

## Glossary

### **Air transport movements**

An air transport movement means a landing or take-off. Air transport movement in scheduled traffic means a movement in commercial traffic according to an official timetable. Air transport movement in non-scheduled traffic means a non-scheduled movement in commercial traffic (charters, relief services, etc.; taxi flights excluded).

### **Freight transport**

Both paying and non paying freight, including military mail and express freight. Goods leaving the airport on the same aircraft as the one by which they have arrived (transit-direct) are left out of account, as well as trucking freight.

### **Mail transport**

Mail handled exclusively by TNT Post Group N.V. excluding mail leaving the airport on the same aircraft as the one by which it has arrived (transit-direct).

### **MTOW**

Maximum take-off weight of an aircraft.

### **Passenger load factor**

The passenger load factor means the number of passengers (including 2x transit-direct) expressed in a percentage of the number of available seats.

### **Passenger transport**

All passengers on scheduled- and non-scheduled flights including service passengers and infants. Passengers on taxi-, photo- and sightseeing flights are excluded.

#### *O&D passengers*

Originating and destinating passengers. Those whose journey by air starts or ends at Amsterdam Airport Schiphol.

#### *Transfer passengers*

Those who change planes within 24 hours without leaving the customs area are counted both arriving and departing.

#### *Transit-direct passengers*

Those who leave the airport on the same flight number as the one by which they arrived, without leaving the customs area are not counted incoming or outgoing, but stated separately.

### **Punctuality**

Punctuality is the percentage of flights - departing/arriving within no more than 15 minutes of its scheduled time on/off blocks, regarding passenger flights only.