



Annual report *2010*

GENÈVE
AÉROPORT

New *identity*

Created 15 years ago, the former logo of Genève Aéroport has shown its limitations and age. For this reason, and to make the most of a process started by Genève Aéroport's renewal of facilities and services, the management board decided to modernise the organisation's corporate identity.

During autumn 2010 Genève Aéroport invited six graphic design agencies to take part in a competition to create a new identity. After two phases of highly varied proposals and some difficult choices in terms of both the design and name itself, the final decision was taken at the end of the year.

Genève Aéroport's chosen new identity conveys a more upmarket positioning of the airport, based on the concepts of quality, service, simplicity and reliability. Highlighting the city's name capitalises on the place's international reputation and openness to the world, while the resolute choice of French demonstrates the pride of the local culture and values.

The final touch produced by the blue accent, almost as a brush stroke, reaffirms the concepts of elegance and straightforwardness. It does this while at the same time symbolising both Geneva's Water Fountain and an aircraft's smooth landing on the runway.



Table of contents

Foreword, Organisation	2
Finances	4
Services	10
Traffic	14
Passengers	20
Retail	23
Events	26
Operations	28
Works	32
Safety	35
Environment	38
External initiatives	41
Human resources	44

Solid foundation for the *future*



In 2010 the heaviest snowfall in a quarter of a century sent a chill through many airports. In addition, an Icelandic volcano, dormant for 200 years, suddenly woke up in April and paralysed European airspace for several days. This was certainly not an ordinary year.

Yet, despite these external shocks, Genève Aéroport – as its new logo now shows – succeeded in achie-

ving a very good financial year 2010. And this was on at least three levels.

Firstly, in terms of passengers. The year ended with a record traffic total, almost 12 million passengers having used Genève Aéroport in 2010. This figure corresponds to an increase of 4.9% compared with 2009, but in particular is around 450,000

Board of Directors on 1 January 2011

Geneva International Airport (AIG) is an autonomous public company with a Board of Directors comprising:

François LONGCHAMP
Chairman

Lorella BERTANI
Pierre MIRABAUD
Vice-Chairs

Pierre BERNHEIM
Jean-Claude BIRCHLER
Jocelyne BOCH
Elizabeth BÖHLER-GOODSHIP
Jean-Michel CINA
Philippe GLATZ
Jean-Pierre JACQUEMOUD
Eric JEANNERET
Jean-Michel KARR

André KUDELSKI
Olivier MANAUT
Laurent MARET
Jacqueline MAURER-MAYOR
Roland SANSONNENS
Greg THOMAS
John TRACEY
Didier TRIBOLET
Sully-Paul VUILLE



Denis MASTROGIACOMO
Operations

Luc AMIGUET
Safety

Jean-Luc PORTIER
Airport Steering

passengers more than were handled in 2008, a year of superlatives. This fine performance was made possible thanks to the 50 or so airlines that provide scheduled services at the airport, and with whom Geneva maintains a special relationship. Geneva is also home to the world headquarters of their umbrella body, the dynamic International Air Transport Association (IATA).

Next, in terms of financial results. Genève Aéroport showed a profit of CHF 49 million, while having invested over CHF 51 million. This good financial health provides a solid foundation at the dawn of the most ambitious cycle of investment in its history. As with previous works, Genève Aéroport will provide the funds needed, without recourse to public funding.

Finally, in terms of air links. Efforts made in 2010, some of which will reap rewards in 2011, enabled Genève Aéroport to enrich its network and therefore make the region more attractive. With over 125 direct destinations, Geneva probably has Europe's best range of services per inhabitant.

These many successes were crowned by the Airport Efficiency Excellence Award, awarded to Genève Aéroport for being the most efficient in its category. Now, seeing the future with equanimity, Genève Aéroport aims to continually improve its facilities for the comfort and convenience of passengers, and all while taking its neighbouring Swiss and French residents into account. The airport's new visual identity symbolises its commitment to quality and service.

In 2011 and in the years to come, Genève Aéroport will therefore continue to invest to remain a key asset for economic prosperity and dynamic tourism throughout the region it serves.

François LONGCHAMP
*Councillor of State
 Chairman of the Board*

Robert DEILLON
Director General

Management team



Massimo GENTILE
 Information technology

Valérie BOURQUARD
 Finance and administration

Yves-Daniel WIREDAZ
 Marketing and communication

Marc MOUNIER
 Environment
 and legal affairs

Olivier DELETRAZ
 Human resources

Aline YAZGI
 External relations

Pierre GERMAIN
 Commercial & Finances
 Director
 Deputy/Director General

Xavier WOHL-SCHLAG
 Operations Director

Robert DEILLON
 Director General

Nicolas GASPOZ
 Director of Infrastructure
 & Planning

Profits up

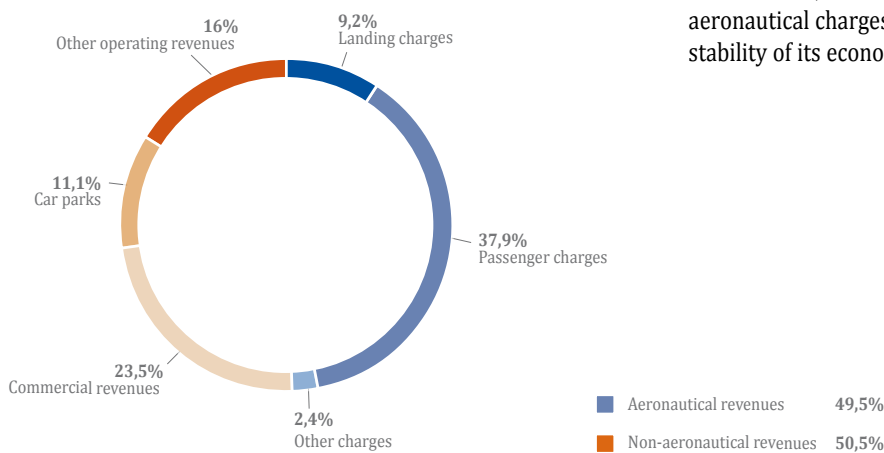


Thanks to its diversified revenues and good cost control, in 2010 Genève Aéroport showed a profit of CHF 49 million. This result was stronger than expected, despite the serious disruption caused by heavy snow and volcanic clouds. The airport's strong financial health enables it to look at the future calmly and confidently, just ahead of a significant cycle of investments.

Like many airports in Europe, in 2010 Geneva benefited from the highly positive effect of traffic growth, reflecting the general economic recovery. In this buoyant context, the impact of adverse climatic events (disruption linked to snow and Icelandic volcanic clouds) on financial performance was mitigated and Genève Aéroport managed to generate a net profit of CHF 49 million, an increase of around 23% compared with 2009.

In 2010 Genève Aéroport again confirmed its structural financial health, as well as its capacity to go through periods of crisis without jeopardising its financial balances. The airport's steady revenue growth can be attributed to its strong, diversified local market, relatively low debt and moderate aeronautical charges – all favourable assets for the stability of its economic model.

Breakdown of the 2010 airport's revenues



Jump in commercial revenues

Genève Aéroport's good financial result in 2010 can be explained mainly by its 9.3% rise in turnover, which came partly from an almost 5% growth in passenger traffic but especially by the strong recovery of commercial fee income, up almost 20%. This improvement is in line with the ambitious goals that accompanied the complete renovation of the terminal's shopping arcades. It is all the more satisfying as it took place in a still gloomy consumer climate and in the context of the strong Swiss franc that climbed further during the year.

Meanwhile overall expenditure increased more slowly than revenues and was carefully controlled, enabling the airport to absorb some unexpected costs.

Aeronautical fees contained

Genève Aéroport's strategy is to offer competitive aeronautical fees. For the eighth year running the airport did not increase its Passenger Service Charge, the fee that covers the cost of using airport facilities. Security charges were not modified in 2010, and nor was any other airport fee.

However, three factors explain the increase in revenues from aeronautical fees. The first was



the increase in traffic, which has logical and direct repercussions for total fee income.

As the next factor, the greater increase in passenger fee income (+7.6%) than passenger numbers (+4.9%) was due principally to the application over a full year of the PRM fee. This Passenger with Reduced Mobility fee became the responsibility of airports at the end of 2009, as required by legislation. It should nevertheless be remembered that this revenue is entirely offset by support costs of the same amount.

Finally, freight fee income increased strongly (+27%) and effectively reversed a decade-long trend of falling tonnages handled at Genève Aéroport. The development of long-haul flights since 2009 – all providing hold capacity – and the confirmation and expansion of Jade's all-cargo scheduled service to China, have brought new vitality to the airport's cargo business.

Balance of revenues

Genève Aéroport's non-aeronautical revenues saw a rise of 12.2%. This increase came mainly from commercial concessions (+19.7%), and also from strong (+10.4%) central facilities revenues (baggage sorting and check-in and passenger processing systems).

Miscellaneous revenues increased markedly, due particularly to the development of services provided by Genève Aéroport to third parties. These included electricity, telecoms and mechanical engineering, and helped to diversify the airport's income.



Together these sharp rises increased non-aeronautical income to 50% of total turnover.

On the other hand, car parks, which represent over 20% of non-aeronautical revenues, marked time (+1.8%), rates remaining unchanged in 2010 and occupancy being close to saturation.

Changes to costs

Personnel costs are increasing by almost 7.5% a year, of which a significant portion comes from accounting adjustments linked to the treatment of pension obligations. In terms of wage costs, the increase was contained in 2010 (+4.9%) and includes the normal adjustment of staff numbers to meet growing operational needs.



During the year there was a CHF 5.6 million increase in operating expenses, up around 6% on 2009. This rise was caused mainly by the significant snowfalls experienced in 2010, which required measures such as buying additional de-icing products and appointing third parties to help with snow clearing. It was also due to the increase in security costs at peripheral access points around the airport, by expenses linked to the operation of the new baggage sorting system and by providing the PRM service over a full year (which is subject to equivalent revenues, as explained above).

Increases in amortisation and cashflow

Genève Aéroport's operating profit before interest, taxes, depreciation and amortisation (EBITDA) increased by 14.3% to reach almost CHF 110 million. The EBITDA margin (EBITDA / turnover) rose from 32.6% to 34.1%.

Amortisations increased by 9% following the entry into service of new equipment and facilities linked in particular to the extension of the main terminal (T1+) and Cargo Security. This included the installation of suspended metal ceilings, T1+ baggage sort, AIMS+, Cargo Security and T1+ retail areas.

On cashflow, Genève Aéroport managed to generate an operational cashflow of CHF 114 million, a rise of CHF 22 million.

Investment of CHF 52 million

Genève Aéroport's investment in 2010 totalled CHF 51.6 million, an amount in line with average investment in each of the past 10 years (apart from 2008 and 2009). Among the most significant investment was the completion of T1+ works (retail and bag-

gage-sort areas), Cargo Security, the baggage carousel for oversized items, the renewal of apron marker lighting and the adaptation of buildings dedicated to arrivals and transfer passengers.

This drop in investment compared with 2009 should not continue, the programme for 2011 due to involve investment of almost CHF 100 million.

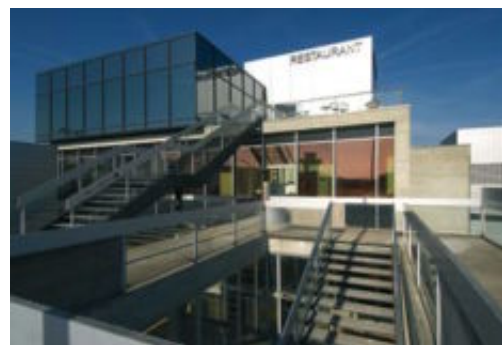


The year will be marked by the launch of construction of the new East Wing, which will be used mainly by long-haul aircraft.

Reduced debt

The amount of debt owed to banks fell from CHF 235 million in 2009 to CHF 195 million at the end of 2010. This reflects a decline in average debt throughout the year, allowing interest charges to fall slightly.

Also during 2010, Genève Aéroport took out new lines of long-term funding, enabling it to ensure the financing of its investment programme over the next few years.



In summary, with its diversified revenue structure and its control of costs, Genève Aéroport managed to achieve a higher net profit than forecast despite being affected by unfavourable external events. This is a highly positive sign for the future in view of the funding needed for a new cycle of heavy investment. The new facilities will modernise some ageing infrastructure and increase capacity at the airport – and all while continuing to ensure balanced pricing.

Main indicators

	2010	2009	2008	2007	2006
Turnover	322,7	295,1	301	281,1	256,1
Net profit	48,9	39,6	60,9	51,6	38,7
Profit paid to the state	24,4	19,8	30,5	25,8	19,3
Land tax	5,0	5,0	5,0	2,4	0
Investment	51,6	73,54	86,9	66,9	41,3
Passengers	11,9	11,3	11,5	10,9	9,9

In million CHF

Economic contribution

To be limited only to financial results would give just a partial version of the airport's economic and social impact.

In fact the airport site has more than 8,500 employees, of which some 750 are in the autonomous public company Genève Aéroport, making it one of the largest employers on the tip of Lake Geneva.

The airport also provides employment at many companies in the region, which supply materials, goods and services. They do this as service providers or agents after winning tenders to carry out parts of the significant works undertaken.

Genève Aéroport took full responsibility for works requiring investment of CHF 320 million between 2006 and 2010, all completed without recourse to public funding.



Thanks to its ability to make profits, during this period Genève Aéroport also paid the state a total of CHF 120 million. To this is added its various payments for services provided by the canton (such as certain police tasks), and retrocession (land rights).

As for the some 130 direct destinations accessible from Genève Aéroport, they strengthen the region's economic fabric and actively support tourism in French-speaking Switzerland and neighbouring France. There is evidence that the airport responds primarily to the needs of the region: less than 1% of passengers are in transit, the other 99% using Genève Aéroport as a point of departure or arrival for their journey.

Finally, Genève Aéroport clearly contributes to Switzerland's international influence. It carries out around 4,000 official and formal receptions a year, a service it provides free.

Key figures (in thousand CHF)

	2010	2009
Net revenues	322'657	295'132
EBITDA	109'977	96'187
Net profit	48'894	39'631
Part of the profit retroceded to the State of Geneva	24'447	19'816
Operating cash flow	114'467	92'707
Capital expenditures	51'649	73'537
Net debt	205'269	242'293
Ratios		
Profit margin	34,08%	32,59%
Net margin	15,15%	13,43%
Operating cash flow / Capital expenditures	221,62%	126,07%
EBITDA / Net debt	53,58%	39,70%

Financial *statements*

Consolidated balance sheet to 31 December

	2010 CHF	2009 CHF
ASSETS		
Liquid assets	5'065'423	9'204'986
Client debts	45'494'589	42'452'900
Asset adjustments and various debts	5'019'794	6'165'960
Total assets in circulation	55'579'806	57'823'846
Fixed assets	565'222'847	568'174'847
Other fixed assets	5'934'854	6'489'947
Total fixed assets	571'157'701	574'664'794
Total assets	626'737'507	632'488'640
LIABILITIES		
Suppliers and other creditors	34'785'565	36'653'642
Liability adjustments	10'557'578	8'093'612
Share in short-term loans and other long-term debts	11'898'748	51'797'273
Current provisions	2'743'000	2'743'000
Derived financial instruments	14'187'302	12'242'667
Total short-term payable	74'172'193	111'530'194
Loans and other long-term debts	198'435'322	199'700'661
Non-current provisions	3'649'866	6'576'577
Pension obligations	109'168'000	96'879'000
Total long-term debts and provisions	311'253'188	303'156'238
Equity capital		
Environmental funds	30'013'738	33'644'428
Group reserves	162'403'989	144'523'694
Profits for the year	48'894'399	39'632'339
Group reserves	241'312'126	217'800'461
Minority interests	-	1'747
Total equity capital	241'312'126	217'802'208
Total liabilities	626'737'507	632'488'640

Consolidated profit and loss account

	2010 CHF	2009 CHF
INCOME		
Airport fees		
Landing fees	29'842'154	29'265'565
Passenger fees	122'181'796	113'552'399
Other fees	7'713'238	7'120'414
	159'737'188	149'938'378
Operational income		
Rent and land rights	20'857'019	19'586'834
Commercial fees	75'663'987	63'230'635
Parking	35'681'947	35'062'659
Rental charges passed on	9'552'400	8'950'094
Central infrastructure revenue	13'302'932	12'047'414
Other operational revenue	7'861'433	6'316'284
	162'919'718	145'193'920
Total income	322'656'906	295'132'298
COSTS		
Personnel		
Pay and benefits	-76'090'056	-72'556'013
Social security charges	-32'871'303	-29'112'213
Other personnel costs	-5'617'186	-4'899'938
	-114'578'545	-106'568'164
Operating expenses		
Energy, maintenance and rental	-44'538'042	-44'878'785
Goods	-4'729'944	-4'158'064
Fees, supply of services and sub-contracting	-40'616'519	-35'091'702
Police expenses for ground safety	-3'682'376	-3'882'376
Other operating expenses	-8'165'007	-9'746'124
	-101'731'888	-97'757'051
Environmental funds levy	3'630'690	5'380'246
Operational profit before amortisation, interest	109'977'163	96'187'329
Amortisation on investments		
Amortisation on tangible assets	-53'776'774	-49'174'074
Amortisation on rights of use	-1'379'271	-1'367'131
	-55'156'045	-50'541'205
Operational profit	54'821'118	45'646'124
Income from interest	48'158	124'067
Interest charges	-5'974'877	-6'139'512
	-5'926'719	-6'015'445
Group profit	48'894'399	39'630'679
Attributable:		
To Aéroport International de Genève	48'894'399	39'632'339
To minority interests	-	-1'660

Services *strengthened*



At Genève Aéroport, 2010 was marked by several new developments and improvements on existing routes. A total of 55 airlines provided scheduled operations. In all, 125 destinations were served by scheduled flights, including 28 cities outside Europe. Geneva-based carriers easyJet and Swiss consolidated their presence.

In 2010 Genève Aéroport's air services were again significantly strengthened, thanks to several new developments and increased frequencies. These air service enhancements enabled Genève Aéroport to consolidate an advantage useful to the whole region: that of having some of the most comprehensive services available in Europe – if not the most comprehensive – per inhabitant.

During the year a total of 55 airlines, including 20 non-European carriers, provided scheduled flights to 125 destinations, some on a seasonal basis. These included 12 cities in Africa, 10 in the Middle East and four in North America (see the statistics table and map). Among the local carriers at Genève Aéroport, easyJet served 52 destinations and Swiss 14.



New service: Ukraine direct

On 28 April 2010, Ukraine International Airlines (UIA) launched a new direct service between Geneva and the Ukrainian capital Kiev, operated three times a week with a Boeing 737-500. As a destination, Ukraine was the subject of strong business demand and, for customers in Genève Aéroport's catchment area, was previously the most important eastern European market without a direct link. The new Kiev service was inaugurated at an official ceremony marked by the presence of several important diplomatic and political figures. Following excellent results during the summer season, UIA expanded its service to four flights a week from October.



EasyJet continues its growth

For Geneva-based easyJet Switzerland – by far airport's largest customer in terms of passenger numbers and services – 2010 saw further strong development. In total, easyJet carried more than 4.3 million passengers at Genève Aéroport. This was thanks to its 11 locally based aircraft and its network of more than 50 destinations, including seven new cities in 2010 alone.



During the summer season 2010, easyJet based a new aircraft in Geneva, aimed at expanding air services to seasonal destinations and launching new services operated year-round. In April easyJet launched Geneva-Faro and Geneva-Brindisi, each link with two flights a week. In June it supplemented these summer destinations with a new service to Heraklion on the Greek island of Crete. Later in the season easyJet launched a scheduled service to Pristina, capital of Kosovo in the Balkans, and four flights a week to Tel Aviv.

In the winter season easyJet confirmed its medium-haul strategy by launching flights to Hurghada on the Red Sea, operated twice a week. The airline also raised frequencies on various routes during the year, including to Rome, Berlin and Barcelona.

Major investment for Swiss

For Swiss International Airlines, 2010 saw a strong redeployment at Geneva, made possible by the healthy state of the Geneva market. In January, after a gap of several years, Swiss was therefore able to use its new Geneva-based aircraft to resume flights to London's main airport, Heathrow. In partnership with British airline BMI, Swiss provided six flights a day for its business and leisure customers, complementing its existing services to London-City.

In addition, since early 2010, Swiss's daily link between Geneva and New York JFK has been provided by a new Airbus A330-300. With this aircraft, customers in French-speaking Switzerland benefit from both the ultimate in comfort and significantly increased capacity.

At the end of the year, Swiss continued its investment by basing another Airbus A320 in Geneva.



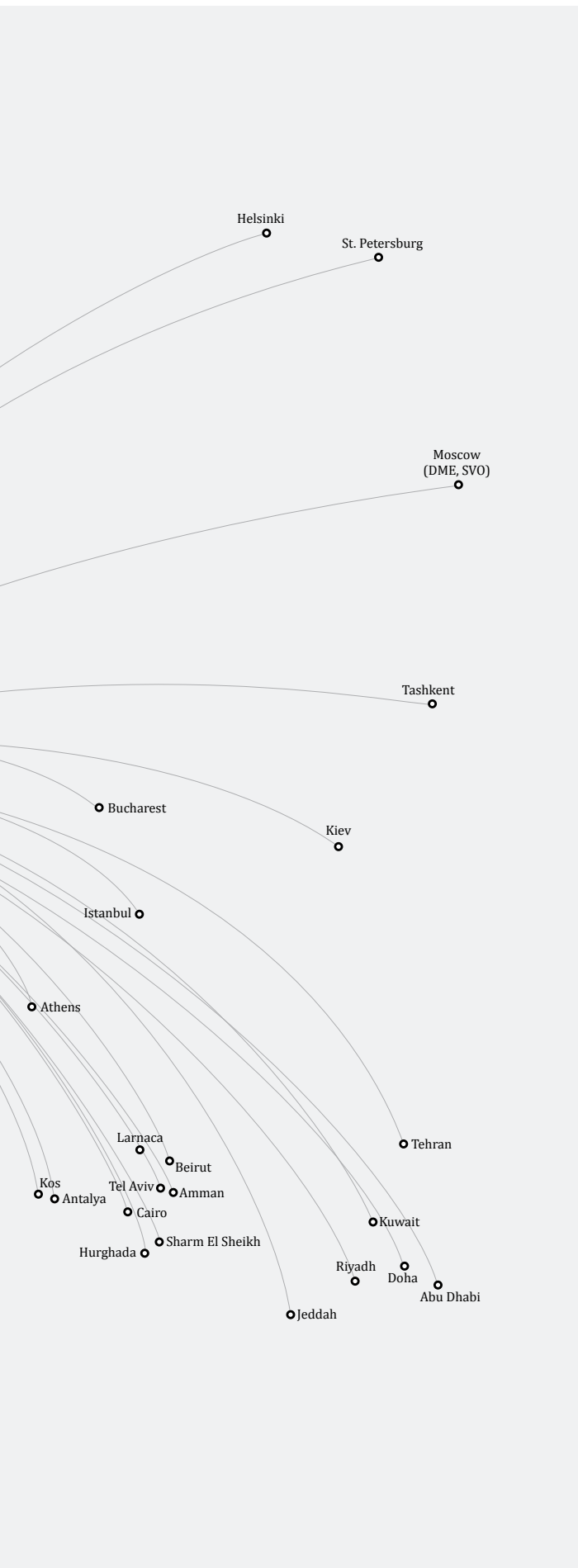
This enabled it to launch a new twice-daily route to Madrid, and to add a third daily flight to Barcelona. During the year, Swiss also considerably strengthened its link with the Hungarian capital, Budapest. In the four years between 2006 and 2010, Swiss doubled its capacity, increasing its fleet from four to eight aircraft.

Other improvements

Several European airlines consolidated their presence by increasing frequencies. Brussels Airlines decided to push hard for additional business traffic, increasing its services to seven flights a day to the capital of Europe.

The Portuguese national airline TAP increased its Geneva to Porto flights from seven to 14 a week, operating a new daily flight to Portugal's second city each evening.





Starting in March 2010, Turkish Airlines provided two flights a day to Istanbul throughout the summer season.

In winter 2010-11 Lufthansa introduced an additional service to Düsseldorf, located in the heart of Germany's Rhine-Ruhr region.

In April the French regional airline Twinjet resumed its Geneva-Marseille and Geneva-Milan services, operating morning and evening with smaller aircraft.



Finally, the end of the year was marked by the merger of Geneva-based airline Baboo and its Ticino counterpart Darwin, the effects of which would be felt mainly in 2011. Following this change, Baboo started to reduce its services at the end of 2010.

Air services 2010

Destinations	125
• European	97
• Intercontinental	28
Scheduled airlines	55
• European	36
• Non-European	19

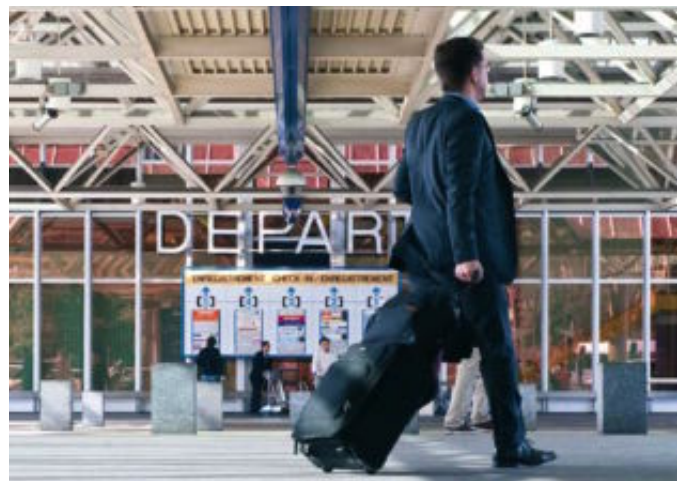
Record number of *passengers*



In spite of various unforeseen circumstances and being closed for several days, Genève Aéroport welcomed almost 12 million passengers in 2010, a rise of 4.9% on 2009. Encouragingly, this increase in passenger numbers also exceeded the rise in aircraft movements. Cargo activity surpassed all expectations, registering growth of over 30%.

Despite the totally exceptional closure of its runway for several days due to snow and the eruption of the Icelandic volcano Eyjafjöll, Geneva achieved a new record in terms of passenger numbers, coming close to the symbolic mark of 12 million.

This result is all the more remarkable given the other unforeseen circumstances that also affected traffic volume. Passenger numbers were also affected by, for example, the weather problems faced by other European cities and traffic restrictions from the air traffic controller disputes that took place in several European countries.



In total precisely 11,880,398 people used Genève Aéroport in 2010. With a rise of 4.9% compared with the year before, Geneva also performed better than other European airports, which increased their traffic by an average of 4.2%.



Over the same period total aircraft movements (take-offs and landings) increased by only 2.7%, rising from 172,671 in 2009 to 177,400 in 2010. This small change relative to the rise in passenger numbers can be explained in particular by improved load factors and better adjustments of aircraft capacity to demand.

In terms of market share in 2010, low-cost airline easyJet remained well in the lead, with almost 36% of scheduled passengers at Genève Aéroport. It was followed by Swiss International Air Lines (14%), Lufthansa and Air France (both 6%), British Airways (5%) and then by KLM, Baboo, Iberia Airlines, Brussels Airlines and TAP Portugal.



By alliance, first place was clearly taken by Star Alliance, which includes Lufthansa, Swiss, Air Canada, Austrian Airlines, BMI, Brussels Airlines, Continental Airlines, Egyptair, LOT Polish Airlines, SAS, TAP, Turkish Airlines and United Airlines. Star Alliance airlines carried almost a third of the scheduled traffic at Genève Aéroport.

Strong increase for local airlines

Among the major airlines operating in Geneva, Swiss saw the most encouraging growth in 2010. Swiss transported 22% more passengers than the year before, thanks in particular to its two additional aircraft based at Geneva. In total Swiss carried more than 1.6 million passengers to its 14 desti-

nations, of which around 530,000 were to Zurich and 350,000 were to London-Heathrow, a service launched in January 2010.

For the first time easyJet broke through the 4 million passenger mark at Genève Aéroport, a rise of 8% on the year before. Among easyJet's network of over 50 destinations served from Geneva, its most important markets were London-Gatwick (475,000 passengers), and then London-Luton, Nice, Barcelona, Porto, Paris-Orly and Lisbon (having all been used by over 200,000 passengers). The strongest growing country market in 2010 was unquestionably Spain.

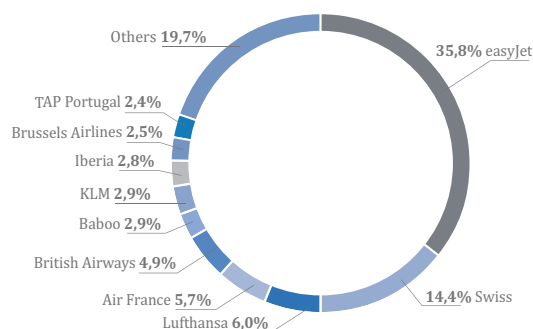


Most of the major European airlines operating in Geneva posted lower results, due to difficult economic conditions in their markets or increased competition (Air France, British Airways, Iberia, Brussels Airlines and SAS). However, airlines such as Lufthansa (+5.5%), KLM (+5.6%) and TAP (+8.2%) played their game well.

Some other European airlines saw their traffic increase markedly faster than the average at Geneva: Austrian Airlines (+19%), Aeroflot Russian Airlines (+15%), Alitalia (+11%), Turkish Airlines (+10%).

Among Middle Eastern and North African airlines, Qatar Airways (+57%), Royal Air Maroc (+33%), Etihad Airways (+30%), Middle East Airlines (+22%) and Egyptair (+10%) also recorded strong rates of growth.

Market share 2010 (scheduled traffic)



Intercontinental traffic in excellent health

Thanks to increased air services and a significant recovery in travel, traffic to long-haul markets performed particularly well in 2010. Passenger numbers increased by 35% on direct flights to the Middle East, by 21% to North America and by 11% to Africa.

Within European markets, growth was especially marked on services to southern destinations such



as Italy (+32%), Portugal (+13%) and Spain (+9%), as well as to Russia (+10%) and in part to the Scandinavian countries.

In absolute terms the two countries of the Iberian Peninsula arrived in force in Genève Aéroport's list of five strongest markets by volume: United Kingdom (2.6 million passengers in 2010), France (1.5 million), Spain (1.1 million), Germany (785,000) and Portugal (700,000).

The league of passenger traffic by city changed slightly, with the rise of Spanish and Portuguese destinations. London remained top by a long way with 1.9 million passengers in 2010 (with a total of five airports served), followed by Paris (Charles de Gaulle and Orly), Zurich, Amsterdam, Brussels, Madrid, Barcelona, Lisbon, Frankfurt and Porto.

Top 15 destinations

London	1'902'170	Lisbon	373'232
Paris	859'129	Frankfurt	372'319
Zurich	528'603	Porto	316'241
Amsterdam	519'017	Nice	311'940
Brussels	442'027	Rome	286'549
Madrid	424'852	New York	251'198
Barcelona	404'418	Munich	213'312
		Copenhagen	196'718

A successful year for freight

With freight tonnage growth of over 32%, 2010 will certainly take its place as a historic year for airfreight activity at Genève Aéroport. This highly positive result is due to a combination of factors: sustained economic recovery in industry (mainly watchmaking and chemicals); increased hold capacity following the expansion of long-haul flights (new services by United Airlines and Air Canada, plus additional frequencies by Qatar Airways and Etihad); together with the development of Chinese airline Jade's all-cargo service to Shanghai.

The Jade service between Geneva and China's buoyant economic capital was launched in July



2009 by Lufthansa Cargo. Since then it has been operated by a Boeing 747-400 ERF in Jade livery.

Jade's link with Shanghai gained strength in 2010, effectively changing to the status of a scheduled service and therefore greatly encouraging custo-



mer loyalty. The airline also doubled its frequency, going weekly in autumn 2010.

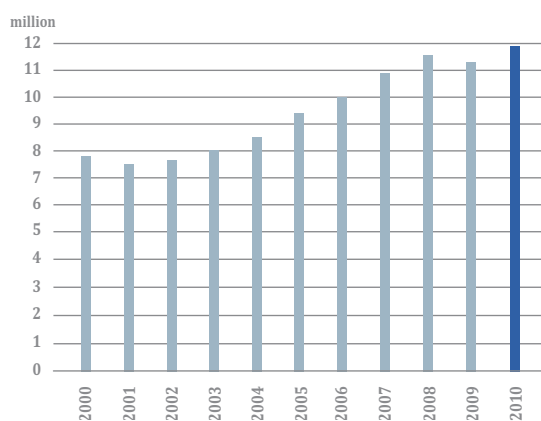
Express freight did not stand still, registering an increase of 17%, thanks particularly to companies DHL and TNT. At the same time the freight hall was improved, enabling it to handle this growth. Improvements to facilities comprised new areas for valuable consignments and for storage.

Overall traffic performance

	2010	2009	Variation 2010/2009
PASSENGERS			
Scheduled traffic	11'423'351	10'766'038	6.11%
Charter traffic	362'167	471'712	-23.22%
Total scheduled and charter	11'785'518	11'237'750	4.87%
Taxi, medical	52'479	48'205	8.87%
Total commercial traffic	11'837'996	11'285'955	4.89%
Total non-commercial traffic	42'401	38'186	11.04%
Total overall traffic	11'880'397	11'324'141	4.91%
MOVEMENTS			
Scheduled traffic	119'224	117'861	1.16%
Charter traffic	4'961	6'179	-19.71%
Total scheduled and charter	124'185	124'040	0.12%
Taxi, medical	25'759	23'638	8.97%
Total commercial traffic	149'944	147'678	1.53%
Total non-commercial traffic	27'456	24'993	9.85%
Total overall traffic	177'400	172'671	2.74%
FREIGHT (tonnes)			
Scheduled traffic	30'257	21'359	41.66%
Charter traffic	9'284	8'277	12.16%
Airlifted airfreight	39'541	29'636	33.42%
Trucked airfreight	21'538	16'798	28.22%
Total airfreight	61'079	46'434	31.54%
Local post	6'159	6'370	-3.31%
Total airfreight and post	67'238	52'804	27.33%

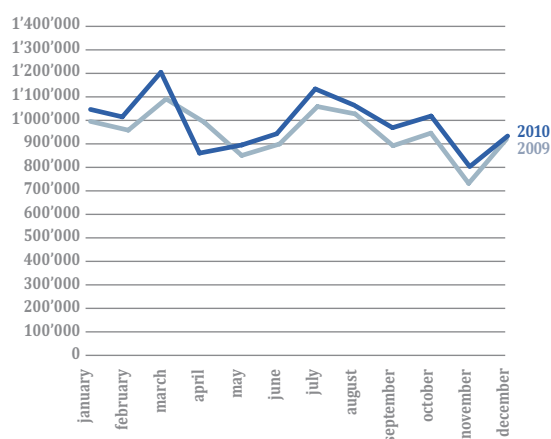
Traffic evolution

Passengers



Monthly traffic evolution

Passengers



Scheduled traffic by destination (Excluding transit passengers)

Destination	Passengers	Variation 2010/2009
Africa	443,445	11%
Algeria	25,240	-3%
Algiers	23,265	-1%
Constantine	952	-19%
Oran	1,023	-20%
Egypt	112,646	52%
Hurghada	13,799	51%
Cairo	71,251	13%
Sharm El Sheikh*	27,596	
Mauritius	20,743	27%
Mauritius	20,743	27%
Morocco	187,960	2%
Casablanca	117,097	1%
Marrakech	70,863	2%
Tunisia	96,856	-0%
Djerba	21,421	-4%
Monastir	7,236	5%
Tunis	68,199	0%
Americas	436,341	21%
Canada	89,801	47%
Montreal / Toronto	89,801	47%
United States	346,540	16%
New York-Newark	117,252	-5%
New York-JFK	133,946	26%
Washington DC	95,342	37%
Asia	508,376	26%
Cyprus	2,613	17%
Larnaca	2,613	17%
Iran	11,031	3%
Tehran	11,031	3%
Israel	59,646	59%
Tel Aviv	59,646	59%
Jordan	17,135	-10%
Amman	17,135	-10%
Kuwait	8,528	-9%
Kuwait	8,528	-9%
Lebanon	57,972	22%
Beirut	57,972	22%
Qatar	79,246	57%
Doha	79,246	57%
Saudi Arabia	25,244	74%
Jeddah	13,633	144%
Riyadh	11,611	30%
Turkey	164,707	11%
Antalya	15,535	206%
Istanbul	149,172	4%
United Arab Emirates	79,388	30%
Abu Dhabi	79,388	30%
Uzbekistan	2,866	33%
Tashkent	2,866	33%
Europe	10,013,893	5%
Austria	139,768	4%
Vienna	139,768	4%
Belgium	442,027	3%
Brussels	442,027	3%
Croatia	20,890	22%
Dubrovnik	9,644	115%
Split	11,246	-11%
Czech Republic	44,634	-26%
Prague	44,634	-26%
Denmark	198,836	35%
Billund*	2,118	
Copenhagen	196,718	33%
Finland	69,557	4%
Helsinki	69,557	4%
France	1,485,673	4%
Ajaccio	17,630	18%
Bastia	11,596	133%
Biarritz	13,206	9%
Bordeaux	122,794	22%
Figari	2,049	0%
Marseilles	6,759	405%
Nantes	76,780	44%
Nice	311,940	-0%
Paris-Charles De Gaulle	646,121	-5%
Paris-Orly	213,008	0%
St-Tropez	2,960	-3%
Toulouse	60,830	124%
Germany	780,572	6%
Berlin	99,805	6%
Dusseldorf	60,013	13%
Frankfurt	372,319	2%
Hamburg	35,123	29%
Munich	213,312	6%
Greece	136,905	2%
Athens	116,932	-7%
Heraklion	13,086	192%
Kos	3,308	-15%
Rhodos	3,579	0.00%
Hungary	129,092	-7%
Budapest	129,092	-7%
Iceland	1,687	-30%
Reykjavik	1,687	-30%



Passengers traffic peak
March : 1,204,385

Ireland	99,174	-3%
Cork	7,282	-6%
Dublin	91,892	-3%
Italy	418,108	32%
Brindisi	16,441	70%
Cagliari	9,956	45%
Catania	9,495	-9%
Florence	10,106	-38%
Milan	6,540	169%
Naples	46,060	-11%
Olbia	12,182	-16%
Rome	286,549	58%
Venice	20,779	-10%
Latvia	20,805	137%
Riga	20,805	137%
Luxembourg	29,174	-2%
Luxembourg	29,174	-2%
Malta	13,132	-20%
Malta	13,132	-20%
Netherlands	528,718	3%
Amsterdam	519,017	3%
Rotterdam	9,701	-1%
Norway	44,444	15%
Oslo	44,444	15%
Poland	35,081	6%
Warsaw	35,081	6%
Portugal	699,007	13%
Faro*	9,534	
Lisbon	373,232	6%
Porto	316,241	17%
Romania	26,778	-32%
Bucharest	26,778	-32%
Russian Federation	184,037	10%
Moscow-Domededovo	89,331	5%
Moscow-Sheremetyevo 2	92,708	15%
St. Petersburg	1,998	-3%
Kosovo*	48,103	
Pristina*	48,103	
Spain	1,115,031	9%
Alicante	60,135	0%
Barcelona	404,418	10%
Gran Canaria	12,183	-34%
Ibiza	20,315	15%
Madrid	424,852	2%
Malaga	90,756	41%
Oviedo	9,453	-29%
Palma De Mallorca	77,103	66%
Santiago De Compostela	2,899	-32%
Tenerife	3,230	-26%
Valencia	9,687	-5%
Sweden	111,062	4%
Stockholm	111,062	4%
Switzerland	564,612	5%
Lugano	36,009	-5%
Zurich	528,603	6%
Ukraine*	12,192	
Kiev*	12,192	
United Kingdom	2,614,794	-0%
Belfast	22,364	10%
Birmingham	48,165	-15%
Blackpool	414	-80%
Bournemouth	26,668	-4%
Bristol	139,315	-6%
Cardiff	6,021	-37%
Edinburgh	106,327	2%
Exeter	1,865	-23%

Glasgow	12,352	11%
Guernsey	5,017	104%
Isle of Man	1,801	-1%
Jersey	3,057	-53%
Leeds	28,887	-38%
Liverpool	133,025	-3%
London-Gatwick	525,277	-4%
London-Luton	253,684	-12%
London-Stansted	60,688	-3%
London-City	212,765	-25%
London-Heathrow	849,756	44%
Manchester	112,898	-5%
Newcastle	34,450	1%
Norwich	1,447	-2%
Nottingham East Midlands	21,931	-80%
Oxford	456	418%
Southampton	6,164	-17%
Total General	11,402,055	6,4%

*New destination

Scheduled traffic 2010 by airline

Excluding transit passengers

Airline	Passengers	Variation %	El Al	39,364	5%
Easyjet	4,077,004	8%	Jet 2	36,671	-45%
Swiss	1,644,596	22%	Darwin Airline	36,009	-5%
Lufthansa	680,711	5%	Edelweiss Air	35,793	105%
Air France	654,724	-9%	Lot Polish Airlines	35,081	6%
British Airways	554,096	-15%	Jet4you	33,544	-17%
KLM	333,510	6%	Luxair	29,174	-2%
Baboo	333,379	2%	Saudi Arabian	25,244	65%
Iberia	319,162	-2%	Air Algérie	25,240	-3%
Brussels Airlines	285,909	0%	Air Malta	22,627	-16%
TAP Portugal	268,280	8%	Belair	21,431	
SAS Scandinavian	181,383	-4%	Air Baltic	20,805	137%
Turkish Airlines	149,172	11%	Air Mauritius	20,743	27%
Austrian	139,768	19%	Royal Jordanian	17,135	-10%
Alitalia	124,580	11%	Ukraine Int.	12,192	100%
Continental	117,252	-5%	Transavia	11,819	19%
Royal Air Maroc	101,818	33%	Fly Be	12,938	-5%
Aer Lingus	99,174	-3%	Pegasus Airlines	11,728	131%
Tunisair	96,856	0%	Iran Air	11,031	3%
United Airlines	95,342	37%	Kuwait Airways	8,599	-8%
Aeroflot	92,708	15%	Blue Islands	6,413	-24%
Air Canada	89,801	47%	Twin Jet	5,581	100%
Egyptair	79,886	10%	Thomas Cook	4,962	100%
Etihad Airways	79,388	30%	Uzbekistan Airways	2,866	33%
Qatar Airways	79,246	57%	Rossiya	1,998	-3%
Finnair	69,557	4%	Cimber Sterling	1,829	
Norwegian	61,548	26%	Astraeus	1,687	-30%
Middle East Airlines	57,972	22%			
BMI Baby	42,729	-7%	Total	11,402,055	6,4%

Satisfying our *passengers*



Genève Aéroport's record number of passengers in 2010 was not achieved at the expense of quality: overall passenger satisfaction has never been higher. During the year new services were launched to enhance passenger comfort and convenience. Also in 2010, official and formal receptions reached a historic peak at the Francophone Summit.

Genève Aéroport is a major infrastructure asset in French-speaking Switzerland, and plays an important role across the region. However Genève Aéroport does not consider itself solely as a manager of aviation facilities. Seeing itself as a true service company, it constantly strives to increase passenger comfort and satisfaction. For this reason it has introduced, improved and encouraged the development of a whole range of passenger-focused services.

Improved services for passengers

In autumn 2009 Genève Aéroport launched a free wireless internet service called WiFi Free GVA. Few airports in the world provide such a service,

which at Geneva has shown strong and sustained growth. The airport saw record use of WiFi Free GVA in December 2010, with passengers surfing free for a total of 1,329,133 minutes...or in all nearly 715 hours a day!

Improvements were made to check in, saving passengers' time and therefore increasing comfort and convenience. Passengers wishing to use an electronic terminal now have even greater choice, with CUSS facilities (airport jargon for Common Use Self Service) enabling passengers to check-in both themselves and any baggage with over 30 different airlines.



During the year Genève Aéroport also carried out improvements to passenger flows. Various changes, particularly revisions to certain flows and the moving of one-way doors, have facilitated and expedited each passenger's route through transit.

Finally, as more than a million tourists a year pass through the airport to enjoy winter sports in the region, in 2010 it opened an additional baggage delivery belt for oversized objects. Genève Aéroport is one of the few airports anywhere to provide a belt dedicated to skis and snowboards. This is a major improvement for their owners who can see their sports equipment arrive together, rather than just being piled up in a trolley.



The creation of 'gva tv'

In 2010 Genève Aéroport formed a partnership with Neo Advertising to set up a network of screens offering passengers advertising, information and entertainment. In the first phase of deployment in December 2010, three areas were selected: the

central part of transit, the terminal's 'A' gates and the customs route on the arrivals level. A total of 40 screens were installed and a channel called 'gva tv' created to run a loop of programmes offering viewers news, weather, business, culture and sport, as well as reports on topical new destinations.

Robust security measures

Without exception, every traveller must submit themselves to airport security checks: metal detector gates for the passenger and X-ray machines for luggage. Genève Aéroport endeavours to make this necessary journey as fast and pleasant as possible. After the grouping together of the various checkpoints, permitting the establishment of a Centralised Security Control (CSC) in September 2009, the airport took various measures, including adding extra staff, to respond better to the flow of passengers. This was also done to help meet the airport's goal of a CSC waiting time of under 10 minutes.



In Genève Aéroport's French sector, a third X-ray machine was installed and used during peak hours. This new equipment can handle an average of 180 additional passengers an hour.

The highly sensitive area of security was the subject of multiple visits and audits by the Swiss Federal Office for Civil Aviation. These tests went well and highlighted the airport security officers' customer service focus and their friendliness. They are smiling, but also well qualified: each year security service screen operators systematically re-sit a certification examination. This is the culmination of continual training throughout the year, which includes around 20 minutes of simulator training a week.

Genève Aéroport's satisfaction surveys

To provide the best possible service at all times, Genève Aéroport has pursued a policy of quality monitoring, over the years carrying out many client surveys and testing its service delivery. The airport has implemented a series of surveys to better understand passengers' feelings, thoughts

and views and to obtain information on their needs. In 2010, more than 2,000 questionnaires were issued and collected to assess travellers' expectations and experiences in relation to all the services used on site.

Among the various qualitative and quantitative surveys, the AIG+ study enables Genève Aéroport, through more than 500 interviews conducted twice a year, to test satisfaction and identify and understand passengers' requirements. Their sug-



gestions are then carefully analysed and can lead to improvements anywhere in the airport, such as the introduction of WiFi Free GVA, which has been welcomed and praised by passengers.

Measures undertaken over several years to improve quality seem to be working: overall, analyses performed show that general satisfaction at Geneva follows a clearly improving trend, although further efforts must be made in some areas. The works carried out in the GVA+ project have responded well to passengers' requirements and expectations, the airport recording notable progress on issues such as waiting at security controls, ease of orientation, retail provision and internet access.

Carried out in autumn 2010, the last AIG+ survey's overall satisfaction index recorded its best ever result.

Renovated car parking

The first point of contact with the airport for some passengers, the car parks have been the subject of significant renovation works, which were completed at the end of 2009. The results are clearly

apparent, improvements including better space-availability indicators, increased safety at pedestrian crossings, better signage and brighter, more energy-efficient lighting.

After several years in which each floor was successively closed, in 2010 the new P1 car park, located opposite the terminal, also got back into its stride. This return to full capacity, coupled with Genève Aéroport's significant, long-term efforts to encourage its passengers to use public transport, explain why the rate of car park occupancy was around 85% in 2010, compared with close to 100% in previous years.

In addition, introduced in autumn 2009, the ResaPark online advance parking reservation service has proved particularly popular during holiday periods.

Genève Aéroport welcomes 130 heads of state

Genève Aéroport's intense ceremonial, official and formal protocol activity demonstrates the strength of international Geneva. Almost 4,000 official reception operations were carried out in 2010, of which a total of 130 involved heads of state and the Secretary General of the United Nations. As happens each year, dozens of international conferences – including Human Rights, World Health Organization and International Labour Organization events – bring many delegations to the airport.

However, in 2010 these were joined by two parti-



cularly significant events: the World Conference of Speakers of Parliament held at Geneva at the end of July, and the Francophone Summit. This ministerial conference took place between 21 and 24 October at Montreux, and was the most important event for which the airport's protocol office had ever been required. A total of 205 official receptions – including for some 20 heads of state, 11 prime ministers and 20 ministers of foreign affairs – were undertaken in only a few days. This necessitated intense preparatory work, close coordination and significant, thorough organisation. It enabled these political personalities to be received in the best conditions possible, as was noted by the federal and Swiss cantonal authorities, when the missions and delegations were welcomed by the airport.

3,950 diplomatic reception operations

Including

Heads of state (and the Secretary General of the United Nations)	130
Prime ministers	65
Ministers of foreign affairs	194
Ministers	1513
Royalty (to second degree)	539

The importance of *retail*



To become real places of vitality, airports must provide shops and restaurants. Genève Aéroport has totally rethought its products and services offer and created a concept of activities. The results are highly positive. This commercial appeal benefits the airport's development since it helps to keep aeronautical charges attractive.

In just a few years, the face of Genève Aéroport's terminal has totally changed. After radical alterations and a substantial expansion completed in autumn 2009, some additional brands were established in 2010. This further widened the choice available for passengers, people accompanying them and around 8,500 people working on the airport site.

Genève Aéroport's terminal modernisation has created larger, brighter spaces within the building. The terminal's shopping galleries now offer a wide range of products and services tailored to various client needs and expectations, both in terms of price and positioning. International brands are available alongside typically Swiss products, thanks to a



choice of local and international operators, with the shops actually being managed by concessionaires. Although independent of Genève Aéroport, these companies work in close collaboration with the airport to identify new ideas, determine the right products and services, monitor results and correct any problems. They share a common goal: to offer attractive products and services in a pleasant environment.

New shops in the terminal

At the end of 2009 a three-brand retail area offering Victorinox, Caran d'Ache and Montblanc was opened, as was the Relay Payot newsstand-books-



hop. At the same time the expansion of the Hermès store marked the completion of renovation works for the great majority of shops in the main terminal. The airport nevertheless gained three new brands in 2010 and other updates are already planned for 2011.

During 2010 the public landside arrivals hall was enhanced by the Tekoe tea bar, created by the French-speaking Swiss company of the same name. In the terminal's restricted airside area, the range of chocolates on offer was strengthened by the establishment of another brand, Swiss Chocolate. Finally, the Swatch store, also airside, completes the range of such typically Swiss products as watches.



An area of excellence at Geneva is Tech-Airport, the Swatch Group company specialised in the airport retailing of watches and jewellery. During the year Duty Free News International presented it with the Product Award 2010 in the category of 'Best new watch store concept'. This was awarded for the airport Hour Passion store, a 'world of watches' opened in 2009.

Creating an identity

In another design change, the airport decided to create a strong, well-known identity for the airport's retail sector. It therefore adopted an enti-



rely new communication strategy, working closely with the traders' association.

As the terminal is a place of vitality, its 90 or so shops, services and restaurants are now brought together under the emotional brand and identity name of Emotion Airport Shopping. This aims to highlight the terminal's retail and commercial offer and create a real ambiance. It plays on this offer's benefits for passengers and the people accompanying them, emphasising more intuitive and emotional behaviour. It aims particularly at a passing clientele and is based on enjoyment.

Marked out by external and internal signage, this identity is reinforced by a series of action plans.

The first is emotion and activity, and three themes were developed during the year: chocolate, typically Swiss products (Best of Switzerland) and the magic of Christmas. They gave rise to decorations, exhibitions, contests, tastings and other activities in different areas of the terminal. Outside these themed periods, various activities were organised by the concessionaires, such as the watchmaker-jewellers who displayed a Formula One car and



a propeller aeroplane. Events were also held at sales outlets, such as concerts at the Montreux Jazz Café and the afternoon salsa on the terraces of the Jardins de Genève.

Next, there were regular promotions. During these campaigns, concessionaires in landside and airside areas and the CFF station ran a number of special offers.

Finally, a positioning campaign was carried out, mainly in the terminal. This involved the promotion of various products using large-format posters. Products promoted included chocolates, watches, perfumes and airport food and drink.

The impact of airport retail

Thanks to the modernisation of retail at Genève Aéroport, the shop and restaurant fees levied by the airport have increased. This is a pleasing result as the good health of retailing is of great importance, non-aeronautical revenues contributing a substantial part of airport profits. These in turn enable the airport – which gets no subsidy – to invest in modernising its facilities, finance its development and maintain attractive aeronautical charges. This benefits the air services available from Genève Aéroport, and therefore the whole region



Three *aircraft* that marked the year

Geneva's runway is used to handling a wide variety of aircraft, both in terms of size and type. In 2010 this range was even wider, thanks to three landmark events in the history of the airport. All three required significant human resources.

21 January 2010: an Airbus A380 lands at Genève Aéroport

Shortly after 11am the world's largest passenger airliner broke through the fog and landed on Genève Aéroport's runway 23, in front of thou-



sands of people. A moment of high emotion, it was also the crowning achievement of intense preparatory works carried out in record time.

Although Genève Aéroport prepared thoroughly and swiftly for the A380, it has over decades done everything technically to enable a visit by this type of aircraft. For example the airport took this into account when restoring the runway, started in 1978, well before the actual design of a four jet engine, double-deck aircraft by the European manufacturer. Indeed it is the role of an airport manager to prepare for the future and to anticipate long-term needs.

Geneva's runway – 3,900 metres long and 50 metres wide – met both the requirements of Airbus and the standards of the International Civil Aviation

Organisation. It remained to check all other measurements made beforehand, and this test flight from Zurich enabled these to be validated.

Thanks to this certification, Genève Aéroport can now accommodate an A380 in an emergency. However this 80-metre wingspan aircraft will not serve Geneva on a scheduled flight basis, no destination from the airport being able to justify a capacity of over 600 seats.

25 August 2010: a C-5 Galaxy arrives at Geneva, bound for NASA, Florida

It took 15 years to produce the Alpha Magnetic Spectrometer, an experiment that will enable the study of antimatter and dark matter in space. The product of high-level scientific research, inclu-



ding a Nobel Prize, this ultra-sophisticated sensor was manufactured at CERN, the Geneva-based European Organization for Nuclear Research.

A crucial stage in this ambitious project was its transport by air from Geneva to the Kennedy Space Center in Florida, where it will be carried on the space shuttle to the International Space Station.





An abnormal load – quite spectacular at 22 metres long, carrying around 50 boxes and weighing a total of over 50 tonnes – therefore travelled the few kilometres from the prestigious research centre to Genève Aéroport.

A key part of this load was the 4 metre high wooden box that protected the valuable particle detector. This size made it impossible to use a normal cargo aircraft, with even a giant like the Boeing 747 unable to accept such a height. Only the Lockheed C-5 Galaxy could accommodate the shipment, which is why this imposing aircraft of the US Air Force landed at Genève Aéroport in the early hours of 25 August. The C-5 Galaxy's size and special loading requirements necessitated lengthy preparations and close coordination between the various service providers involved. However this arrival also provided the opportunity to demonstrate again that the airport knows how to manage exceptional operations, particularly in terms of freight.

21 September 2010: Genève Aéroport takes part in the Solar Impulse adventure

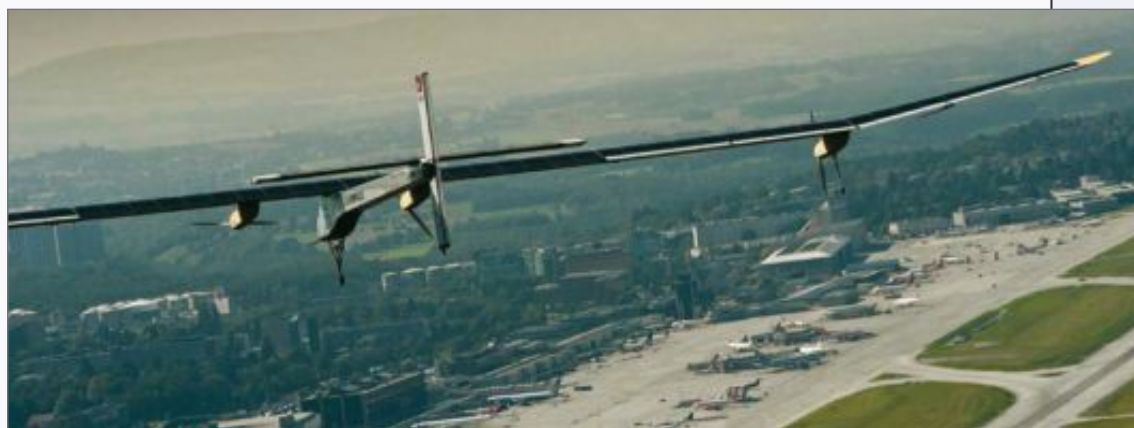
12.24pm, Genève Aéroport. With an almost religious silence, the completely solar-powered aircraft landed at Geneva. Normal air traffic was halted for some minutes to prevent this featherweight (1,600 kilograms) with a jumbo-jet wingspan (63.4

metres) from passing through the wake turbulence of its metal-bodied brothers.

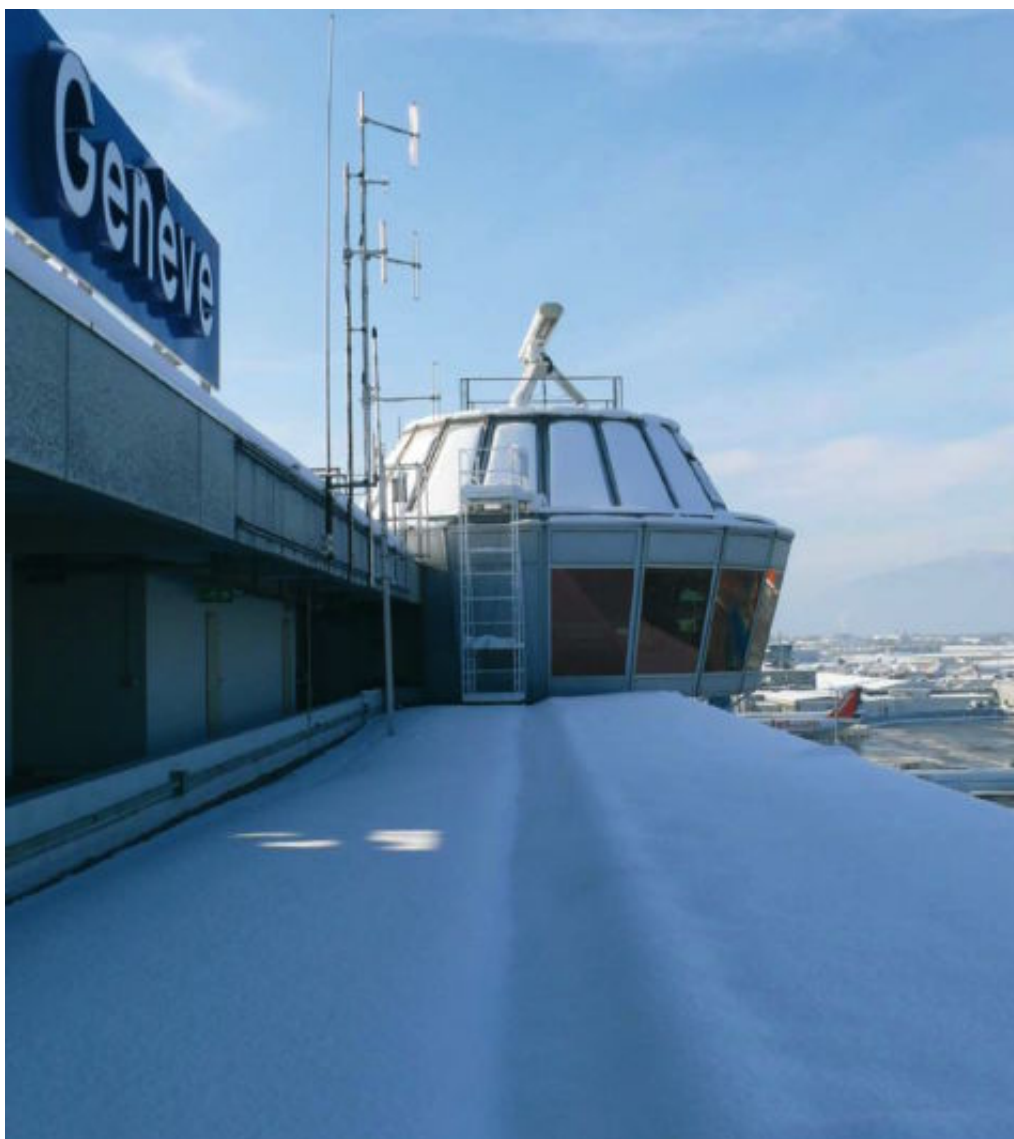
The HB-SIA prototype – with a carbon fibre structure, four electric motors of 10 HP each and 11,628 solar cells – wrote a new page of its ambitious story at Genève Aéroport, achieving a double first in a single day: landing at a different base from the one at which it took off (Payerne) and rubbing shoulders with a



major airport handling significant scheduled traffic. This flight to Geneva, and the following day's flight from Payerne to Zurich, aimed to train the Solar Impulse team to develop beyond its usual areas, to learn to collaborate with international airports and to integrate with heavy air traffic. The mission was accomplished with the aid of the sun, and witnessed by a curious crowd of people. Bertrand Piccard's and André Borschberg's team therefore took an important step at Genève Aéroport, which is proud to have contributed to this exciting adventure.



Greatly varied *operations*



For Genève Aéroport, 2010 blew both hot and cold. The airport was recognised as the most efficient in Europe. Its thriving general aviation sector, the second strongest in Europe, continued its growth. The eruption of the Icelandic volcano Eyjafjöll and some heavy snowfall had a significant impact on operations, causing rare closures of the runway.

In 2010, operations at Genève Aéroport faced a series of extraordinary events. Several unusual aircraft landed on the airport's runway (see the preceding double page on this subject), which necessitated and involved perfect planning, close collaboration between the various units concerned and a significant deployment of resources. These were the positive events.

However less pleasing developments seriously affected operations, in the shape of snow at the start and end of the year, and the eruption of the Icelandic volcano Eyjafjöll in April.

Genève Aéroport gains an efficiency award

In 2010 Genève Aéroport was awarded the prestigious Airport Efficiency Excellence Award in the category of airports with fewer than 15 million passengers. The experts of the Air Transport

Research Society made this award, which was based on an analysis of several parameters such as quantity and quality of facilities available, the airport's range of users and the level of airport charges. This award comes as further recognition of Genève Aéroport's efforts to ensure its development is based on firm operational and financial foundations.

Use of the runway and apron

In 2010 Genève Aéroport's 3,900-metre concrete main runway accommodated 171,193 movements, while its secondary, much shorter, grass runway handled 6,627 movements. During the year there were 4,722 helicopter movements from the concrete runway.



To ensure the optimal use of its concrete runway, Genève Aéroport applies a Prior Permission Required (PPR) system to all general aviation aircraft (private and commercial taxi flights). This gives the runway a capacity of 40 movements an hour. To ensure flights keep to schedule, the airport gives priority to scheduled and charter traffic. However general aviation always has available a certain number of slots, which vary by day and time, but which amount to at least four an hour.

Geneva's apron recorded high rates of occupancy in 2010, with the 50 or so positions intended for scheduled traffic being busy throughout the year.



Finally, it is worth noting that Genève Aéroport's runway was also used for humanitarian operations, including nine cargo flights to Haiti. The aircraft were loaded with aid materials at Geneva before flying to the Caribbean island, which was devastated in January 2010 by a violent earthquake.

Winter-summer traffic split

Due to the importance of winter sports-related traffic, Genève Aéroport's winter season is traditionally busier than its summer season. In the airport's winter season 2009-2010, the average use of slot capacity therefore amounted to 54.3% on weekdays – rising to as much as 81.3% on Saturdays – and in summer 2010 to 52.3%. There was a smaller difference between these two periods than the year before, with summer showing slight growth and winter a fall.

The importance of general aviation

Genève Aéroport is Europe's second-busiest business aviation airport. It is behind only Paris-Le Bourget, located 11 kilometres north-northeast of the French capital and venue for the International Paris Air Show.

Among European airports handling scheduled traffic, Genève Aéroport recorded the most movements operated by this type of aviation. This high proportion of business traffic can be explained by the region's socio-economic fabric: the strong presence of international organisations in the region, the importance of corporate global headquarters, and the fact that it is home to many stars of sport and entertainment. In 2010, air taxis carried out 24,360 movements, while non-commercial flights recorded over 27,000 movements.

EBACE event dedicated to business aviation

Genève Aéroport's intense business aviation activity is also reflected in early May by EBACE, the European Business Aviation Convention & Exhibition. This is the only European show dedicated exclusively to this type of traffic. Held simultaneously on the airport apron and at the Geneva Palexpo convention centre, the 10th EBACE show completely sold out, despite the then recent episode of the Icelandic volcano. The show was host to 65 aircraft on static display, 426 exhibitors and



over 11,000 visitors. According to its two internationally known and oriented organisers, the European Business Aviation Association and US-based National Business Aviation Association, EBACE enjoyed a particularly successful 10th birthday.

Snow at the start and end of the year

Used to managing heavy snowfall and with the right equipment readily available, Genève Aéroport nevertheless faced some exceptional circumstances in 2010. As a result, while the runway has experienced only relatively short closures over the past almost 25 years, in 2010 it was closed – ‘QGO’ in aviation jargon – for over 24 hours. It was unable to accept aircraft for two mornings in January and even for a whole day in December. Finally, just before the Christmas and New Year holidays, even though the airport was open, it suffered the cancellation of hundreds of flights due to severe weather disruption in Europe that led to the simultaneous closure of several major European airports.

To return to the runway closures at Genève Aéroport, each time they were made necessary by the significant amounts of snow that fell in a very short time. So, between the evening of 30 November and 1 December, over 30 centimetres of powdery snow accumulated on the ground, a record over several decades in terms of both early arrival and amount.

The airport had to clear a huge amount of snow: a total of around 260,000 cubic metres. Of this it cleared some 60,000 cubic metres from the runway and 200,000 cubic metres from the apron. January’s snowfalls created deposits that reached almost four metres in height in the parking areas next to the apron.

During these days of extreme weather conditions, many snow committee meetings took place at the airport, bringing together various representatives of the site, such as airlines, handling agents, in-flight catering companies, meteorologists, air

traffic controllers and the police. They met at all times, day and night, to optimise their operational coordination and to facilitate the fastest possible reopening of the runway and airport.

On the ground the airport mobilised around 100 staff and used over 80 vehicles working 24 hours a day to clear the airport of snow. Due to the volume of snow, for several hours their work resembled the myth of Sisyphus: before they could even finish sweeping the full length of the runway in each 12-minute run, the armada of vehicles could have started again as if nothing had been cleared.

However Genève Aéroport’s snowy experiences in 2010 brought some benefits. In particular they enabled the airport to validate the organisation’s effectiveness and test new winter equipment. This notably included the blower that discharges air at 700 kilometres an hour, allowing the easy removal of ice, and the pointed snow cutters that speed up sweeping around the runway and apron marker lights.

Volcanic ashes

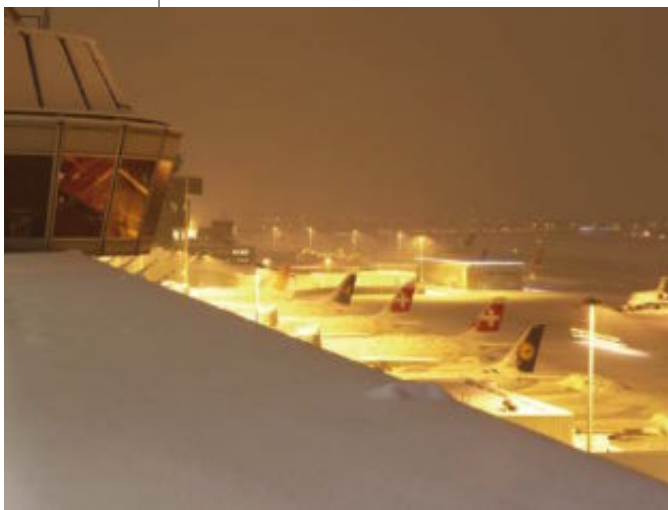
On 14 April 2010, the Icelandic volcano Eyjafjöll



erupted spectacularly, almost 200 years after its previous eruption. From the following day the first European airports ceased operations, responding to instructions from their supervisory authorities. The precautionary principle made this compulsory: ash contains highly abrasive particles that can have fatal consequences for aircraft.

Subsequently, one after the other, Europe’s airports had to close their runways. At the height of the crisis a total of 313 airports – around 80% of the European network – were paralysed. It took several more days before the situation returned to normal. In all, the disruption lasted a week and caused the cancellation of some 100,000 flights in Europe, so affecting around 10 million passengers.

Genève Aéroport could not operate for three days. Switzerland’s Federal Office of Civil Aviation ordered the closure of Swiss airspace from 11.59 pm on Friday 16 April to 8am on Tuesday 20 April, and which was also heavily affected for three more days. This caused the cancellation of around 1,600 flights, which had consequences for some 164,000 passengers.



To help foreign travellers stranded at Geneva, the airport was able to use Grand-Saconnex's civil protection premises and turned some of its conference rooms into dormitories. Upon the resumption of air traffic, it established a free telephone line enabling passengers to check the status of their flights and adapted its website to the situation.

Night movements

In 2010, 7,815 movements took place between



22:00 and 06:00, which was 4.4% of all traffic at the airport. In other words, 95.6% of traffic took place during the daytime, between 06:00 and 22:00. There were certainly more night-time operations than in 2009, up by 718 movements, but they were below the level recorded in 2008 (8,542 movements), itself 5% lower than in 2007.

Most nocturnal traffic (94.3%) occurred between 22:00 and midnight, with 98.3% taking place between 22:00 and 00:30. Of the 127 movements after 00:30, 72 were medical or humanitarian flights, which are not subject to any restrictions. Over the past year, in accordance with regulations

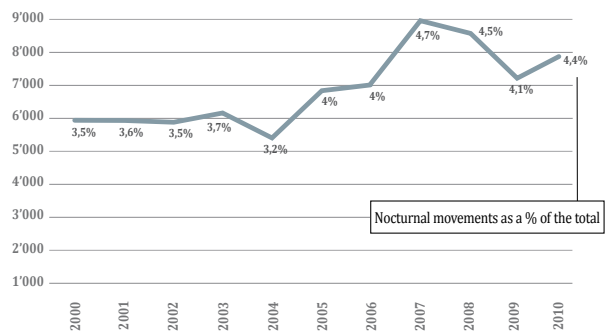
on nocturnal movements, the aerodrome operator authorised 55 commercial flights after 00.30, due to exceptional and unforeseen circumstances, and were all duly considered.

After 22:00, take-offs represented only 20% of movements, compared with the 80% that were landings. The arrivals were mainly flights returning from major European cities and, in some cases, from international hub airports.

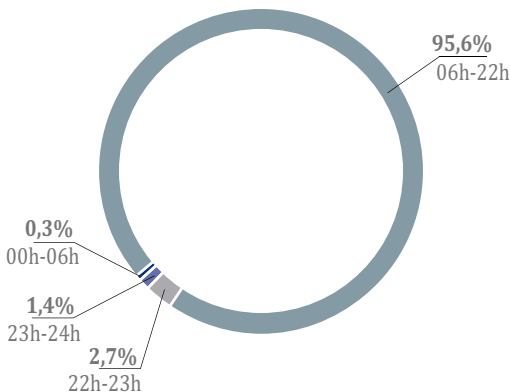
Due to the alternation of runway direction at the airport, the Genthod-Bellevue sector was flown over by 55.6% of nocturnal traffic (of which 629 were departures). Vernier-Meyrin was flown over by 44.4% of traffic (932 departures).

Nocturnal movement evolution

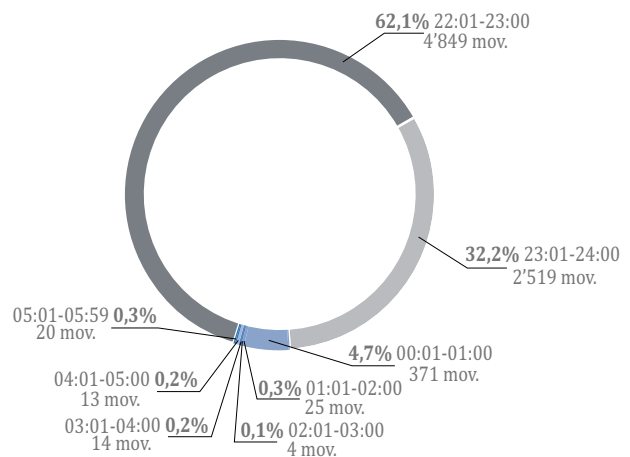
22h00-6h00



Hourly distribution of movements



Hourly distribution of nocturnal movements



Works to benefit airport users



In 2010 Genève Aéroport invested more than CHF 50 million in improving its various facilities, both airside and landside. The information technology (IT) tool that manages airport information was modernised and an ambitious facilities management system project is underway. In addition, preparatory works began for the major construction project that will become the new, mainly long-haul oriented, East Wing.

Airport management must deal simultaneously with the very short term (particularly ensuring the airport's proper functioning each day), the medium term (for example planning and developing air services) and the very long term (particularly anticipating future facilities requirements). Under these conditions, investments are always a major item on the balance sheet.

For Genève Aéroport, 2010 was a year of transition, the significant renovation works and main terminal expansion having ended in 2009 and the major East Wing construction project due to start in 2011. Nevertheless, more than CHF 50 million was invested in maintaining the airport's infrastructure and preparing it for future challenges.

Better visibility

Following the renovation of Geneva's runway lighting completed in 2009, its apron lighting systems (Inner and Outer taxiways and various links) were progressively adapted during 2010. Due for completion in 2011, these works aim to further



improve aircraft guidance, particularly on routes between the passenger satellite buildings, and to increase visibility at night and in rain and fog.

Finally, as with the lighting systems alongside the runway, the new taxiway marker lights use energy-efficient technology. In general, whenever renewals take place at Genève Aéroport, the issue of energy efficiency is a decisive factor.

Storage areas expanded

An additional area dedicated to freight – called Cargo Security – has been operational since sum-



mer 2010. This new facility covers 1,500 square metres and enables the airport to respond to and accommodate its growing freight business, to expand its storage capacity as required and to evolve in line with changing security measures related to freight. The expanded freight hall also serves as an access and control point for personnel entering the critical area of the apron.

East Wing and preparatory works

Today the airport still operates some older facilities, built in the 1970s, to receive and handle large, long-haul aircraft. In 2010 it was therefore time to plan their replacement to better accommodate passengers travelling on aircraft such as this.

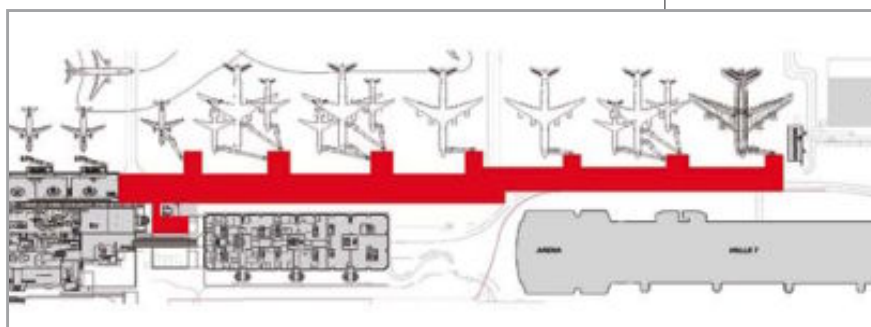
Genève Aéroport will completely modernise these long-haul facilities with the construction of its new East Wing, expected to become operational in 2015. This building will be 500 metres long, 25 metres wide and 15 metres high, and will have six positions for large aircraft, including three double parking spaces each capable of accommodating two smaller aircraft. It will be primarily a qualitative improvement: these will be contact positions, connected to the building, and no longer away from it and so requiring the use of a bus.

For the time being only the preparatory works have started, involving the first civil engineering needed to prepare the perimeter on which the building site will rise. Part of the apron here has therefore been rebuilt, with 700 sq m of concrete slabs being replaced.

In 2010 Genève Aéroport also launched an extensive invitation to tender to select the pool of contractors required, a team made up of: architects; civil engineering agencies; and heating, ventilation, sanitation and electricity agencies. This is a key stage of this major project.

Masterplan 2016-2025

The airport management's job is to prepare for the long-term future. Masterplans play a significant role in this, providing a relatively precise vision of necessary development spanning over a decade ahead. During the year the airport therefore worked with Hochtief to develop the masterplan 2016-2025, which will be submitted to the airport's board of directors in 2011. It notably includes the amount of investment needed to meet expected demand, while adhering to the standards of quality and security required.



Improvements for business aviation

After two years of works, the construction of TAG Aviation's new headquarters and hangar was completed in July 2010. This building has almost 7,500 sq m of floor space and includes 4,400 sq m of hangar space (15 metres to the ceiling), and 2,700 sq m of offices on four floors. To this new structure must be added the 1,474 sq m of the adjacent hangar, permitting TAG Aviation maintenance to accommodate a total of around 15 aircraft.

Also located in the business aviation area, the apron in front of Geneva Airpark's hangar (a building completed in summer 2009 to park the equivalent of two Boeing 747s) is now linked to those of TAG Aviation and the adjacent hangar. As a result aircraft movement here is now much easier.



Platform and access renovation

Visible by anyone travelling to the airport by car or public transport, the major construction project in front of the terminal will last almost five years. The 17 successive two-stage works are aimed at renewing and strengthening the viaduct supporting the road in front of the airport, as well as the platforms supporting the short-term car parks (arrival and check-in). The first part of the works, cleaning up the viaduct, rests with the cantonal authorities, while the second (renovation of platforms providing access to the terminal) is the responsibility of Genève Aéroport. These heavy interventions, made necessary by the relative age of the structures, will also improve lighting and the water resistance of floors. They are carefully planned to minimise disruption, both in terms of road traffic and airport operations.



IT modernisation

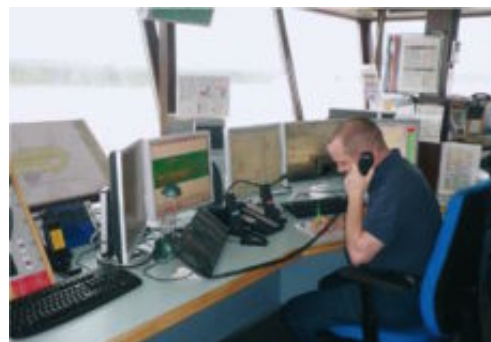
Since September 2010, airport information on general aviation has been integrated into the IT system set up in 2008 for scheduled and charter aviation. Now one modern, upgradeable tool manages all data on all types of aviation at Genève Aéroport. Across a wide field (from managing aircraft movements to invoicing, through passenger information displays and resource planning), it makes the airport well placed to manage future challenges.

Facilities management

By definition, an airport has many facilities that need to be managed well, such as inventories, tracking, maintenance and stocks. Against this background Genève Aéroport is acquiring a maintenance management system to optimise its facilities management and improve the monitoring of its customers and client feedback. In 2010 it selected the software required and began the implementation of this project, which is due for completion in 2012.

Emergency centre

The Airport Safety Service's (SSA) response centre receives and transmits all alarm calls. Launched



in 2010, the centre's renovation project involves expanding its coverage across the airport and totally renewing telecommunication systems. The transition to integrated management systems aims to optimise the SSA unit's staff performance and further increase the efficiency of emergency management.

Safety 24 hours a day



Flawless security is at the top of Genève Aéroport's list of priorities. The airport's many safety-related initiatives and activities in 2010 included prevention campaigns, the implementation of new measures, regularly updated procedures and simulation exercises. During the year the Swiss Federal Office for Civil Aviation also recertified the airport, so validating its safety policy.

The year began with the publication on 1 January of a manual explaining the airport's safety management system, placing it symbolically under the theme of safety.

Flawless safety is a top priority for any airport. In 2010 Genève Aéroport therefore logically continued its efforts to remain at the forefront in this field, aiming to ensure the safety of all its aviation operations, employees, customers and partners.

Recertification of the airport

Every three years, Swiss airports have to recertify – to undergo assessments to effectively regain their aerodrome certification. In November 2010 therefore, four inspectors from the Swiss Federal Office for Civil Aviation came to audit Genève Aéroport's operations. After carrying out inspections on the ground, checking procedures and interviewing 35 people, the monitoring body concluded: "From its way of understanding safety management, Geneva International Airport shows that it continues its path on the right track." In other words, the airport has been recertified according to the standards of annex 14 of the International Civil Aviation Organisation.

Feedback

Genève Aéroport's Safety Office has created a manual presenting its safety management system, which details the implementation of risk management and the ensuring and promotion of safety. This evolving, regularly updated document contains a

fundamental element: the reporting of occurrences. The new system was introduced to optimise information processing by sending the Safety Office all information linked to the observation of a dangerous situation, event, incident or accident. These reports – non punitive – facilitate the collection of data related to safety on the airport site. This is used to identify and implement measures to remedy problems met, so contributing to the continual improvement of safety across the airport.

Prevention campaigns

Since a high level of safety is achieved by constant preventative efforts, Genève Aéroport organised



several awareness campaigns in 2010. In addition to a refresh on wearing and using high-visibility clothes and equipment, the airport arranged an aircraft-priority campaign targeted at people working and moving around the apron.

It also undertook various initiatives to fight against the presence of foreign object debris. Detritus on taxiways is potentially very dangerous because it is susceptible to being ingested by aircraft engines. This could at best lead to costly damage and, at worst, an accident.



Genève Aéroport's runway department works consistently and diligently to clean the runway, taxiways and apron. However, foreign object debris (FOD) can be found in neighbouring areas and it takes only a gust of wind to blow it to areas occupied and used by aircraft. In 2010 the airport's 'Stop FOD' prevention campaign helped to raise awareness with many site partners and will be repeated in 2011.

On managing the risk of fire, Genève Aéroport produced a film covering instructions and procedures in the event of fire. The airport distributed the film to various personnel on site.

Enhanced continual training

Twenty four hours a day, 365 days a year, the 200 or so personnel who make up the Airport Safety Service (SSA) ensure safety across the airport site. This mission involves a multitude of tasks including rescue, fire fighting, airport access security, airport escorts and medical care.

To stay ahead, Airport Safety Service professionals regularly attend training courses. In line with its strong commitment to continual training and improvement, two teams of 12 aviation firefighters



and part of the management team visited Teesside, in northern England, to be trained on an Airbus A380-size and type simulator. In addition, in 2010 nine people continued or completed their training to be an instructor at federal level, which gives them the role of training referee within their entity.

On the medical team, the 19 Airport Safety Service ambulance staff attended a protocol update, which now permits them to participate in certain tasks normally carried out by a doctor.

Wildlife hazard protection

Collisions with animals are the second leading cause of incidents, and the sixth leading cause of accidents, in global civil aviation. They cause material damage quantified by airlines at more than 1.1 billion dollars a year.

At the same time, Genève Aéroport – because of its location and its significant areas of grasslands – is home to a considerable number of animal species. To preserve biodiversity and maximise safety, the airport has been for many years at the forefront of what is called wildlife hazard protection (PPA). It has implemented a battery of measures – ranging



from the installation of nesting boxes on the city side to perching restrictions by the taxiways and active bird-scaring – to achieve these two goals that might at first seem irreconcilable.

In 2010 Genève Aéroport further strengthened its PPA-related measures, notably by equipping itself with 34 state-of-the-art noise generators to scare birds away from the airport site. Developed by the Office of Environmental Work and Studies (BTEE SA, PPA unit manager at Genève Aéroport) and two companies from Valais, Switzerland, they operate using solar panels, a remote-control system and loudspeakers that broadcast various bird sounds, depending on the species being targeted.

If these installations work well to scare off the birds, they are also attracting foreign airports, several in France and North Africa having shown interest.

Participation at a European training centre

To share with other world aviation players their experience in wildlife hazard protection and to export their know-how beyond cantonal borders, Genève Aéroport and BTEE SA created Airtrace in 2009. In 2010 Airtrace – the International Centre for Training in Airport Environment – provided the equivalent of 236 days of



training, mainly in the field of wildlife hazard protection, in France, Greece, New Caledonia and Guadeloupe. In 2010 Airtrace’s influence also extended further. It has taken another significant step by participating in the creation of a European training centre for airport and aviation professions, the new Saint-Yan Air’e Academy. Located at Saint-Yan Airport, in the south of Bourgogne (Burgundy), this campus has all the educational facilities necessary for theoretical and practical teaching. Genève Aéroport is well represented there, since BTEE’s director is chairman of the board of directors and an airport manager is a member of the same board.



Airport Safety Service facts and figures

103	aircraft interventions
2,816	medical journeys
4,355	fuel fill-ups with passengers on board
188	SCA automatic alarms
6,211	medical centre interventions
2,816	medical journeys, of which 2,535 outside the airport (supply contract with 144)
8,080	children accommodated in the nursery
49,207	apron escorts
646,066	people controlled in service ways
132,839	vehicles controlled in service ways

Environmental initiatives



In 2010 Genève Aéroport continued its efforts to reduce its energy consumption and supported this with the installation of additional solar arrays. The airport invested CHF 4 million in soundproofing works in Switzerland and started the process in neighbouring France. During the year it also created a centre dedicated to communication with residents and took various measures to preserve biodiversity.

For several years Genève Aéroport has been implementing a whole series of initiatives designed to protect and preserve the environment. These measures have focused particularly on the areas of noise control, air quality, induced traffic, energy management, waste management and the protection of natural environments and soils. All these topics will be covered in detail in the airport's environmental assessment, which is carried out every three years and will next be published in mid-2011.

Encouraging biodiversity

As surprising as it may seem for a major international airport handling almost 12 million passengers



a year, Genève Aéroport's 340 hectares (including 200 hectares of grassland) are home to more than 20 species of butterflies, around 130 types of birds and some 220 herbaceous plants. The airport has not waited for the International Year of Biodiversity to conserve the site's rich flora and small fauna, and it took some additional measures in 2010. These include: cleaning and adding nesting boxes for house martins (the largest colony in French-speaking Switzerland and one of the largest in Switzerland) and black swifts; updating



the floral register; monitoring animal movements; and combating neophytes – exotic, invasive plants. However the airport site's most striking natural feature is undoubtedly six hives, housing some 300,000 bees, which were installed in late spring 2010. During the year these insects, which are particularly sensitive to any environmental degradation, produced 70 kilograms of honey.

It remained to be seen if Genève Aéroport had reason to believe in producing high-quality nectar in the industrial surroundings of an airport. However, to gain the evidence required, the airport proceeded to ask the cantonal chemist to carry out the necessary verifications. Following careful analysis by gas chromatography and mass spectrometry,



and a search for heavy metals, this newly named 'apron honey' was declared fit for consumption. The honey's taste has been universally recognised and praised.

New centre for residents

A convenient location for information and exchanges, the airport's new environment centre was inaugurated in autumn 2010. Its mission is to inform residents of measures taken by the airport as part of its environmental policy. Information panels, environmental publications, computers and projection screens are all learning supports used to illustrate and explain the methods adopted to limit the environmental impacts of airport activities. This centre also lends itself to organising forums for discussion between air transport industry partners, necessary for defining the concerted actions required to benefit the environment and residents. Over three days at the end of November,



airport site employees had the opportunity to attend presentations on subjects as diverse as the environmental initiatives at Swiss and Skyguide, air transport's response to climate change, and energy management and noise measurement at the airport.

Renewable energy and energy savings

At the end of 2010, Genève Aéroport inaugurated two new photovoltaic systems located on airport roofs. The roof of the new cargo security building, used for freight security controls, was completely covered with 830 square metres of photovoltaic panels and should produce 130 MWh of electricity a year, which is equivalent to the consumption of around 40 households.

Genève Aéroport's Satellite 10, inaugurated in 2008, was also equipped with solar panels, this time arranged as a cap around the roof. This cap has an additional solar protection role, helping the building's interior to avoid becoming excessively hot during the summer. This system should produce 60 MWh a year, equivalent to the consumption of 20 households.

In total, the airport's roofs – which already had some solar systems installed – are now covered with almost 3,300 square metres of solar panels.

Genève Aéroport also bought 3.6 GWh of SIG Vitale Verte green electricity, certified by the environmental label Nature Made Star.

Parallel to the airport's efforts to increase the share of renewable energy in its total energy mix,

it continues to implement measures to save electricity and heat. As a result, measures put in place in 2010 saved 2.5 GWh of energy.

The significant efforts and measures undertaken to reduce electricity consumption – even though airport activities are increasing – were recognised by the Swiss Confederation. Indeed, Genève Aéroport was the principal organisation in French-speaking Switzerland to be included in the federal electricity efficiency promotion programme, ProKilowatt.

Surface access

In 2010 Genève Aéroport continued to develop the airport staff mobility programme. The network of Airport Staff Shuttles circulating early in the morning and late at night expanded and, since



January 2010, has included 15 routes in the canton of Geneva. To encourage staff on the airport site to share transport, a car-pooling website (www.gva.ch/covoiturage) went live in January 2010. It is aimed particularly at people who live in areas poorly served by public transport.



The mobility theme was highlighted in the company objectives for 2010, all employees being encouraged to travel between their home and workplace by sustainable transport for at least five days a year.

The share of air passengers using a sustainable mode of transport increased to 45%. This strong result is linked partly to the presence of two Genève Aéroport-funded ticket machines, installed in the main terminal baggage reclaim area in 2008. These provide arriving air passengers with free tickets for public transport. This offer is increasingly popular, with over 1,200 tickets being issued each day.

Residential soundproofing

In 2010 Genève Aéroport continued to implement its residential soundproofing programme in neighbouring districts. In Switzerland it invested more than CHF 4 million in soundproofing works. In all, 240 homes benefited from acoustic insulation and over 670 installations are underway.

In Vernier district in particular, the airport carried out the soundproofing of two large apartment buildings situated along Montfleury road and Mouille-Galand way. These two buildings house 430 homes and the airport's significant participation here amounted to several million francs. Following a thorough study of each building, the adopted architectural solution consisted of building a new façade separated from the former façade by a 'double skin' system. This technique not only meets the requirements of sound insulation, but also helps with thermal insulation. Testimonials received from residents of the first soundproofed homes at Mouille-Galand indicate that the completed works greatly improve their quality of life.

In neighbouring France, Genève Aéroport launched a specific soundproofing operation. Following an invitation to tender, the airport entrusted an acoustical assessment project to a company that has worked on the soundproofing of 26,000 homes around six French airports, including the airports of Paris. A soundproofing project officer was assigned to the town of Ferney to ensure close coordination between residents, the expert acoustician, the town and Genève Aéroport in managing soundproofing projects in France.

In general, replacing windows also improves the thermal envelope of buildings soundproofed by the airport. This associated effect saves a tonne of carbon dioxide per home per year.

External initiatives



In 2010 Genève Aéroport frequently went out to meet professionals and the general public. Its external initiatives included having a presence at several tourism events, much sponsoring activity, the involvement of its safety professionals at various events, participation at historical commemorations and taking a position at federal level.

In addition to its intensive activity on site, Genève Aéroport has a strong and highly diverse presence externally. In 2010 it participated in many events at local, Swiss and international level, particularly in the area of marketing.

Genève Aéroport's promotion in Switzerland and abroad

In 2010 Genève Aéroport continued its prospecting efforts aimed at improving direct air services, particularly in its priority long-haul markets of Asia, the Gulf and Latin America. During the year it secured a presence at over 10 air transport events worldwide, providing the opportunity to meet and negotiate with airline managers from all backgrounds. Of course this approach was supplemented by market research used to convince



decision makers of the Lake Geneva region's potential. When at the end of 2010 Genève Aéroport announced the arrival of Emirates and Gulf Air during 2011, this again confirmed the dynamism of the Geneva market.

Locally, Genève Aéroport was present at the region's main tourism fairs, both in Switzerland and France. It also attended workshops and other events for travel professionals (Envol Asia, Envol Africa-Orient and Viva America). The establishment of the Travel Day at the airport (18 April 2010) confirmed this format's success.

In addition, during the Montreux Travel Trade Workshop, a professional tourism conference and exhibition, Genève Aéroport unveiled a completely new stand. This modern facility enabled visitors to be accommodated more comfortably while giving the company a more serious and stylish image.



Participation at commemorations

Swiss aviation marked its hundredth anniversary in 2010. It was in 1910 that pioneers launched the extraordinary development of Swiss aviation, which has built greatly on their first achievements. Genève Aéroport participated in some of the many commemorations that took place during the year.



It was also involved with the complete renewal of the special aviation exhibition at Lucerne Museum of Transport. In addition it created a stand, which notably included period photographs of the airport and screening films on the history of aviation, for the Comptoir Suisse at Lausanne, which had dedicated a pavilion to this event.



Internet and publications

Genève Aéroport's visibility to the outside world takes place through many channels. In line with the emergence of new communication tools, the airport established an initial, but still limited, presence on social networks. Its ever-more popular and used internet site received full attention in 2010, part of the year being dedicated to creating a completely new website to be launched in 2011. Its purpose is to gradually become a travel portal referred to by passengers and other internet users.

In the area of traditional communication materials, Genève Aéroport's passenger information leaflets were published in a completely new layout. The airport's official, trilingual newsletter continued to be published at the rate of four editions per year, while it also produced a booklet on Kiev to accompany the launch of Ukraine International Airlines' (UIA) new direct service to the Ukrainian capital. UIA launched its three times a week Geneva-Kiev flights in April 2010.

Collaboration with umbrella organisations

Genève Aéroport is a member of two Swiss umbrella organisations: Aerosuisse (a Swiss aerospace umbrella body) and SIAA (Swiss International Airports Association). Collaborating with these bodies, the airport provided its opinion on several policy issues related to aviation. The year was also full of material, with the handling of the Aviation Act Revision at the Federal Chambers, the creation of duty-free shops in arrivals and the allocation of tax on kerosene, three areas whose outcomes proved satisfactory to Genève Aéroport.

Services to the local population

Airport Safety Service (SSA) vehicles frequently travel beyond the airport perimeter to reinforce operations in surrounding areas, particularly during major incidents. In the case of SSA ambulances, this applies when the patient is located in a neighbouring district. They are also present at many sporting and festive events to provide a rescue service and medical team, together with the technical means to assist. They have been particularly involved with the Geneva Festival, the Lake Parade and the Christmas Cup. For the professionals of Genève Aéroport's SSA, these commitments provide useful services to the local population and the additional rigorous practice needed to ensure optimum performance.



Continued proactive sponsoring

In 2010 Genève Aéroport continued the sponsoring strategy it has had in place for some years. Through its backing for events, clubs and associations in the region, the airport intends to consolidate its image as a socially responsible organisation.

An ad hoc committee at the airport makes its choice of supported projects according to objective criteria.



The committee maintains an equitable division between the four main categories of defined activities: cultural, sporting, charitable and economic. It decides the geographical distribution with the aim of being actively involved in the local life of neighbouring districts, and supporting major events and teams throughout its sphere of influence.



Genève Aéroport's principal sponsoring projects, 2010

- Meyrin Forum
- Carouge Theatre
- Caribana Festival
- Les Z'amis de l'OSR (Orchestra of Romande Switzerland)
- Anncy International Animation Film Festival
- Geneva Lions
- Ski Romand
- Geneva-Servette Hockey Club
- CSI Competition
- Geneva Festival
- 100 Forum

Restructured *organisation*



In 2010 Genève Aéroport took various organisational and human resources-related measures to support its continued strong growth. Staff numbers were increased, the directorate-general was expanded and the organisation redesigned. There were also ongoing efforts in continual training. Finally, the project initiated by the City of Geneva to combine the airport's and the region's emergency services, called ConvergenceS, saw several advances during the year.

Logically following the growth in traffic at Genève Aéroport – which welcomed almost 12 million passengers in 2010 – staff numbers increased too. As a result, at the end of the year, the airport employed 738 staff (712.6 full-time equivalents (FTE)), which was 32 more (+29 FTE) than in 2009. To this figure must be added some 140 auxiliaries.

Created primarily in the area of passenger security, the new posts help to improve customer service through the optimal occupation of screening and inspection points, therefore facilitating faster transits via the security controls.

Genève Aéroport also recruited several specialist staff to support its continued development, particularly in telecoms, engineering, network infrastructure and information technology.

This recruitment represented the quantitative response to changing airport operations. However, with the growing complexity of these operations, Genève Aéroport also found it necessary to make some structural adjustments.

Reorganisation of the directorate-general

In 2010 Genève Aéroport's directorate-general was reorganised. This was done to establish the right structure needed to manage expansion, to ensure the development of the airport site, to strengthen its ability to manage complex operations, and to bolster the resources required to improve and develop facilities.

The principal change occurred on 1 May, when two new directors entered office: Nicolas Gaspoz assumed the post of director infrastructure and planning, while Xavier Wohlschlag became director of operations. These two internal promotions have expanded the airport's directorate-general from three to four members, Roger Wüthrich, technical and operations director for the airport for 32 years, having retired in early spring.

These appointments also provided the opportunity to redesign the organisation, in particular by improving the transition between airside and landside activities and by redefining skills. As a result Genève Aéroport produced a new organisational chart and advertised the relevant positions, ready for the reorganised structure to become operational during 2011.

ConvergenceS project progress

The ConvergenceS project aims to bring together



emergency rescue services in the canton of Geneva, particularly to enhance their operational capacity, expand their areas of intervention and respond to the Fire & Rescue Service's requirement for a second permanent base. Among the most striking elements of the project is the transformation of the Airport Safety Service's existing station into a base serving the needs of the airport and whole region, both in terms of professional firefighters and emergency medical transport.

The ConvergenceS project's steering committee comprises all the key stakeholders, namely Genève Aéroport, the City of Geneva, the Association of Geneva Municipalities and Cantonal Civil Safety.

In 2010 several milestones were passed. The management team (a project manager and three other managers) was appointed to lead this strategic project, which falls within the legislative programme of the State Council. The list of tasks was analysed and several working groups formed (working hours, operational concept, governance, service contracts linking the airport to the City of Geneva). On the issue of the corporate cultures of the two bodies affected by this project, the Airport Safety Service and the Fire & Rescue Service, this work was commissioned to an external company.

Studies conducted included one on the accessibility of the future airport base. This showed that the site lends itself to being an urban station with some adaptation, and that journey times, such as those set by Swiss Firefighters, can be guaranteed.

Encouraging continual training



An airport brings together many greatly varied activities, to the extent that Genève Aéroport encompasses over 150 different trades. Under these conditions, continual training is of major importance. It is therefore very well developed at Genève Aéroport which in 2010, as in the year before, spent over CHF 1 million on improving skills. This figure excludes the considerable technical training required to ensure airport staff are always at the forefront in terms of qualifications.

Courses are divided into four types: 'know-how' (for example languages and information technology), 'knowing how to be' (such as customer welcome, service and care awareness), 'knowing how to do' (classes for new managers and team leaders) and 'knowing how to become' (MBAs, adjustments to working conditions, management).

Engagement survey

Following its previous survey two years before, in 2010 Genève Aéroport commissioned a second survey to measure staff engagement and commitment. These surveys are part of its series of steps aimed at being an attractive employer of choice and at developing the quality of working life.

It emerged from the staff survey that the overall level of commitment remains very high, as are levels of customer focus, identification with activities undertaken and teamwork. Genève Aéroport's employees think their workplace benefits have increased and that they are better treated than elsewhere, for example in terms of wages and work-life balance. Certain points remain to be improved though, particularly in terms of internal information, organisational efficiency and collaboration between airport divisions. Various action plans will therefore be defined and implemented.

Health and safety at work

Each year the airport runs campaigns to help protect the health of its employees. In 2010 the emphasis was placed on stress management, a topic whose foundations were laid in 2009 during its awareness initiatives on managing break-time and on rapid relaxation. This training, lasting half a day, aimed to



help everyone define their stress profile and identify stress triggers, and then to give them practical tools to reduce stress.

As happens every year, in 2010 Genève Aéroport also paid for the cost of staff vaccinations against seasonal flu.

In addition during the year, the airport launched a Health & Safety at Work Committee to consolidate and coordinate all measures taken in this field. The aim of this measure is to identify goals and priorities to improve workplace health and safety for the staff of Genève Aéroport, and for passengers and the staff of other organisations on site.



Conception: Genève Aéroport, Marketing
Layout: Dune Graphic
Redaction: Genève Aéroport, External relations and Marketing
Traduction: Aistream Copywrtiting Services

Photo credit: Architecture & Construction (Serge Du Pasquier), Christophe Blatt, BTEE,
Genève Aéroport (Jean-Luc Altherr, Christian Béchir, Bertrand Staempfli), Comet Photoshopping
GmbH, Etienne Delacrétaz, Gillimasters, Sandra Pointet, Solar Impulse / Revillard, Photo Zouhri /
Etat de Genève

Printed in Switzerland at SRO
Satimat Green Paper (60% of recycled fibers and 40% of virgin fibers FSC)



GENÈVE
AÉROPORT



Aéroport International de Genève

P.O. Box 100 | CH-1215 Geneva 15 | Tel. +41 22 717 71 11 | Fax +41 22 798 43 77
www.gva.ch | info.aig@gva.ch