

Top Connectivity The best connections

The strength of Mainport Schiphol lies in its extensive network of destinations, the majority of which are served by our home carrier KLM and its partners. Through Schiphol, the Netherlands has direct links with approximately half of global GDP and 80% of European GDP. However, a strong position today is no guarantee for the future. In 2018, the airport witnessed a decrease in full freighter movements, together with a fall in cargo volumes. Our strategy is to facilitate moderate and controlled growth at Schiphol, with a focus on Mainport-related traffic. Although demand for air traffic keeps increasing, a moderate growth path is required to balance the benefits and negative consequences of air travel. Our regional airports will keep their respective roles in serving their regions and handling holiday flights.

Further development of both the airside and landside infrastructure at Schiphol-hub is also essential in order to accommodate a growing passenger volume and to continue

delivering a quality service to travellers and airlines. In addition to creating new capacity - through the construction of the new pier and terminal, as well as other projects - our strategy involves making full use of the existing space in and around the terminal. Additional parking capacity and 'Kiss & Ride' areas are needed. Schiphol is also investing in flexible parking capacity, which can be easily converted into multi-purpose mobility space as required.

Landside accessibility is top of mind. In particular, we view the extension of the North-South metro line from Amsterdam South to the airport as a key priority going forward. In the meantime, we are working on further developing the railway station area at Schiphol, with expansion and refurbishment needed to manage crowds and improve comfort for public transport users. We are working closely with the Transport Authority Amsterdam (Vervoerregio Amsterdam), Dutch Railways (NS), ProRail and the Ministry of Infrastructure and Water Management (I&W) to deliver these upgrades.

| Objective | Progress | Achieved in 2018 |
|--|---|--|
| Network Maintaining a network with more than 300 destinations |  | <ul style="list-style-type: none"> – Number of destinations at Schiphol: 327 – Number of passengers at Schiphol: 71.1 million |
| Accessibility Projects for improving landside accessibility have been prepared |  | <ul style="list-style-type: none"> – MIRT exploratory study for the development of the Schiphol Multimodal Hub – Improved accessibility by rail |
| Airport capacity Capital Programme Development of Lelystad Airport |  | <ul style="list-style-type: none"> – Construction of the new pier and preparatory work for the new terminal under way, with progress made on landside infrastructure adjustments – Construction of Lelystad infrastructure on schedule for a 2020 opening |
| Growth Agreements with our stakeholders will enable moderate growth after 2020 |  | <ul style="list-style-type: none"> – Discussions within the Schiphol Local Community Council (ORS) have been concluded. No agreements were reached, but progress has been made. – Government is preparing for the opening of Lelystad Airport – Environmental impact assessment presented in draft form |

★ Excellent Visit Value An attractive airport

Amid intensifying competition from Europe's other hub airports and, increasingly, smaller airports too, providing the highest levels of quality across all of our processes, facilities and commercial offerings has never been more important. In short, we must work hard to ensure excellent visit value if we are to realise our ambition of being Europe's preferred airport.

Visit value is the combination of various different elements. While ticket prices, flight frequencies and the range of available destinations remain the principal determinants for travellers when choosing an airport, an attractive, varied retail and dining offering is also important. Ultimately, if a passenger has an enjoyable, smooth and seamless flying experience, they will be happy to travel via Schiphol again. By expanding and optimising the spaces within our terminals and providing new products and concepts, we are exploring new ways to enrich the experiences of our visitors, offering new concepts and exclusive products that have a clear Dutch signature and provide a lasting reminder of the Netherlands.

Above all, we strive to offer our visitors a high level of quality on each visit. We are aware that major renovation and construction activities may have an impact on Schiphol's visit quality in the coming years. Additional efforts and solutions are in place to minimise disruption to passengers and maintain a good customer experience. Digitisation is an effective tool in this regard, helping us to relieve congestion and make better use of our available capacity. In particular, automation of passport control helps streamline our passenger-management and crowd-control processes, while new technologies and innovations improve the flow of information to customers and stakeholders.

Fast-tracking Schiphol's digitisation programme serves to enhance our consumer and retail offering and stimulate shopping intention. Through initiatives such as FLIO, an international app for airport facilities, and personalised wifi-based advertising in our terminals, we are finding new ways to meet the wishes and demands of our customers. Besides technology, initiatives such as temporary retail units, pop-up stores and airside delivery services are just some of the many ways we are catering to the interests and needs of visitors and passengers.

| Objective | Progress | Achieved in 2018 |
|---|---|--|
| Digitisation Digital solutions in all our activities |  | <ul style="list-style-type: none"> – Ongoing digital innovations and solutions including SMART buildings and SmartGate planning – Seamless Flow – Omnichannel 24/7 traveller assistance and information |
| Comfort We have implemented measures to improve waiting comfort |  | <ul style="list-style-type: none"> – Upgrade of pier waiting areas in progress – Redevelopment of Terminal 1 in progress, resulting in a more efficient security process |
| Competitive charges Competitive airport charges in Europe. We continue to optimise our operational processes, together with our business partners |  | <ul style="list-style-type: none"> – Despite increased airport charges due to large investments, charges remain competitive |