



Consumer Products & Services

The business area Consumer Products & Services develops and manages the range of products and services offered at Amsterdam Airport Schiphol. Its primary aim is to enable passengers to travel care-free and comfortably. This business area grants concessions for shops, restaurants, services and entertainment and operates a number of shops and the car parks. It also creates opportunities to advertise at Amsterdam Airport Schiphol. The Privium programme and the VIP centre offer a range of specific services for premium passengers.

Revenue

EUR 366 million (+7.9% vs '11)

Operating result

EUR 178 million (+20.5% vs '11)

Sources of revenue

This share of the revenue is non-regulated and encompasses retail sales, concession income, car parking fees, rents, advertising and media revenues and other income and management fees.

Consumer Products & Services in 2012

- Revenue and operating result increased significantly on higher passenger numbers and spending per passenger
- Average spending per passenger in Retail Airside shops increased by 7.3% to 16.69 euros, in part as a result of the redesign of Departure Lounge 3 in 2011 and improved range of commercial outlets in redesigned Departure Lounge 4
- Improvement of the price/quality perception at Retail Airside
- Introduction of Short Stop Parking to reduce congestion on drop-off roads
- New revenue record of more than 87 million euros in own liquor, tobacco and chocolate shops

Key performance indicators

Spend per passenger Retail Airside

EUR per departing passenger



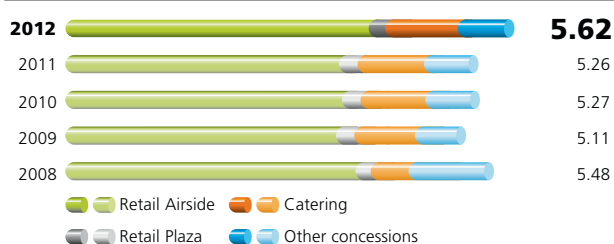
Perceived price/quality Retail Airside - rated good or excellent

Passenger satisfaction (in %)



Concession income per departing passenger

EUR per departing passenger



Parking revenues

EUR per departing NL passenger



Key figures

EUR million

2012

2011

%

| | | | |
|----------------------|-----|-----|------|
| Total revenue | 366 | 340 | 7.9 |
| Operating expenses | 188 | 192 | -1.8 |
| EBITDA | 204 | 174 | 17.4 |
| Operating result | 178 | 148 | 20.5 |
| Average fixed assets | 258 | 247 | 4.2 |

EUR million

2012

2011

%

| | | | |
|----------------------|------------|------------|------------|
| Concessions | 149 | 136 | 9.2 |
| Parking fees | 81 | 78 | 4.7 |
| Retail sales | 87 | 78 | 10.8 |
| Rents and leases | 17 | 16 | 7.4 |
| Advertising | 19 | 18 | 4.1 |
| Other revenues | 13 | 14 | -7.0 |
| Total revenue | 366 | 340 | 7.9 |