

Glossary

ACI

Airports Council International - international sector association of airports

ACM

Dutch Authority for Consumers and Markets: supervises the establishment of aviation charges and conditions at Amsterdam Airport Schiphol

Air transport movements

Commercial air transport movements (not carried out by the military, police etc.)

Airport Carbon Accreditation

Benchmark for the ACI sector association. This benchmark helps provide insight into airports' efforts to reduce CO₂ emissions

Airport charges

Aircraft-, passenger- and security-related charges

Airport Traffic Ruling

The section of the Dutch Aviation Act (Wet luchtvaart) that governs the use of Amsterdam Airport Schiphol

AirportCity concept

An integrated development concept for aviation and non-aviation activities offering businesses and users a full spectrum of services and facilities. The AirportCity concept comprises the activities of the business areas of Aviation, Consumer Products & Services and Real Estate

Airside

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

Airside Retail

The shops in the area behind security control, which is only accessible to travellers at Schiphol

Alders Agreement

An agreement made in 2008 within the Alders Platform, a consultative body for the aviation sector and community stakeholders on the growth of Schiphol, chaired by former government minister and former Queen's Commissioner Hans Alders

APU

An Auxiliary Power Unit is a generator set supplying power to an aircraft during handling operations on the apron

Aquifer thermal energy storage (ATES)

ATES is the storage and recovery of thermal energy in the subsurface. ATES is applied to provide heating and cooling to buildings

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

Legislation laying down the terms of the operating licence and the sector-specific supervision of 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, odour and safety at Amsterdam Airport Schiphol; in force since February 2003

Aviation White Paper

Vision outlining aviation developments in the Netherlands, including future growth, published by the Dutch government

BAS

The Local Community Contact Centre (BAS) is the information and complaints centre to which local residents can address their questions and complaints concerning air traffic at Amsterdam Airport Schiphol. BAS is a joint initiative of Air Traffic Control the Netherlands (LVNL) and Amsterdam Airport Schiphol

Best Value

Best Value (Procurement Performance) is a method for organising large tenders. The aim is to find the expert that is the most capable of carrying out the project at the lowest possible cost throughout its life-cycle ('total cost'). Best Value assumes that it is not the client but the contractor who is the expert. This means that the expert is given every opportunity to come up with innovative, out-of-the-box solutions, if applicable.

Bird strike

Bird strikes are incidents in which dead birds or bird remains are found on an aircraft or a runway, and for which it can reasonably be assumed that the strike occurred within the airport boundaries

BPVS

The Schiphol Security and Public Safety platform, established in 2005, in which public and private parties have joined forces to enhance the effectiveness and efficiency of security and safety, as well as the fight against crime, at Schiphol

BREEAM

Building Research Establishment Environmental Assessment Method (BREEAM) certification is awarded by the Dutch Green Building Council

Business area

A functional cluster of activities within the Schiphol Group organisation

Capital Programme

Programme set up to ensure the effective management of large-scale and complex investment projects at Amsterdam Airport Schiphol

Catchment area

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

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 Responsibility (CR)

Conducting business with respect for people, the environment and the local community

CR-conscious supplier

A supplier who is able to produce a recent Corporate Responsibility policy document, an (integrated) Corporate Responsibility Report, an ISO 14001 or equivalent specific certificate for a product or product group and an EMAS certificate

DAP

Digital Airport Programme: a programme for innovative IT and digital initiatives at Schiphol

Destination

Effective from 2018, a passenger destination is strictly defined as an airline carrying at least ten passengers on a flight between Schiphol and the destination in question for at least eight weeks in a row. Full freighter destinations are now defined as examples of more than 100,000 kilogrammes of cargo being shipped to and from a destination in at least ten frequencies during a single year

EASA

European Union Aviation Safety Agency

Economic profit

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

Enforcement point

A calculation point to which a maximum permissible noise load applies as set by the central government

Environmental permit

Operating licence enabling the airport to carry out activities under the environmental conditions set out in the permit

Euro Medium Term Note (EMTN)

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

FFO

FFO - funds from operations - is the cash flow from operating activities before changes in working capital

Fixed electrical ground power

Power supply for on-board aircraft systems on the apron (airside) to replace a GPU or kerosene-fuelled tail engine

FTE

Full-time equivalent: a full-time job

Full freighter

An aircraft that transports cargo only

GDPR

The General Data Protection Regulation (Algemene Verordening Gegevensbescherming), which entered into effect in May 2016, incorporating European rules on the protection of personal details. The GDPR replaced the privacy regulation dating from 1995

General Aviation

The international designation for private and business flights using aircraft for no more than 20 passengers

Global Compact

A United Nations initiative in which the participating companies commit to ten ethical and environmental principles

GRI

Global Reporting Initiative - worldwide guidelines for Corporate Responsibility reporting

Ground handling

The activities required for the arrival and departure of aircraft, passengers and cargo. This includes passenger check-in, loading and unloading baggage and cargo, aircraft cleaning, and catering

Ground noise

Ground noise is low-frequency noise-producing vibrations that can cause disturbance. It is perceived differently from 'regular' noise, and is more often felt than heard. Low-frequency noise is produced by aircraft taking off on the runway

Home carrier

Main network carrier at a hub airport

HPO

High Performance Organisation: an organisation that outperforms comparable organisations (financially) over a prolonged period of time

HRO

High Reliability Organisation: an organisation that has a proactive health & safety culture

Hub airport

A large airport where continental and intercontinental flights are available. Schiphol is the hub for KLM and (codeshare) partners

Hub connectivity

Hub connectivity measures the number of connecting flights per week that can be facilitated by the hub airport in question - taking into account minimum and maximum connecting times, and weighting the quality of the connections by the detour involved and connecting times

Hub traffic

Passenger and/or cargo flights within the network of KLM and/or its codeshare partners using Schiphol as a transfer or transshipment location

Hudson's ladder

A well-known theory from safety studies to describe safety culture. Employees and the organisation are increasingly informed and aware of safety issues as they advance from step 1 to step 5

ICAO

International Civil Aviation Organization, an agency of the United Nations. The ICAO makes international agreements concerning safety, environmental aspects, efficiency and the continuity of the aviation sector

IFRS

International Financial Reporting Standards: a set of internationally formulated and acknowledged accounting principles applied by Schiphol Group

Industrial accident

An undesired, sudden work-related event causing almost immediate damage to an employee's health. Absenteeism due to an industrial accident takes effect when the employee does not report for work on the day or shift after the accident

IR rate

Irregularity Rate: the percentage of bags that do not arrive at their destination at the same time as the passenger

Landside

The landside (publicly accessible) area of the airport or airport grounds

Lansink's ladder

A Dutch standard for dealing with residual flows. It involves a system of six steps, with step 1, waste prevention, being the highest in the hierarchy and step 6, dumping waste, the lowest

Lden

The calculated noise levels produced by all aircraft flying to or from the airport during a year. Night-time noise levels are expressed in Lnight (Level night). 24-hour noise levels are expressed in Lden (Level day-evening-night). Formerly, the noise impact was expressed in Ke (Unit Costs)

LEED

LEED stands for 'Leadership in Energy and Environmental Design'. This US certification method makes it possible to assess the sustainability of existing and new buildings. It involves a four-level classification system, with 'Platinum' being the highest level. New terminals and piers receive an LEED certificate

Lettable floor area

Number of lettable square metres (LFA)

Lost Time Injury Frequency (LTIF)

Work-related accidents that resulted in absenteeism, per million hours worked

Low-cost carrier

An airline that typically offers relatively cheap tickets in combination with the option for passengers to pay extra for certain additional services. Also known as low-cost airline

Main contractor

The principal contractor

Mainport

A mainport is a hub of interlinked air, road and rail connections that plays a major role within the local transport network, and contributes significantly to the development of a region and the national economy

Master Plan

Directional plan which, in accordance with our ambition to be Europe's Preferred Airport, lays down the spatial development of the airport infrastructure and translates that development into an investment programme in response to demand for capacity and quality, socio-economic developments and trends in the aviation industry

Material aspect

An aspect is material if it reflects the significant economic, social or environmental impact of the organisation or if it substantially influences stakeholder decisions

MIRT

National government and regional authorities have joined forces in projects and programmes covering every region of the Netherlands. The Multi-year Infrastructure, Space and Transport Plan (MIRT) programme focuses on financial investments in such programmes and projects

MTOW

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

Net Promoter Score

A simple yet powerful instrument for measuring customer satisfaction, whereby respondents are asked to indicate the extent to which they would recommend a company, product or service to others

Night-time flight

Air transport movement performed during the night (between 23:00 and 7:00). During this period, the use of runways is restricted and incoming aircraft must use silent approaches while departing flights must make use of special night routes

Non-aviation activities

Activities not associated with primary airport operations, infrastructure or security. Non-aviation activities include all activities in the areas of retail, catering, leases, media, parking charges and real estate development. They also include our international activities. Unlike aviation activities, non-aviation activities are not regulated

OD passengers

Origin and destination (OD, O&D) passengers using Schiphol as their airport of departure or arrival

Operating year

The period that runs from 1 November to 31 October inclusive

Operational waste flows

A collective term for all waste flows, except building and demolition waste, waste flows from aircraft, and waste products and water from de-icing activities. Regular waste flows include glass, paper, organic waste and mown grass

Passenger Service Charge

A rate charged to each departing passenger for the use of airport facilities

PRM

Passengers with Reduced Mobility: an assistance service for passengers with a disability, provided under the responsibility of the airport

Remote handling

The handling of aircraft other than directly on or near a pier

ROE

Return on Equity: after-tax result (payable to shareholders) divided by average equity capital

RONA

Return on Net Assets: operating results divided by the average fixed assets, less deferred tax assets and receivables on derivatives older than one year

Royal Netherlands Marechaussee

The Royal Netherlands Marechaussee is responsible for passport control, border control and protecting civil aviation against attacks and hijacks. It is also responsible for issues such as human trafficking. At Schiphol, the Royal Netherlands Marechaussee also performs other police tasks

Runway incursion

A runway incursion is any occurrence at an aerodrome involving the incorrect presence of an aircraft, vehicle or person on the protected area of a surface designated for the landing and take-off of aircraft (ICAO)

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 Aviation Community

A foundation established and run by KLM, the Amsterdam Regional Training Centre and Royal Schiphol Group. SAC (formerly Schiphol Aviation College) was founded in 2007. Its board is comprised of representatives of the founding partners. SAC typically focuses on imperfections of the labour market: issues that are not addressed by the regular market economy and that require a joint approach. The main strength of SAC is its ability to connect the business community, education and public authorities. As such, it is an important link in the chain as it is able to connect businesses to job seekers with limited opportunities in the labour market, and provide courses for trainees

Schiphol Local Community Council

A platform for stakeholders to come together to address issues relating to the development of Schiphol and the surrounding area. These stakeholders include government, residents, the aviation sector and sector organisations

Schiphol Perception Monitor

A survey conducted every two months into the perception and appreciation of Schiphol among departing and arriving passengers, and among visitors to Schiphol Plaza

Schiphol worker

An employee of one of the businesses operating 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 that departing passengers pay in connection with security measures

Sky Team

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

Slot coordinator

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

Top-level positions in the organisation

All positions from scale 14 and above that exercise a certain degree of influence on strategy development, policy and/or decision-making in connection with our core activities

Transfer passenger

A passenger who changes aircraft at an airport

Transit direct passenger

A passenger who arrives at an airport and continues his or her journey on the same aircraft

Visit costs

The total costs an airline pays for calling at the 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