

Schiphol Group  
**Annual Report**  
2012



# Glossary

## **70 MB**

Investment Programme in the baggage system at Amsterdam Airport Schiphol designed to achieve an annual baggage handling capacity of 70 million bags, resulting in shorter connection times, greater flexibility, more automation (in part through robots), enhanced availability resulting in a lower IR rate

## **ACI**

Airports Council International; international industry organisation of airports

## **Aerospace Exchange**

Business park at Schiphol-East where Schiphol Real Estate develops properties for companies in the aviation sector

## **Airport Carbon Accreditation**

ACI (see above) benchmark that provides insight into the measures airports are taking to reduce CO<sub>2</sub>

## **Airport charges**

Aircraft, passenger and security related charges

## **Airport Traffic Ruling**

(Luchthavenverkeerbesluit, LVB) Part of the Dutch Aviation Act (Wet luchtvaart) that governs the use of Amsterdam Airport Schiphol

## **AirportCity formula**

An integral development of aviation and non-aviation activities in which businesses and users are offered all the facilities they need. The AirportCity formula is comprised of activities in the Aviation, Consumer Products & Services and Real Estate business areas

## **Airside**

Area where aircraft take off, land and taxi and where ground handling activities are carried out

## **Alders Platform**

Consultative body for the aviation sector and regional partners, chaired by former Queen's Commissioner Hans Alders and concerned with the future growth of Amsterdam Airport Schiphol

## **AREB Fund**

Airport Real Estate Basisfonds C.V.: a property fund located at Amsterdam Airport Schiphol in which Schiphol Real Estate holds a share of 61.15% and institutional investors hold the remaining 38.85%

## **Auxiliary Power Unit (APU)**

Supplies power and hot and cold air in aircraft during the handling process

## **Aviation Act (Wet luchtvaart) governing the operation of Amsterdam Airport Schiphol**

Legislation laying down the terms of the operating licence as well as the economic regulations governing the 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 and safety at Amsterdam Airport Schiphol; in force since February 2003

## **Aviation Policy Document**

The government's vision on the development and growth of Dutch aviation

## **Bird strike**

A bird strike is an incident in which traces of a bird, or dead birds (or parts thereof), have been found on a runway and in which it can reasonably be assumed that the strike occurred within the boundaries of the airport grounds

## **Business area**

A functional cluster of activities with the Schiphol Group organisation

## **Catchment area**

Area from which passengers travel to and from Amsterdam Airport Schiphol by road or rail

## **Commercial traffic**

Commercial air traffic (other than military, police etc.)

**Comprehensive fire safety testing**

Fire-safety testing of fire alarm systems, air conditioning systems, baggage handling systems, lift controls, roll-down shutters and evacuation systems in the terminal in operational circumstances

**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

**CROS**

The Schiphol Regional Consultative Committee (Commissie Regionaal Overleg luchthaven Schiphol); a discussion platform between the aviation sector and region

**De-icing**

The removal of ice and snow from the body and wings of an aircraft prior to take-off

**Economic profit**

RONA (after tax) minus the WACC, multiplied by average fixed assets

**EPBD-label**

Energy Performance of Buildings Directive (EPBD). A scale from G to A, with A being the highest level

**Euro Medium Term Note (EMTN)**

An umbrella programme under which investment-grade entities can issue unsecured certificates of debt ('notes')

**FFO**

Funds From Operations is the cash flow from operating activities before changes in working capital

**Fixed Electrical Ground Power (FEGP)**

Power supply for onboard aircraft systems, situated on the aprons at airside.

**Fte**

Full-time equivalent: a full-time employment position

**Full freighter**

An aircraft that transports cargo only

**General Aviation**

International term for private and business aircraft that seat no more than 20 passengers

**Global Compact**

United Nations initiative in which participating companies commit to ten ethical and environmental principles of good business

**GRI**

Global Reporting Initiative: worldwide guideline for Corporate Social Responsibility reporting

**Groenenberg site**

A site near Runway 18L-36R owned by the property developer Chipshol to which a development ban applied for a number of years. Chipshol is claiming compensation from Schiphol Group and other parties because of the ban

**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

**Ground Power Unit (GPU)**

Supplies power during the handling process

**Home carrier**

Main network carrier at a hub airport

**Hub**

An important junction for continental and intercontinental flights

**IFRS**

International Financial Reporting Standards; the internationally prescribed and recognised reporting guidelines 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

**Landside**

The landside area (accessible to the public) of the airport or airport grounds

**Lettable floor area (LFA)**

Lettable floor area measured in square metres

**Local Community Contact Centre**

Local Community Contact Centre Schiphol (Bewoners Aanspreekpunt Schiphol, Bas) is the information and complaints service centre to which local residents can turn with any questions and complaints about air traffic at Amsterdam Airport Schiphol. Bas is a joint initiative of Air Traffic Control the Netherlands (LVNL) and Amsterdam Airport Schiphol

**Lost Time Injury Frequency (LTIF)**

Indicator of the frequency of work-related accidents that result in absence from work in relation to the number of hours worked

**Low-cost carrier**

A 'no frills' airline specialised in offering lower air fares, usually together with the option to obtain extra services at an additional fee

**Mainport**

A hub for air, road and rail transport which has a major significance for and impact on the development of the region and national economy

**Master Plan**

Directional plan which, in accordance with our vision to be Europe's Preferred Airport, 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, social developments and trends in the aviation industry

**MTOW**

Maximum Take-Off Weight of an aircraft upon which take-off and landing charges are based

**Night-time regime**

Period during the night when runway use is restricted and incoming aircraft must use silent approaches and departing flights must make use of special night routes

**NMa**

Netherlands Competition Authority; supervises the setting of aviation charges and conditions by Amsterdam Airport Schiphol

**Noise Enforcement point**

An enforcement point where a maximum permitted noise level applies as set by the central government. There are 35 enforcement points for the 24-hour period and 25 enforcement points for the night-time period (11:00 p.m. to 07:00 a.m.). All the enforcement points together make up the noise enforcement system

**Normal waste**

Collective term for wood, small chemical waste, glass, paper, bio-waste, residual waste and other waste

**Operating year**

Period from 1 November to 31 October inclusive

**Organisation top**

The first three layers of management of Schiphol Netherlands B.V. (SNBV). In scope, all positions in reporting level I, II and III with a certain degree of influence on strategy development, policy and/or decision making related to our core business. The Management Board of NV Luchthaven Schiphol and SNBV (consisting of CEO, COO and CFO, CCO) is referred to as reporting level I. Reporting Level II concerns the management layer reporting directly reporting to Reporting Level I. Similarly, Reporting Level III is the management layer directly reporting to Reporting Level II

**Passenger Service Charge**

The charge that is levied per departing passenger for the use of airport facilities

**Preconditioned air**

Cooled or heated air used for climate control in aircraft

**Privium**

An exclusive service programme for Privium members. Privium membership always includes automated border passage using iris recognition technology

**Randstad**

The urbanised western region of the Netherlands, encompassing the cities of Amsterdam, The Hague, Rotterdam and Utrecht

**Retail Airside**

Shops located in the area accessible only to passengers flying from or passing through Amsterdam Airport Schiphol

**ROE**

Return on Equity; net result (payable to shareholders) divided by average shareholders' equity

**RONA**

Return on Net Assets; operating result divided by 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 worker**

An employee of one of the businesses established 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 levied per departing passengers in connection with security measures

**See Buy Fly**

Shops selling traditional duty-free articles such as perfume, cosmetics, liquor and tobacco

**Site environmental permit**

Operating licence for carrying out our activities in accordance with the environmental conditions specified in the permit

**SkyTeam**

Worldwide alliance of airlines grouped around Air France-KLM and Delta Airlines

**Slot Coordinator**

Government-appointed organisation tasked with allocating available slots (licences to take-off and land at specific times) in accordance with international regulations

**Suppliers exercising Corporate Responsibility**

Suppliers that can present a recent Corporate Responsibility policy document, an integrated Corporate Responsibility report, an ISO 14001 certificate or a certificate for a specific product or product group and an EMAS certificate

**theGROUNDS**

Knowledge Centre of Amsterdam Airport Schiphol for innovative and sustainable solutions

**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 an airport

**WACC**

Weighted Average Cost of Capital as based on the capital asset pricing model (CAPM)

**Work Load Unit (WLU)**

A term used to measure production; equal to 1 passenger or 100 kg of cargo

**Work-related accident**

An unwanted, sudden event, relating to the work that almost immediately results in damage to health

. A work-related accident with absence from work is recorded when the employee does not come to work the shift or working day after the work-related accident took place

**WTC**

World Trade Centre Schiphol Airport