

**2011 BARIN CHAIRMAN NEW YEAR ADDRESS by HUIB GORTER**  
**at the traditional BARIN NEW YEAR GATHERING at the SCHIPHOL HILTON**  
**on 21 JANUARY 2011.**

*Alleen de uitgesproken tekst geldt.*

Our industry does not tend to dwell on that past what's been has gone  
We are forward looking in running our business, technical complexity, high investment costs, fluctuating variable costs, serving our Customers needs and the inherent low margins are uppermost in our minds.

We have a long tradition of customer focus and care, a slackening of attention to our markets and customers or untoward events or ill conceived legislation can have severe effects on our well being.

Enough has been said about the ash cloud, a sad case of political ineptness and dilly dallying. The financial impact was great as was the impact to our customers.

Lessons have been learnt and it is evident the intricate web of our industry is fragile. The surreal sound of birds' singing at Schiphol and aircraft not Operating is something I hope we will not experience again.

Our infrastructure i.e. Schiphol the main-port is the engine of the region and our enabler. Emotions have run high as the divergent interests of its' customers have surfaced.

We applaud the constructive initiatives taken by the largest Customer grouping and Schiphol airport to heal and to develop a fact based path forward.

A shared vision of Schiphol and its' Customers at the right price is key. BARIN will continue to play a constructive role herein.

I would like to touch upon the infamous EU261 ruling (relating to passenger compensation). The ruling had the purpose to be 'a deterrent to mistreat passenger for commercial gain'. It was conceived without a robust risk assessment or sector input. The ruling and its interpretation has gone way beyond the intent

'Lost in translation'

Significant cost increase to the sector and travelling public are as it stands a consequence.

It is ridiculous that the unbalanced compensation can result that a passenger is compensated five fold relative to the value of the ticket purchased.

Recent regulation for passenger rights of ship passengers has capped hotel accommodation rights compensation to 3 nights and financial compensation is % of that which the passenger has paid.

We have become the bouncing ball of ill conceived, ill formulated legislation and of the judicial system.

I make a plea that experts in aviation law develop a manifest that anchors the undeniable rights of our customers but lays the robust framework for the fair treatment of the airlines.

At this point we remain of the view that our National Enforcement Board (IVW) that oversight and enforcement remains but that complaint handling is dealt with by a separate entity.

At this point we remain of the view that our NEB (JVW) that enforcement and oversight of our industry remains but that complaint handling is dealt with by a separate independent body.

The Alternative Dispute Resolution for Aviation ADRA or Geschillencommissie Luchtvaart, is a body we remain committed to, self regulation is the future as is the need for a level playing field. I wish to thank the government, KLM and our members for laying the foundation for the future. We hope that it will be replicated throughout Europe.

I wish to thank our members for their active participation in BARIN, our preferred suppliers, our sponsors and especially Jan van de Putten of Hilton for his inimitable hospitality.

I would now like to take this opportunity to thank someone in our midst, our Vice Chairman Bram Gräber. Bram has applied himself with dedication, Swiftness of mind, intelligence and a keen sense of time keeping. He has been an asset and a great member of our board. He has moved on to greater things but I hope he will continue to play a role in the BARIN ADRA Steering Committee - BASC.

I wish to ask Bram to come up to the rostrum to say a few words and to accept the Honorary Membership of BARIN.

Amsterdam Airport Schiphol, 21 January 2011.