



Emirates and the Netherlands

Emirates is a significant contributor to Dutch connectivity since 2010, when it launched a daily service to Amsterdam Airport Schiphol. Since then Emirates has carried over 4.6 million passengers on its flights to and from the Dutch capital city.

Operating with care throughout the COVID-19 outbreak

Emirates, along with all other aviation industry stakeholders, is navigating the exceptional circumstances caused by the COVID-19 outbreak. During this time, Emirates' foremost priority has been the health and safety of its customers, crew and communities. As the crisis intensified, Emirates temporarily suspended scheduled passenger operations in March 2020, including to Amsterdam.

In June 2020, Emirates resumed scheduled passenger services to Amsterdam. As demand for air travel recovers, Emirates will gradually resume its services to the Netherlands to the pre-COVID-19 level of 19 weekly flights.

Emirates' unique connectivity

With a focus on traditionally unserved and underserved destinations – both in mature and in emerging markets – Emirates contributes significantly to the destination network of Amsterdam, the second best connected hub in the EU and the fourth best connected hub in the world.



In 2019, Emirates carried over 728,000 passengers between Dubai and Amsterdam, offering 42 unique connections to logical points in Africa, the Middle East and Asia-Pacific via Dubai. These unique connections

provided by Emirates offer convenience and shorter travel times, therefore contributing to Amsterdam's network quality.

Like the UAE, the Netherlands is known for its highly open economy and as a leading global trade nation. When Emirates commenced flights to Amsterdam in 2010, there was subsequent growth of 14% in trade between the two countries. In 2019, overall trade grew by 35%. The additional services and unique connections from markets such as Sydney, Phuket and Chennai have stimulated demand, improved connectivity and in particular supported the 2,200 businesses located in the Amsterdam metropolitan area.

Emirates SkyCargo currently operates 17 weekly freighter services to Amsterdam. In 2019, over 80,000 tonnes of cargo was carried between Amsterdam and Dubai on Emirates including pharmaceuticals, drilling and shipping equipment and electrical goods. In November 2020, Emirates SkyCargo started utilising its Airbus A380 aircraft on select cargo charter operations to transport urgently required cargo across its network. The first such dedicated Emirates A380 freighter transported medical supplies between Seoul and Amsterdam via Dubai.



Our planet

At Emirates, we recognise our responsibility in preserving the planet's resources and are fully committed to minimising the environmental impact of our operations across all business activities. Our environmental efforts are focussed on three areas – reducing emissions, consuming responsibly and preserving wildlife and habitats.

Reducing emissions

Reducing fuel consumption and maximising fuel efficiency is key to minimising carbon emissions from flights. An ongoing investment in future aircraft technology is Emirates' biggest commitment to reducing environmental impact. The new generation of Airbus A350 XWB, Boeing 787 and 777X aircraft that were recently ordered by Emirates, as well as its existing fleet of Boeing 777 and Airbus A380 aircraft that average under seven years in age (significantly lower than the industry average), provide greater fuel efficiencies compared to older generation aircraft. Emirates also has a comprehensive fuel efficiency program that looks into new ways to reduce fuel burn and emissions, where operationally feasible.

Consuming responsibly

Emirates is committed to reducing environmental impact through responsible consumption encompassing the life cycle of purchasing, sourcing, consuming and managed disposal of items. Where feasible, Emirates has phased out single use plastic items, taking into account hygiene requirements. In 2017, Emirates introduced blankets in Economy class that are each made from 28 recycled plastic bottles. Aircraft exteriors are cleaned using a pioneering dry washing technique that saves 11 million litres of water annually.

Preserving wildlife and habitats

Emirates is also committed to the preservation of fragile habitats and endangered wildlife. As a founding signatory to the 2016 Buckingham Palace Declaration, Emirates recognises its role in combatting the illegal trade of wildlife and has a zero tolerance policy on transporting banned species, hunting trophies or any products associated with illegal wildlife activities. Five of Emirates' Airbus A380s are painted with United for Wildlife decals.



The value of Emirates activities

Emirates' service to Amsterdam contributes over €81 million per year to the Dutch economy through the purchase of goods and services such as catering, crew accommodation, airport and overflight charges as well as advertising costs and sponsorships.

Netherlands-UAE relations

Both the Netherlands and the UAE have small home markets, but large catchment areas. In fact a third of the world's population is within four flying hours of Dubai and two thirds within eight flying hours.

Both governments recognise the importance of a world-wide destination network that provides the passenger with choice and connectivity, as well as encouraging trade and tourism in the respective regions.

In December 2013, the Netherlands and the UAE agreed to further strengthen their trade and diplomatic relationships through a Memorandum of Understanding aimed at increasing the influx of foreign direct investment from the UAE into the Netherlands and vice-versa. In addition, in 2017 the UAE and the Netherlands signed a Memorandum of Understanding to encourage greater dialogue, awareness and engagement between the Netherlands Government, Dutch companies and the UAE to reach the UN's Sustainability Development Goals. The ties between the UAE and the Netherlands are

getting stronger and stronger and extend beyond the domain of economics.

The UAE ranks as the second most important export partner in the MENA region, with Dutch exports to the UAE amounting to €3.1 billion in 2019, comprising 75% of total trade. Two-way trade between the two countries stood at €4.1 billion, with a €2.1 billion trade surplus in favour of the Netherlands.

In 2019, Dubai was Amsterdam's second busiest long-haul route with over one million passengers, an increase of 12.4% over the previous year.

Currently 7,500 Dutch nationals live and work in the UAE, with over 250 Dutch businesses representing sectors such as oil and gas, water, architecture, hospitality and design.

About Emirates

Established in 1985, the company's growth has been measured in line with the demand for air travel. This growth has been funded on a fully commercial basis through a wide range of sources including operating leases, commercial asset-backed debt and equity from investors. Emirates has published independently audited financial accounts in line with International Financial Reporting Standards since the early 1990's, which are available on www.emirates.com. These show that Emirates has paid over US\$5.3 billion in dividends to its owner, the government of Dubai.

Setting the record straight

In the Netherlands, some stakeholders frequently point out that Emirates competes unfairly or negatively impacts the aviation market. Such misconceptions, when repeated often enough can ultimately be accepted as fact, thus we aim to openly address them.

Emirates acts like a predator and is destroying Dutch air transport.

Fact: Since commencing operations to the Netherlands in 2010, our services have been built up progressively and in line with increased demand. A recent study conducted by SEO Amsterdam Economics on behalf of the Ministry of Infrastructure and Water Management concluded that while Emirates competes with KLM, no damage is caused to KLM on the Amsterdam-Dubai route. Besides, Emirates accounted for only 2% of all intercontinental flights at Amsterdam Airport Schiphol in 2019, in comparison to 48% by KLM.

Emirates receives access to airport infrastructure free of charge, discounted jet fuel and exceptional financing conditions.

Fact: Emirates is commercially managed, financially transparent and pays market rates for airport access and jet fuel. Our aircraft are financed on a fully commercial basis through a wide range of sources including operating leases, commercial asset-backed debt and equity from investors.

Artificial capacity supply limitations at Amsterdam is the only way to safeguard connectivity in a post-COVID-19 scenario.

Fact: Previous crises have shown that the role of a network airline like Emirates is crucial for recovery when travel demand returns. Emirates will help rebuild and maintain the world-spanning network from Amsterdam.