

Schiphol Group  
**Annual Report**  
2012



# Consultation with stakeholders

Amsterdam Airport Schiphol values its good relationship with its surroundings. A strong Mainport is of great economic importance for the Netherlands; the airport generates employment and activity. On the other hand, our activities can affect the environment and the quality of life in the region. Schiphol is aware of this. It assumes its responsibility. In 2012, we continued to regularly consult with our stakeholders about socially responsible business operations whereby collaboration and innovation play a key role.

## Collaboration

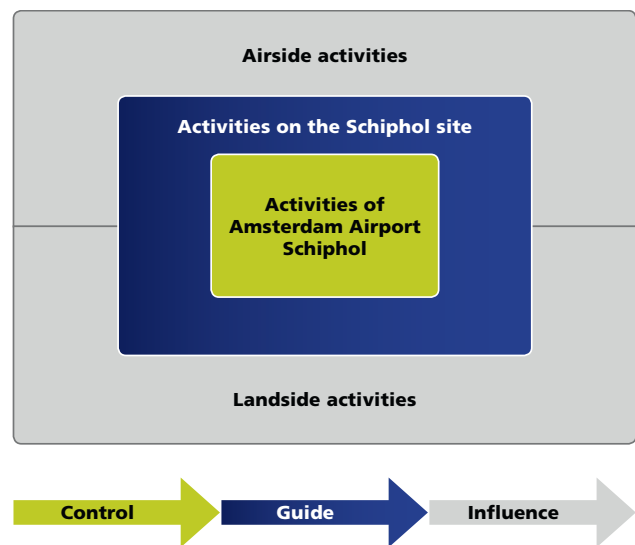
Each day, we make conscious trade-offs with respect to people, planet and profit. However, results are achieved by working together with others. The activities of the airport, airlines and other parties in the chain are closely interlinked. Complex issues are best solved through collaboration, innovation and by exchanging views. Only in this way can we, together with our partners, realise the ambition to be and remain Europe's Preferred Airport.

In addition to the socio-economic themes that we focus on, we also discuss our business operations, compliance and safety with a large number of parties on a structural basis. The main partners in these talks are supervising authorities, the shareholders and home carrier KLM. We also consult with government agencies and various private parties that together enable air traffic.

### Schiphol as coordinator

In our capacity as airport operator, we coordinate processes and chains of interlinked activities on many fronts. Our own activities are influenced through direct coordination and control. This includes our own energy consumption, our vehicle fleet, energy consumption in the buildings that we rent out and our employees' commute.

We have indirect control over the activities of third parties. We can encourage other parties who are active at the airport to increase their sustainability, for example through contractual arrangements. Areas of attention could include the vehicle fleet, energy consumption and commuting. Lastly, we can influence others through partnerships aimed at the sustainable development of Schiphol. Examples: the landing and take-off cycle of aircraft and traffic (cargo and passengers) to and from the airport.



Each year, Schiphol organises dialogue sessions with stakeholders. Furthermore, we are involved in various joint initiatives such as:

- Alders Platform
- Schiphol Regional Consultative Committee (CROS)
- Local Community Contact Centre Schiphol
- Schiphol Safety Platform
- Schiphol Security and Public Safety Platform
- Contractors' Job Health and Safety Platform
- Knowledge and Development Centre
- Knowledge and Innovation Agenda Platform
- National programme Knowledge for Climate
- Nature and Environmental Centre Haarlemmermeer
- theGROUNDS
- Health & Safety consultations
- Quality of Life foundation
- Mainport and Green foundation
- Governance Forum
- Mainport Schiphol Haarlemmermeer Structural Concept (SMASH)
- Schiphol Area Development Company (SADC)
- Amsterdam Connecting Trade (ACT)





- Amsterdam Region Business Association (ORAM)
- Amsterdam Economic Board

## Dialogue

In order to keep abreast of new developments, to share experiences and to come up with new ideas about how to implement our socio-economic function, we conduct round table discussions with our stakeholders. These also took place in 2012: we exchanged views with stakeholders such as representatives of surrounding municipalities, companies and research institutes as well as employees of Schiphol. The stakeholder dialogues revolve around the five socio-economic themes to which Schiphol aims to contribute.

All parties concerned recognise the importance of close cooperation between Schiphol and civil society organisations, administrators, residents and businesses. Our stakeholders focus on the interests of the region: taking into account the interests of one's neighbours increases the chance of creating support. Possibilities include local and regional energy generation and cooperation with data centres and cold stores in the area. Regional cooperation and involving chain partners results in wide support for

smart, useful projects. Many participants in the dialogue regard Schiphol as an international leader in many areas. Schiphol can only uphold this position by also developing a long-term vision with respect to the socio-economic themes and by continuing to innovate, which, in some cases, involves taking risks.

Schiphol Airport has been mentioned as a showcase location for sustainable initiatives on more than one occasion. Knowledge institutes, regional administrators and local residents attach importance to Schiphol's 'laboratory function'. This also applies to young employees of Schiphol Group. They believe that further benefits can be obtained from communication of Schiphol's ambitions in the area of Corporate Responsibility. More emphasis could also be placed on the fact that Schiphol generates economic activity and employment and connects the Netherlands to the rest of the world. Schiphol could stimulate this through the employees themselves, all of whom can act as 'ambassadors', but also through external media.

Schiphol's own [YouTube channel](#) and the Schiphol webpages (such as [schiphol.nl/cr](http://schiphol.nl/cr) and [schiphol.nl/sustainability](http://schiphol.nl/sustainability)) already provide a lot of information, but Schiphol should communicate the message more proudly to

the general public according to these young employees. They propose that more attention is paid to initiatives in the area of sustainability and technological innovation. They see the exhibition of science museum NEMO in the terminal during the summer as a good example of how this could be achieved.

Together with its partners, Schiphol assumes its responsibility with respect to sustainable employment and sustainable labour relations in the chain. Efforts to this end include the signing of the 'Code of Responsible Market Conduct' for the cleaning and window cleaning sectors. This code was established after the strikes in the cleaning sector in 2010, when workers protested against the high work pressure, declining budgets, short-term contracts and lack of appreciation. The code has been signed by almost seven hundred companies, clients, organisations and unions. It is encouraging that other sectors, such as the catering and security sectors, have displayed an interest in the code and are considering initiating something similar.

In the dialogue with stakeholders with respect to sustainable employment, the pensionable age was one of the topics that has been discussed. Working to the age of 67, and perhaps even longer in the future, is progressively becoming standard practice. Consequently, vitality and mobility are becoming increasingly important. One of the ideas that emerged was to allow employees at the airport to make a switch between the different companies. This is an entirely new approach: from job security at one company to employment security in the sector. This idea is perfectly in line with the results of the round table discussions: do not regard Schiphol as an isolated company or location, but involve the surrounding region as much as possible.