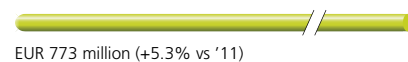




Aviation

The activities of the business area Aviation take place at Amsterdam Airport Schiphol. Aviation provides services and facilities to airlines, passengers and handling agents. The business area supports an efficient and high-quality passenger and cargo process. It is responsible for the provision of the check-in and security facilities, the design of the terminal, piers and gates, the development and management of the baggage system, management of the landing area, the maintenance of this infrastructure and the coordination of safety on platforms, roads and grounds and in the buildings.

Revenue



Operating result



Sources of revenue

Revenues consist of airport charges (aircraft, passenger and security-related charges) and concession fees paid by oil companies for the supply of aircraft fuel.

Aviation in 2012

- Record number of passengers of 51 million
- Network expanded to 317 destinations
- Successful operational handling of record summer peak at the airport
- Completion of the 70MB baggage handling system
- Accelerated implementation of new European legislation measures for 100% goods control
- Preliminary work for Central Security project in non-Schengen area
- Signing of bird strike covenant
- Five year extension of 'license to operate' after audit by Human Environment and Transport Inspectorate (Inspectie Leefomgeving en Transport) of the Ministry of Infrastructure and the Environment of our Airside Safety Management System

Key performance indicators

Number of scheduled destinations

Passengers and cargo



Punctuality of arrivals

(in %)



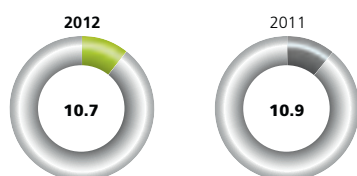
Punctuality of departures

(in %)



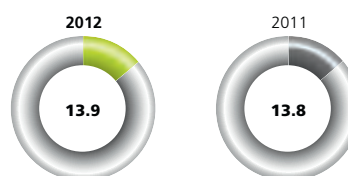
Passenger market share

Top 10 European airports (in %)



Cargo market share

Top 10 European airports (in %)



Key figures

EUR million	2012	2011	%
Total revenue	773	734	5.3
Operating expenses	710	685	3.6
EBITDA	225	202	11.6
Operating result	63	49	29.4
Average fixed assets	2,100	2,083	0.8
RONA after tax	2.3%	1.8%	

EUR million	2012	2011	%	2012	2011	%
	Aviation			Security		
Total revenue	506	487	4.0	267	248	7.9
Operating expenses	449	439	2.4	261	247	5.8
EBITDA	189	173	9.2	36	29	26.6
Operating result	57	48	17.1	6	1	
RONA after tax	2.3%	2.0%		2.0%	0.2%	