

# 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 CO<sub>2</sub> 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

**Published by**

Schiphol Group  
P.O. Box 7501  
1118 ZG Schiphol  
The Netherlands

[www.schiphol.nl](http://www.schiphol.nl)

[www.annualreportschiphol.com](http://www.annualreportschiphol.com)

Published on 3 March 2014

**Editors**

Bondt Communicatie B.V., Breda, the Netherlands  
Schiphol Group, Schiphol, the Netherlands

**Creation- and publication software**

Tangelo Software B.V., the Netherlands

**Art direction and layout**

Graphic Invention B.V., De Meern, the Netherlands  
Xander Richters, Abcoude, the Netherlands

**Photography**

Xander Richters and others

**Translation**

Metamorfose Vertalingen B.V., Utrecht, the Netherlands

**Maps**

Schiphol Group, Schiphol, the Netherlands