

November 2013

To whom it may concern.

In 2011 Amsterdam Airport Schiphol (owner of the Schiphol CDF), KLM De-icing (user of the Schiphol CDF) and Air Traffic Control of the Netherlands (facilitator of the Schiphol CDF) undertook a study trip to Canada to learn more about improving capacity and safety of the Schiphol CDF.

At Toronto airport we learned from GTAA, Servisair and Nav Canada about the use of EMB's and about the EMB's products and service from AIM Systems. The decision was quickly made: the Schiphol CDF must have EMB's. Resulting in increasing safety levels and improving throughput at the Schiphol CDF.

Proven technology and a good track record of the supplier were important for Schiphol, because we wanted the EMB's quickly in operation. That's the reason we selected AIM Systems as the designer, manufacturer and installer of the EMB's and the EMB software.

Being the first airport in Europe to use the EMB's and being the first European customer for AIM Systems there were a lot of challenges to be dealt with. But AIM Systems showed from the first moment willingness to invest and to learn in doing business in Europe. In the end they did a good job. Resulting in a happy airport, ground handler, ATC and above all happy pilots.

Any airport, airline, ground handler or ATC wishing to know more about the EMB's, you are welcome at Schiphol.

Regards,

A handwritten signature in blue ink that reads "Erik Waatjes". The signature is stylized and includes a small flourish at the end.

Erik Waatjes

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