

4. Outsourcing and other external costs

(in thousands of euros)	2018	2017
Security	204,805	192,517
Subcontracted activities	136,753	125,029
Maintenance	115,584	107,189
Hired temporary staff	77,899	63,894
Cleaning	38,335	36,541
Advisory and audit fees	26,322	21,192
Insurance and government levies	21,137	21,790
Energy and water	19,945	18,030
Costs related to investments	19,490	15,267
Commercial expenses	15,100	14,544
Hotel activities	2,563	20,242
Other expenses (such as general expenses, rents and leasing)	72,850	65,001
Total cost of outsourced work and other external costs	750,783	701,236

The subcontracted activities category comprises a broad range of outsourced activities related to the airport processes, such as the outsourcing of bus transporting services, the people with reduced mobility process and the lost & found process.

Auditor's fees

(in thousands of euros)	2018	2017
Audit of the financial statements	892	913
Other audit services	675	489
Total auditor's fees	1,567	1,402

The auditor's fees concern activities carried out at Schiphol Group and the consolidated group companies by the audit firm as referred to in Section 1(1) of the Audit Firms Supervision Act and represent the fees charged by the entire network of which the audit firm is part. The audit of the financial statements includes the consolidated financial statements and the audit of the entities that are part of the consolidation. The other audit services rendered by the auditor include the assurance report on Socio-economic Accountability, a review of interim financial information, an audit of financial statements for regulatory purposes, several agreed upon procedures for regulatory purposes and procedures for the EMTN prospectuses. The fees of KPMG Accountants N.V. amount to 1.5 million euros (2017: 1.2 million euros) while the activities performed by other members of the KPMG network amount to 0.1 million euros (2017: 0.2 million euros).

5. Employee benefits expense

(in thousands of euros)	2018	2017
Short-term employee benefits	174,067	166,137
Post-retirement benefits	27,814	25,157
Other long-term employee benefits	2,417	3,668
Termination and unemployment benefits	9,957	2,285
Other staff costs	14,786	15,281
Total employee benefits	229,041	212,528

(in thousands of euros)	2018	2017
Salaries	178,380	167,061
Social charges	17,978	15,881
Internal hours capitalised	-22,291	-16,805
Total short-term employee benefits	174,067	166,137

Pension charges (defined contribution plans)	26,886	23,614
Early retirement benefits	928	1,543
Total post-retirement benefits	27,814	25,157

Jubilee benefits	-93	915
Long-term management bonuses	98	397
Other employee benefits	2,412	2,356
Total other long-term employee benefits	2,417	3,668

The average number of employees at Royal Schiphol Group N.V. and its subsidiaries on a full-time equivalent basis was 2,324 (2017: 2,180).

Termination and unemployment benefits in 2018 includes an amount of 8.3 million euros of costs Schiphol Group expects to incur in respect of restructurings in a few of its departments. The restructurings were announced in 2018 and implementation is ongoing or will commence in 2019.

The internal hours capitalised relate to time spent by employees in the development phases of investment projects. Other staff costs include training costs and travel expenses. The costs of post-retirement benefits, other long-term employee benefits and termination and unemployment benefits are explained in more detail in note 24. [Employee benefits](#). For an explanation of the remuneration of Supervisory and Management Board members under Section 2:383c of the Dutch Civil Code, reference is made to the section entitled [Related party disclosures](#).

6. Depreciation, amortisation and impairment expenses

(in thousands of euros)	2018	2017
Contract-related assets	1,287	1,357
ICT development	8,717	8,349
Software licences	7,629	6,995
Intangible assets	17,633	16,701
Runways, taxiways and aprons	28,854	27,221
Paved areas and roads	13,159	13,141
Buildings	60,457	58,589
Installations	107,856	103,993
Other assets	39,478	37,400
Assets used for operating activities	249,804	240,344
Depreciation and amortisation in relation to disposals	1,209	6,670
Impairments related to financial assets¹	314	-
Impairments	1,000	-
Impairments reversal	-3,300	-
Total depreciation, amortisation and impairments	266,660	263,715

¹ Please note that comparative figures are not included since IFRS 9 was implemented as per 1 January 2018

See note 8. [Intangible assets](#) for information on the amortisation of contract-related assets and note 9. [Assets used for operating activities](#) for information on depreciation of assets. Information on impairments is provided in note 11. [Investment property](#).

7. Other operating expenses

Other operating expenses in 2018 amount to 1.3 million euros (2017: 1.8 million euros).