

Performance indicators

Material aspect	Performance indicator	2018		2017
		Result	Target	Result
CO ₂ emissions	CO ₂ emissions from Group activities (kg CO ₂ /passenger) ¹	0.44	<1.43	1.43
Raw materials & residual flows	Separated operational waste ²	42.7%	43.0%	40.7%
Employment practices	Absenteeism due to illness	4.7%	3.5%	4.3%
Safety	Work-related accidents followed by absence	LTIF: 0.3 LTIF SNBV Fire Service: 16.4	LTIF: 3.0 LTIF Fire Service: 40.0	LTIF: 0.9 LTIF Fire Service: 25.7
Supply chain responsibility	Corporate Responsibility consultation during tenders	100%	100%	100%
Accessibility	Public transport to airport for O&D passengers ³	46.3%	40.0%	42.9%
Safety	Bird strikes (number per 10,000 air transport movements)	6.5	<6.7	5.6
Safety	Runway incursions ⁴	50	<46	53
Employment practices	Limited opportunities in the labour market	1	5	2
Employment practices	Young people (under age 27)	14.0%	20.0%	21.8%
Employment practices	Non-Western background	11.0%	10.0%	4.8% (adjusted for 11.5% response rate)

1 Consistent with prior years, for Amsterdam Airport Schiphol and Rotterdam The Hague Airport the CO₂ emissions indicator is based upon an operating year. For the year 2018, this means that emissions for the period November 2017 up to and including October 2018 are taken into account. For Eindhoven Airport, the emissions data for the period January 2018 up to and including December 2018 is shown

2 Excluding CAT1 aircraft waste

3 Relates only to the Schiphol location

4 The 2018 figures are based upon the in 2018 published third version of the European Action Plan for the Prevention of Runway Incursions (EAPPRI 3.0)

Notes to performance indicators evaluated by external parties

Reporting frequency

The performance indicators of Amsterdam Airport Schiphol, Rotterdam The Hague Airport and Eindhoven Airport are reported as components of existing periodic management information and are discussed by the Management Board with the relevant senior managers. At the request of Schiphol Group, the external accountant has been asked to provide a limited degree of assurance regarding the performance indicators described in this chapter.

Period

The information presented here concerns the 2018 calendar year. For practical reasons, the indicator for CO₂ emissions from Group activities is based on the operating year.

Definitions and measurement of the performance indicators

Below we have provided a summary of the definitions and measurement methods with respect to the performance indicators.

1. CO₂ emissions from airport activities

Amsterdam Airport Schiphol, Rotterdam The Hague Airport and Eindhoven Airport calculate and report on CO₂ emissions on the basis of the Greenhouse Gas protocol. Scope 1 for emissions from our own activities and Scope 2 for indirect emissions from purchased energy together account for a significant part of all emissions. Schiphol Group has opted to report using the market-based method since 2018. In addition to the figures provided under the market-based approach, which are shown in the performance indicator table, the location-based CO₂ emissions for Schiphol Group (kg CO₂/passenger) is 1.53.

The emission factors are based on those applied by Stichting Klimaatvriendelijk Aanbesteden & Ondernemen (SKAO). Though the absolute CO₂ emissions figure is known, Schiphol aims to reduce CO₂ emissions per passenger relative to 1990 levels. As of 1 January 2018, Eneco supplies renewable energy to Amsterdam Airport Schiphol, Rotterdam The Hague Airport, Eindhoven Airport and Lelystad Airport. This has led to our CO₂ emissions decreasing significantly compared with prior years. For more detailed information, including information on our goals and Schiphol Group's efforts to reduce emissions, see section [CO₂ emissions](#).

2. Separated operational waste

A waste-processing company collects waste at various locations at Schiphol. Agreements are in place with the waste processor regarding how the waste is to be processed and recycled after collection.

The recycling percentage is exclusive of the CAT 1 flow. Schiphol Group aims to continue raising the recycling rate of its own operational waste. At Amsterdam Airport Schiphol, Rotterdam The Hague Airport and Eindhoven Airport, the waste is therefore separated as much as possible before being delivered to the processors.

The scope of this performance indicator does not correspond entirely to the environmental permit. This is because some tenants are free to select their own waste collection company. As a result, our waste collector does not collect waste at all locations within the scope of the environmental permit.

Read more about our activities to become a zero-waste airport in the section on [Raw materials and residual flows](#).

3. Absenteeism due to illness

Amsterdam Airport Schiphol, Rotterdam The Hague Airport and Lelystad Airport calculate absenteeism due to illness by comparing the number of calendar days lost to illness with the number of available calendar days. Eindhoven Airport uses the net absenteeism rate, which is calculated by adjusting the absenteeism rate for partial reintegration, the FTE factor and safety net cases. The staff average is adjusted for the FTE factor. Further information on our employment policy is featured in the section on [Employment practices](#).

4. Work-related accidents followed by absence

Amsterdam Airport Schiphol, Rotterdam The Hague Airport and Eindhoven Airport register the Lost Time Injury Frequency (LTIF) to determine the number of work-related accidents followed by absence per million hours worked. SNBV distinguishes between fire service staff and all other Schiphol Nederland B.V employees.

In 2018, Amsterdam Airport Schiphol (excluding the fire department and contractors) recorded an LTIF of 0.3 (2017: 1.0). The LTIF score for the fire department was 16.4 (2017: 25.7). Both scores are below the set target of 3 and 40, respectively. Because the airport fire brigade consists of approximately 152 employees, any incident will typically cause a substantial decrease or increase in the relative indicator LTIF. There were no fatal incidents involving employees in 2018.

We strive to obtain a 0 LTIF rate for Amsterdam Airport Schiphol, Rotterdam The Hague Airport and Eindhoven Airport, and to achieve a downward trend with regard to the fire service. Information on safe working practices is included in the section on [Safety](#).

5. Corporate Responsibility consultation during tenders

In 2015, a performance indicator was created to monitor the degree to which Corporate Responsibility is included in European tendering processes. In 2015, Schiphol Group opted for an approach which involves the internal collection of the

information required to reach a sound decision in the selection and contract award phase. In 2016, Schiphol Group also provided transparency regarding the degree to which the recommendations received were actually considered in the tendering. Our policy on suppliers is featured in the sections on [Supply chain responsibility](#) and [Integrity](#).

6. Public transport to airport for O&D passengers

Amsterdam Airport Schiphol strives to maintain the percentage of departing passengers travelling to the airport by public transport at a minimum level of 40%. Our policy is also aimed at increasing the number of passengers parking at Schiphol (resulting in two transport movements per flight) relative to the number of passengers who are dropped off and picked up by someone else (resulting in four transport movements per flight). Throughout the year, an external market research agency conducts surveys to determine how passengers travel to the airport before their flight. Read more about the importance of airport accessibility and the various ways in which passengers travel to our airports in the section on [Accessibility](#).

7. Bird strikes

Bird strikes are incidents in which dead birds or remains thereof are found on an aircraft or on a runway, and for which it can reasonably be assumed that the strike occurred within the airport boundaries. Bird strikes include suspected bird strikes reported by Air Traffic Control the Netherlands (LVNL) or the pilot, an incident involving the remains of a bird being found on an aircraft following a report by a pilot or a ground mechanic, or an incident involving a report by a pilot or a ground mechanic where it can reasonably be assumed that there was physical contact with the aircraft. The number of bird strikes is expressed per 10,000 air transport movements. Each airport has supplemented the definition above to suit its own requirements.

The following altitude restrictions apply for Amsterdam Airport Schiphol: an upper limit of 200 feet for aircraft during landing and an upper limit of 500 feet for aircraft during take-off. Each month, Amsterdam Airport Schiphol compares its registered number of bird strikes with the number registered by KLM. The incidents registered by the two parties are discussed every quarter by the Schiphol Bird Strike Committee, which also discusses policy and the various bird dispersal resources and their effectiveness. The average bird strike figure is calculated by dividing the total number of bird strikes reported by KLM and the number of bird strikes reported by Amsterdam Airport Schiphol involving KLM aircraft and occurring within the relevant airspace zone by the number of KLM air transport movements. The resulting average figure is thus calculated on the basis of reports covering approximately 50% of the total number of air transport movements. This approach is applied in view of the fact that the reports provided by home carrier KLM pilots are more reliable than those provided by other airlines. Schiphol is largely dependent on KLM pilots for the registration of bird strikes.

At Rotterdam The Hague Airport, only incidents reported by Rotterdam The Hague Airport are included, regardless of the airline involved. The registration of bird strikes at Eindhoven Airport covers the air transport movements of both military and civilian air traffic.

We aim to achieve a downward trend over the long term. More information on airside safety and the increase in the number of bird strikes recorded in 2018 is featured in the section on [Safety](#).

8. Runway incursions

The ICAO groups runway incursions into four categories. A is the highest category and represents a serious incident where a collision is narrowly avoided. D is the lowest category and involves the unauthorised presence of a person, vehicle or aircraft on or near the runway without immediate safety consequences. The vast majority of runway incursions at Schiphol fall into this category. In 2018, a third version of the European Action Plan for the Prevention of Runway Incursions (EAPPRI 3.0) was published, providing additional guidance aimed at improving the overall consistency of runway incursion definition. As a result, stop bar violations are no longer considered as runway incursions and as such are not included in the figures as per 2018. In 2018 the number of runway incursions are as follows Amsterdam Airport Schiphol 30 (2017: 46), Rotterdam The Hague Airport 10 (2017: 5) and Eindhoven airport 10 (2017: 2).

For Amsterdam Airport Schiphol and Rotterdam The Hague Airport, Air Traffic Control the Netherlands (LVNL) registers runway incursions. The airport reports on this performance indicator, but relies on LVNL for compiling a complete notification as well as incident reports.

Air traffic control at Eindhoven Airport falls under the responsibility of the Ministry of Defence and is therefore outside the jurisdiction of LVNL. The number of runway incursions at Eindhoven Airport covers both civilian and military traffic.

We aim to achieve a downward trend for this performance indicator. For more information on safety on and around runways, see the section on [Safety](#).

9. Diversity

Schiphol Group stimulates the creation of jobs for people with limited opportunities in the labour market, for young people under the age of 27, and for people from non-Western backgrounds.

Employees who, prior to their employment by Schiphol Group, were unable to earn their own income qualify as people with limited opportunities in the labour market.

Schiphol signed the Youth Covenant in 2014, an initiative aimed at improving opportunities for young people in the labour

market. The continuous intake of young people contributes to a balanced workforce.

We aim to attract employees from different cultural backgrounds to Schiphol Group, and use the definition provided by Statistics Netherlands (CBS) to determine whether a person has a non-Western background. See [Employment practices](#) for more information regarding diversity.

GRI Content Index

GRI guidelines for sustainability reporting

Ref.	Description	Chapter	Information and reference	External assurance section
Strategy				
G102-14	Statement from senior decision-maker	Message from the CEO		No
G102-15	Key impacts, risks, and opportunities	Trends and developments		No
Corporate profile				
G102-1	Name of the organisation	Financial Statements		Yes
G102-2	Activities, brands, products, and services	Our company		No
G102-3	Location of headquarters		Evert van de Beekstraat 202, 1118 CP Schiphol	No
G102-4	Location of operations	Our company		No
G102-5	Ownership and legal form	Corporate governance		No
G102-6	Markets served	Our company		No
G102-7	Scale of the organisation	About us		No
G102-8	Information on employees and other workers	Employment practices	FTE per region & division: Business areas: Aviation: 1,258 Consumer Products & Services: 111 Real Estate: 64 Operating Unit: ICT: 287 PLUS: 112 Staff: 300 Amsterdam Airport Schiphol total: 2,132 Entities: Lelystad Airport: 22 Eindhoven Airport: 68 Rotterdam The Hague Airport: 102 Other information is not material	Yes
G102-41	Collective bargaining agreements		93.9% of employees covered by CLAs	Yes
G102-9	Supply chain	Passenger and airline journey		No
G102-10	Significant changes to the organisation and its supply chain	Socio-economic accountability		Yes
G102-11	Precautionary principle	Risk management	See also: http://www.schiphol.nl/nl/jij-en-schiphol/pagina/een-duurzame-toekomst	No
G102-12	Externally developed economic, environmental and social charters, principles, or other initiatives		Global Compact, 'Inclusive Employers' programme, Multi-Year Agreement, Diversity Charter, 'Aviation Inclusive' collaboration project, 'Netherlands as Circular Hotspot', Ellen MacArthur Foundation participation	No
G102-13	Membership of associations and/or national or international interest organisations	Supervisory Board Management Board Material aspects for stakeholders	Industry association Airports Council International, Amsterdam Economic Board	No No Yes
Material topics				
G102-45	Entities included in the consolidated financial statements	Financial Statements		Yes
G102-46	Process for defining report content and scope	Material aspects for stakeholders Socio-economic accountability		Yes Yes
G102-47	Overview of material topics to determine report content and scope	Material aspects for stakeholders Socio-economic accountability		Yes Yes
G102-48	Re-statements of information provided in previous annual reports	Socio-economic accountability		Yes
G102-49	Significant changes in scope relative to the previous reporting period	Socio-economic accountability		Yes