

## Aviation

Serving travellers, airlines, handling agents and logistics service providers alike, the Aviation business area plays a pivotal role at Schiphol. Aviation supplies and manages the infrastructure needed to ensure enjoyable, reliable and efficient departure and arrival processes for travellers, baggage and cargo. It is responsible for coordinating security and safety in the terminal, on aprons and roads, on airside and in buildings.

### Key figures

EUR million	2018	2017	%
Total revenue	873	816	7.0
Operating expenses	720	666	8.1
<b>EBITDA</b>	<b>153</b>	<b>150</b>	<b>2.0</b>
Depreciation	192	189	1.7
<b>Operating result</b>	<b>-39</b>	<b>-39</b>	<b>0.7</b>
Average fixed assets	2,507	2,365	6.0

EUR million	Aviation			Security		
	2018	2017	%	2018	2017	%
Total revenue	549	523	5.0	324	293	10.6
Operating expenses	420	389	8.1	300	277	8.2
<b>EBITDA</b>	<b>129</b>	<b>134</b>	<b>-4.0</b>	<b>24</b>	<b>16</b>	<b>52.2</b>
Depreciation	149	147	1.7	43	42	1.9
<b>Operating result</b>	<b>-21</b>	<b>-13</b>	<b>60.6</b>	<b>-19</b>	<b>-26</b>	<b>-28.6</b>

### Direct destinations from Schiphol



**327**  
2017: 329

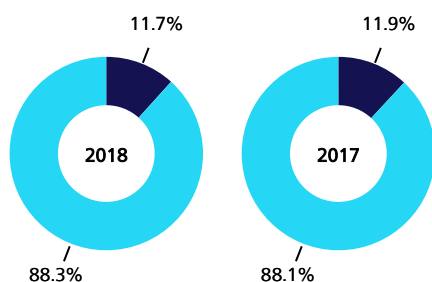
### IR rate for baggage handling (% of baggage delayed)



**1.7**  
2017: 1.8

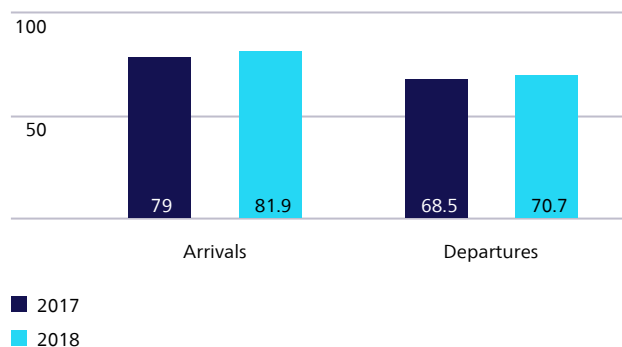
### Schiphol market share in passenger volumes

Top 10 European airports (in %)



### Punctuality of air transport movements

(in %)



## Consumer Products & Services

The Consumer Products & Services business area works with partners to meet the needs of our customers and to create unique experiences for travellers, with an attractive range of shops, food and beverage outlets, and services. It also uses innovative online and offline media concepts to reach and inform travellers. Offering a variety of parking products and premium services such as Privium and the VIP Centre, this business area facilitates a carefree and comfortable travel process.

### Key figures

EUR million	2018	2017	%
Total revenue	338	331	2.2
Operating expenses	98	85	14.9
<b>EBITDA</b>	<b>241</b>	<b>246</b>	<b>-2.2</b>
Depreciation	31	30	5.3
<b>Operating result</b>	<b>209</b>	<b>216</b>	<b>-3.2</b>
Average fixed assets	404	359	12.5

EUR million	2018	2017	%
Concessions	186	181	2.7
Parking fees	101	102	-1.6
Rents and leases	18	17	3.2
Advertising	18	17	4.2
Other revenues	16	13	21.2
<b>Total revenue</b>	<b>338</b>	<b>331</b>	<b>2.2</b>

### Spend per passenger on airside at Schiphol

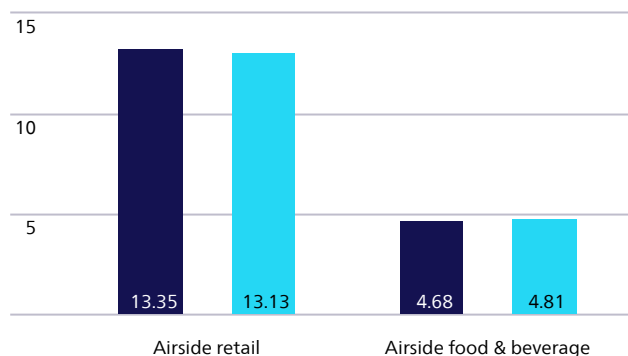


**17.94**

2017: € 18.03

### Spend per departing passenger

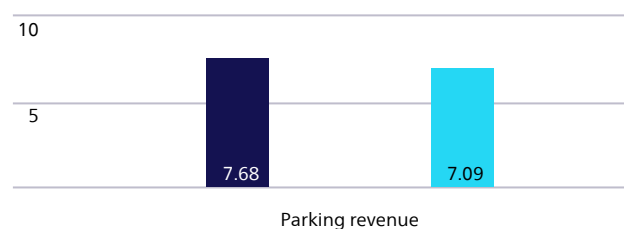
(in EUR)



■ 2017  
■ 2018

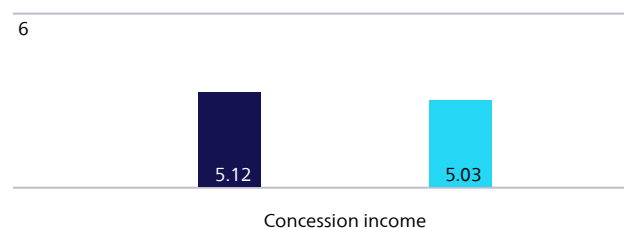
### Parking revenue

(in EUR per departing passenger)



### Concession income

(in EUR per departing passenger)



■ 2017  
■ 2018