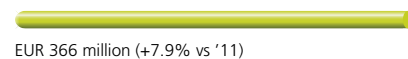




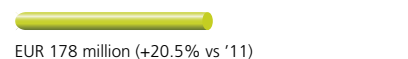
Consumer Products & Services

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



Operating result



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

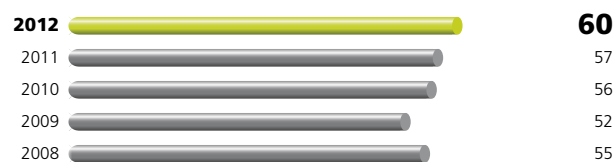
Spend per passenger Retail Airside

EUR per departing passenger



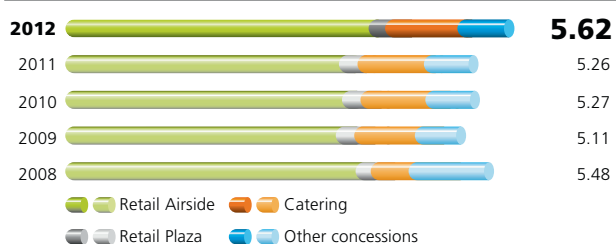
Perceived price/quality Retail Airside - rated good or excellent

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