Responsibility themes which it pursues at the strategic level in order to be and remain Europe's Preferred Airport. They are: Noise and the local community, Climate-friendly aviation, Accessibility and air quality, Commodity shortages and Sustainable employment.

theGROUNDS

Knowledge centre of Amsterdam Airport Schiphol, the purpose of which is to work with other companies and knowledge institutions on the development of innovative applications for a sustainable airport. theGROUNDS serves as a driving force, a breeding ground and a centre for experimentation

Top of the organisation

This includes all positions in reporting levels I, II and III with a certain degree of influence on developing strategy, policy and/or decision-making concerning our core activities.

Transfer passenger

A passenger who changes planes at an airport

Transit direct passenger

A passenger who arrives at an airport and continues his or her journey on the same plane

Visit costs

The total costs an airline pays for calling at the airport

WACC

Weighted Average Cost of Capital as based on the capital asset pricing model (CAPM)

Work Load Unit

A term used to measure production; equal to 1 passenger or 100 kg of cargo

Work-related accident

An unintended and sudden event related to work and resulting almost immediately in damage to a person's health. In the case of a work-related accident leading to absenteeism, the absenteeism begins when the employee concerned does not come to work on the shift or day after the accident

WTC

World Trade Centre Schiphol Airport

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