Dear colleagues,

On behalf of Amsterdam Airport Schiphol, it is my pleasure to welcome you to the 2017 Passenger Terminal Expo. This happens to be the expo's 20th anniversary, so this is a very special time in its history.

2016 was a bumper year for Schiphol. We reached our 100th anniversary, which was a time of great celebration for us. We announced a series of wide-scale construction projects, including a new pier, terminal and access roads. And we were privileged enough to receive a Royal Warrant of Appointment, henceforth becoming known as Royal Schiphol Group.

I definitely feel a sense of revitalised optimism with 2016's achievements. They have shown me what we can achieve when we put our minds together. And I believe those achievements come from putting the traveller at the heart of everything we do – from our most complex passenger processes, down to the items we offer in our smallest kiosks. I want to continue riding this wave in 2017 and into the years ahead.

However, I appreciate that the year ahead will bring its attendant challenges – not just for Schiphol, but for our entire industry. We will face more challenges from global traffic growth. Our responsibility to adopt greener processes will increase dramatically. And competition from online versus retail shopping will be greater than ever before.

Since its inception 20 years ago, the Passenger Terminal Expo has become the world's leading airport expo. Last year, it brought 5,000 participants together from 90 different countries. This year promises to attract more people still. And I hope we use this time to exchange ideas, share stories, and make a positive contribution to our industry that we can all get behind.

So I'd like to invite you to join me in the beautiful city of Amsterdam – and I hope you have time to savour our quirky architecture, majestic canals and fantastic dining culture. Let's use the conference time well. And let's use 2017 to exceed everyone's expectations!

Kind regards,

Jos Nijhuis
CEO of Royal Schiphol Group