

ANNUAL
REPORT

2023



GENÈVE
AÉROPORT

The logo for Geneva Airport features the word "GENEVE" in a large, bold, black, sans-serif font. A thin, light blue curved line is positioned above the "E" in "GENEVE". Below "GENEVE", the word "AÉROPORT" is written in a smaller, black, sans-serif font, with wide letter spacing.

GENEVE
AÉROPORT

Willkommen

مرحبا

Ben vagn

Bienvenido

A N N U A L R E P O R T

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Key figures

88.6

million CHF in profit
before retrocession

68.3

million CHF
in investments



32.53 %

Movements of the
quietest aircraft

148

destinations



16,482,713

passengers

5.56 %

Flight rates between
10 p.m. and 6 a.m.

489.6

million CHF in
turnover



66,358

tons of cargo



54

airlines

980.73

employees*

** Full-time equivalent*









André Schneider
Chief Executive Officer

Progress and success

Each year is a unique flight, with its turbulent and smooth phases. As CEO of Genève Aéroport, I witness the ups and downs that mark our journey. The year 2023 is no exception to this rule.

Economic, technological and environmental issues remain at the heart of our concerns. In a constantly evolving industry such as ours, these challenges are inevitable and require constant vigilance and adaptation.

Alongside these challenges, it is important to recognise and highlight notable progress and successes.

In 2023, we saw the continuation of the recovery, the complete restoration of our connectivity, passenger numbers in line with our forecasts and the high level of activity of the Protocol Service reflecting the newfound vitality of International Geneva.

The year 2023 also reveals a very healthy financial year, which has a positive impact on our effort to reduce as much as possible the debt contracted during the crisis.

Other highlights: the launch of the CAP2030 project, a critical step towards a new infrastructure aimed at replacing an ageing terminal, improving the accessibility to the airport, streamlining passenger flows, strengthening our operational capacity and the progress of GeniLac's construction works, a major project towards decarbonisation of the platform.

Additionally, our commitment to sustainability saw two concrete recognitions this year. Genève Aéroport successfully obtained the EcoVadis Silver sustainability certification in September. Moreover, a decision from the Federal Administrative Court will allow us soon to introduce the quota system with financial penalties to limit take-offs after 22:00. The year 2023 also demonstrated our success by highlighting our efforts in encouraging airlines to operate the quietest aircraft to our platform with a presence of over 32% of movements with this type of aircraft.

Genève Aéroport has also shown its commitment to the heart of the city and its social environment. I welcome the return of our support actions through the sponsorship and patronage fund. I am delighted with the quality of the numerous meetings and visits organised with elected officials from more than twenty neighbouring municipalities. It also gives me great pleasure to mention the success of this year's very brightly lit company party. Finally, though if it may seem anecdotal, my presence, in the middle of the night of 23 December on a SBB train, underlines our commitment to a quality offer serving the airport. This joint CFF/Genève Aéroport initiative allowed passengers on the Jura Foot Line to join the first wave of flights over Christmas by public transport. An initiative that will be repeated soon.

But I must also mention the confrontation with our employees over the overhaul of our remuneration system, necessary for the sustainability of the airport, which unfortunately led to a four-hour strike at the end of June. We regret the inconvenience suffered by our passengers. We continue to work on achieving this strategic project, hoping to find common ground with our employees.

The year 2023 was a mix of pitfalls and successes for Genève Aéroport. These experiences, both the positive and the less pleasant, helped to shape our business and drive us to always aim higher. I am proud of the progress made thanks to the commitment of all Genève Aéroport employees, and I am optimistic about the future.

A course is set



Pierre Bernheim

President of the
Board of Directors

At the time of writing, my term as Chairman of the Board of Directors is coming to an end. Aviation, value creation and Genève Aéroport are three of my passions, and I am happy for the opportunity that has been offered to me to support this beautiful and essential company for fourteen years. A balanced and dynamic course has been set for the coming years; I am proud of it.

The year 2023 will have marked an important milestone. First, a return to figures close to the pre-Covid period. I am delighted because it is the guarantee of being able to project ourselves into the future with ambition and inspiration.

We are still recovering from the effects of the health crisis and its impact on our finances. This year's much improved results will help us in our debt reduction efforts and will allow us to invest in our renovation projects, which are all the more essential after a slowdown in recent years. Indeed our forecasts for the coming years are more modest, and we are basing ourselves on moderate growth oscillating around one percent.

Building the airport of tomorrow requires, above all, strong financial autonomy. To guarantee long-term economic sustainability, it is essential to remain vigilant about our expenses, improve our managerial agility, ensure post-Covid debt reduction and ultimately find alternative sources of income. This requires diversification and the search for new paths for growth. At the same time, it is necessary to maintain a watchful eye on our accounting, guarantee the modernisation of our airport infrastructure and meet our ambitious environmental objectives.

The year 2023 is also the year of deployment of the new strategic vision, the one which will guide our company for the coming decades in order to make it a reference model and to offer the best possible conditions to users, partners, personnel and the region.

Preparing the airport of tomorrow involves ideas, figures and building materials. It gives me great pleasure that the award, in November 2023, for the work of the CAP2030 project to the company Losinger-Marazzi SA-Bouygues Bâtiment International (LMB) marks the implementation of this strategic project. CAP2030 is an investment programme of more than 600 million CHF, partly self-financed and partly borrowed. We are implementing this major project to develop our infrastructure and quality of service with enthusiasm for our region, for those who live and work there and for those who use it.

I leave the reins to my successor, Christian Lüscher, and I adress a big thank-you to the State Council for its support, to the General Management for its commitment, to the chairman's team and to the members of the Board for their work and dynamism and to all the employees of Genève Aéroport for their involvement.

Happy landings !



Members of the Board of Directors



President of the Board of Directors

- Mr. Pierre Bernheim

Members appointed by the Grand Council

- Mr. Tristan Balmer Mascotto (V)
- Mr. Michel Fabre (PS)
- Mr. Lulzim Jahiu (MCG)
- Mr. Yves Nidegger (UDC)

Member of the Board until 11 May 2023

- Mr. Cyril Nobs (UDC)

Member of the Board from 5 July 2023

- Mr. Bertrand Robert Reich (PLR)
- Mr. Patrick Schmied (PDC)
- Mr. Quentin Stauffer (EAG)

Members appointed by the Council of State

- Mr. Pierre Bernheim (President)
- Mr. Jean-Luc Favre
- Mr. Jacques Jeannerat

Member of the Board until 26 april 2023

- Mr. Christian Lüscher

Member of the Board from 6 september 2023

- Ms Corinne Momal-Vanian
- Mr. Stanislas Zuin (Vice president)

Members appointed from the administrative councils of the two Geneva municipalities containing the noise zones of the airport platform, appointed by the Council of State

- Mr. Willy Cretegy
- Mr. Bernard Taschini

Member of the Grand-Saconnex Administrative Council

- Mr. Laurent Jimaja

Member of the Meyrin Administrative Council

- Mr. Laurent Tremblet

Members appointed by the Council of State, on the proposal of the Conference of Ministers of the Economy Western Switzerland

- Ms Karin Perraudin
- Mr. David Pignolet

Member appointed by the Council of State, on the proposal of the Presidents of the General Councils of the neighbouring French departments

- Ms Aurélie Charillon

Members elected by the employees

- Mr. Olivier Hohlf
- Mr. Thierry Mellina-Bares
- Mr. Nicolas Vuille

Representative appointed by the Council of State in an advisory capacity

- Ms Léonie Chevret

Replaced by Ms Emanuela Dose Sarfatis

Following the cantonal elections of April 2023, the State Council in its new composition, proceeded on 9 May 2023 with the distribution of departments for the 2023-2028 legislature. Genève Aéroport is now placed under the supervision of the Department of Finance, Human Resources and External Affairs (DF), chaired by Mrs Nathalie Fontanet. This responsibility was entrusted to the Department of Infrastructure (DI) during the previous legislature.

On 13 December 2023, in accordance with the Act on the Organisation of Public Law Institutions (LOIDP), the Council of State began the renewal of the board of directors and foundations under public law institutions and official commissions for the period from 1 February 2024 to 31 January 2029. For Genève Aéroport, Mr Christian Lüscher was appointed as chairman. The State Council also proceeded with the appointment of the other members of the Board of Directors in application of the new Article 15A LOIDP, which stipulates that gender parity must be achieved within each council, with at least 40 % of the under-represented sex.

This new composition includes the three staff representatives elected at the end of the electoral process open from September to November 2023.

At the same time, elections were also held for members of the staff Advisory Commission (Compers) and members of the Appeals Commission for the period running from 1 February 2024 to 31 January 2029.

Participation in these elections organised by the HR Department and the Legal Affairs Department exceeded 54 %.

Appointment of the future CEO and new Sales and Development Director

A few weeks earlier, on 16 November 2023, the current Board of Directors, appointed its next CEO in the person of Gilles Rufenacht at the end of a long selection procedure. Currently Director of the Hirslanden Clinics in Geneva, Gilles Rufenacht is also president of the Geneva Chamber of Commerce, Industry and Services (CCIG). The new CEO will take office in autumn 2024, the day after the retirement of André Schneider, who has been CEO since 2016.

On 1 July 2023, Mrs Kristina Mees joined the General

Management as Sales and Development Director. She succeeds Pierre Germain, appointed Senior Executive Advisor for the CEO until his professional retirement in the summer of 2024. Pierre Germain will have devoted more than thirty professional years to the development and influence of Genève Aéroport

New legislation

On 1 September 2023, the new Federal Data Protection Act (nFADP) entered into force. This legislation will have implications on Geneva cantonal regulations (LIPAD) and the internal regulations of Genève Aéroport* in this area.

IT security

Like many public or private Swiss companies, Genève Aéroport was faced in 2023 with an increase in the risks associated with cyber attacks. These were dealt with by specialist teams and integrated into processes and procedures.

PSIA: appeal against the modification of the operating regulations

On 10 January 2023, some 24 municipalities, 24 associations, parties and several individuals filed an appeal before the Federal Administrative Court (FAC) against FOCA's 17 November 2022 decision approving changes to the operating regulations of Genève Aéroport.

On 2 September 2019, Genève Aéroport filed with the FOCA a request for modification of its operating regulations concerning, on the one hand, the establishment of a quota system for flights scheduled before 22:00 but taking off after this schedule and, on the other hand, the possibility of planning three long-haul flights after 22:00. At the same time, Genève Aéroport had submitted the new noise curves definitively setting the maximum impact of noise beyond 2022.

On 4 December 2023, the Federal Administrative Court granted Genève Aéroport's request for partial lifting of the suspensive effect for the implementation of the quota system. The FAC judges that the required quota measure is adequate and capable of achieving the goals pursued by Genève Aéroport namely to allow for the immediate implementation at the end of a transition period of protection measures against noise by limiting late take-offs after 22:00.

* In this report, except for elements relating to the State Council and legislative references, the name Genève Aéroport is used in preference to Geneva International Airport (AIG)





Members of the Executive Management

Chief Executive Officer

- André Schneider

Head of Communication

- Sandy Bouchat

Chief Technology Officer

- Massimo Gentile



Chief Commercial Officer

- Pierre Germain
- Replaced from 1 July*
- Kristina Mees

Chief Technical Officer

- Philippe Moraga

Head of Environment and Sustainable Development

- Nathalie Rossier-Iten

Chief Operations Officer

- Giovanni Russo

Chief Human resources Officer

- Susanna Swann

Chief Financial Officer

- Aline Vaglio

General Secretary and Legal Affairs

- Christine Widmann



885

885

PC10

PC9

PF2

PC8

PC7

PC6

SWISS

SWISS

An aerial photograph of an airport tarmac, showing various markings, signs, and taxiway boundaries. The tarmac is paved with light-colored concrete or asphalt. Several signs are visible, including '48A', '48', 'PC1', 'PC2', 'PC3', 'PC4', and 'PC5'. There are also yellow dashed lines and white T-shaped markings on the ground. A large, semi-transparent dark blue rectangle is overlaid on the center of the image, containing white text. The text is centered and reads: 'GENÈVE AÉROPORT CONTINUES ITS DEBT REDUCTION PLAN AS SCHEDULED'. A large, semi-transparent '01' is also overlaid on the text, with the '0' being a circle and the '1' being a vertical bar.

GENÈVE AÉROPORT
CONTINUES ITS DEBT
REDUCTION PLAN AS
SCHEDULED

In 2023, Genève Aéroport records a profit, before retrocession to the State of Geneva, of 88.6 million CHF and 44.3 million CHF after retrocession.

The year 2023 confirms the end of the post-Covid convalescence for Genève Aéroport and the entry into the financial consolidation phase. With 16.5 million passengers recorded in 2023, traffic remains 8.05% lower than recorded in 2019 but has increased by 17.02% compared to 2022.

The return to profit since 2022 illustrates the sensitivity of Genève Aéroport's economic model to the number of passengers and its great capacity for resilience as soon as traffic resumes. In addition to the effect of traffic, there is also a significant effect of tariffs following the increase in prices of 4.45 CHF per passenger, negotiated in 2020 with the airlines to cover the depreciation charges linked to the entry into service of the East Wing. Thanks to this adaptation, better cost management and increased efficiency, the 2023 net income returns to pre-health crisis levels while the traffic level still remains lower than 2019. This good result in 2023 is necessary to continue repaying the debt incurred during the health crisis. It will also be important to maintain strict and responsible management of expenditure in the future.

Continued debt reduction

Thanks to the profits, after retrocession to the State, recorded in 2022 (46.3 million CHF) and in 2023 (44.3 million CHF), Genève Aéroport is rigorously continuing its debt reduction process, in accordance with the health crisis exit strategy approved by the Board of Directors.

This proactive strategy aims to prepare the airport in anticipation of the future investment phase, which will include the replacement of the main terminal (CAP2030).

After a peak in net debt of 790 million CHF in January 2022, it decreased in 2023 to 578 million CHF (685 million CHF at the end of 2022). The company's debt level is better than expected at the end of the 2023 financial year due to a delay in planned capital expenditure for the construction of the new baggage sorting system (BLC).

Genève Aéroport repaid in 2023 a bond loan of 300

million CHF issued during the Covid crisis and maturing in May 2023.

2023 EBITDA on the rise

The margin on earnings before interest, taxes, depreciation and amortisation (EBITDA) stood at +38.6% (+37.4% in 2022). Geneva Airport is improving its profitability thanks to strict control of operating costs, improved efficiency and the increase in turnover linked to the resumption of passenger traffic. This performance indicator is particularly monitored to ensure the economic sustainability of the company.

Revenues up 15.7%

Driven by the recovery of passenger traffic, Genève Aéroport's 2023 revenues increased by 15.7% compared to 2022 and reached 489.6 million CHF. For the record, pre-crisis turnover amounted to 493.9 million CHF at the end of 2019.

Aeronautical revenues increase by 15.7% compared to 2022, due to the increase in traffic to reach 287.2 million CHF. However, 2023 traffic remains below the level observed in 2019, despite very strong demand. This is partly explained by a supply problem for certain airlines having difficulties meeting passenger demand. Nevertheless, the improvement is confirmed in Q3 and Q4, with a gap continuing to narrow compared to 2019.

The share of aeronautical revenue in Genève Aéroport's total revenue remains stable compared to 2022. It represents 58.7% at the end of 2023 (58.6% in 2022). Non-aeronautical revenues (retail, parking, rents, etc.) are aligned with the evolution of traffic and to increase by 15.7% to 202.5 million CHF. Commercial royalties, and particularly those from duty free and catering, have sharply increased (+23% compared to 2022), illustrating the dynamism found in this sector of activity.

Control of operating costs

Personnel costs increase by 5.2 million CHF (+3.6% compared to 2022). The standard compensation increase mechanisms, which were suspended during the health crisis, are applied again in 2023.

Operating expenses follow the progression of activity and increase by 25.8% compared to 2022 to reach 150.1 million CHF at the end of 2023. The effects of inflation on Genève Aéroport's accounts are limited.

Retrocession to the State increased in 2023

At the end of the Covid crisis and to support Genève Aéroport in its convalescence, the State Council decided, by decree on 14 September 2022, to decrease the retrocession on the 2022 profit to 25% of the profit before retrocession, instead of the usual 50%. This measure was not renewed in 2023, and the retrocession returns to its pre-Covid level of 50%, in application of the objectives agreement.

Investments

Investment cash flow amounts to 68.3 million CHF in 2023. This a relatively low level can be explained by a delay in planned investment expenditure, in particular on the project to replace the baggage sorting system.

Positive outlook for 2024

The traffic outlook and the activity observed in January and February 2024 now allow us to affirm that the debt reduction plan will continue in 2024.

Reflection on Sustainable Finance

In 2023, Genève Aéroport conducted a reflection on sustainable finance which resulted in the definition of a framework validated by the Board of Directors. Whether within the framework of its « borrower » profile or its « lender » profile, Genève Aéroport has specified its commitments and the demanding ethical criteria that must be respected when entering into a relationship with a counterparty. The company integrates ESG criteria into its management choices and has decided to release for the first time its extra-financial performance report for the 2023 financial year.



Balance sheet as at 31 December

	2023	2022
ASSETS		
Property, plant and equipment	1,235,237	1,274,956
Intangible assets	33,547	29,105
Assets under finance leases	-	-
Total non-current assets	1,268,784	1,304,061
Inventory	6,728	6,322
Prepayments and accrued income and other receivables	6,327	4,716
Trade receivables	67,123	72,932
Short-term investment	-	177,500
Cash and cash equivalents	48,494	64,832
Total current assets	128,672	326,302
Total assets	1,397,456	1,630,363
EQUITY AND LIABILITIES		
EQUITY		
Reserves	214,815	260,902
Net profit for the financial year	44,280	46,343
Total equity	259,095	307,245
LIABILITIES		
Environment Fund	14,769	16,889
Non-current borrowings and other debts	626,238	626,591
Non-current provisions	82,107	70,197
Employee benefit obligations and other long-term benefits	283,254	185,614
Non-current derivative financial instruments	-	254
Other non-current liabilities	12,032	10,871
Total non-current liabilities	1,018,400	910,416
Current borrowings and other debts	529	300,426
Current derivative financial instruments	507	-
Retrocession due to the State	44,281	15,448
Accrual and deferred incomes	45,899	47,540
Trade payables	28,745	49,288
Total current liabilities	119,961	412,702
Total liabilities	1,138,361	1,323,118
Total liabilities and equity	1,397,456	1,630,363

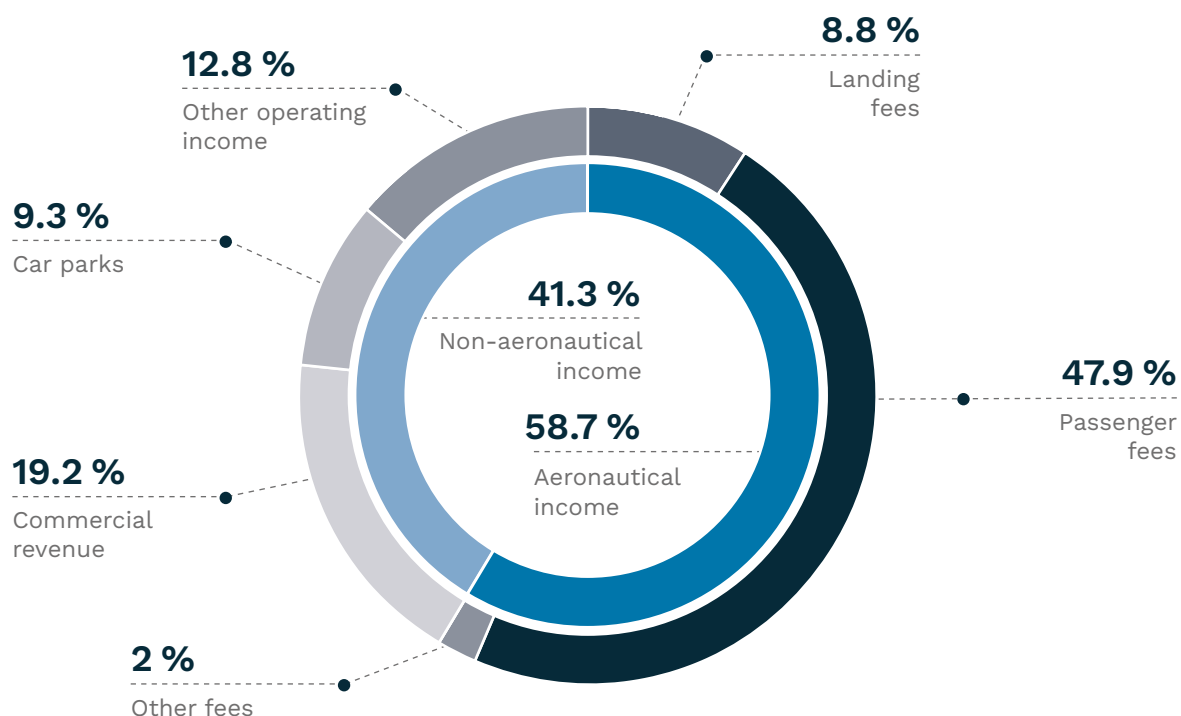
| Amounts in KCHF

Profit and loss account

	2023	2022
INCOME		
Landing fees	43,121	38,759
Passenger fees	234,626	200,423
Other aeronautical fees	9,438	8,944
Total airport fees	287,185	248,126
Commercial revenue	94,027	76,437
Revenue for car parks	45,450	40,290
Rent and surface rights	25,207	24,965
Ancillary rental income	9,402	7,479
Centralized infrastructure revenue	18,448	15,769
Other operating income	9,927	10,062
Total operating income	202,461	175,002
Total income	489,646	423,128
EXPENSES		
Salaries and allowances	-108,054	-92,356
Social security, health and accident insurances	-14,379	-13,190
Other employee expenses	-8,290	-8,010
Pension contributions	-19,927	-31,873
Total employee expenses	-150,650	-145,429
Fees, services and subcontracting	-37,662	-28,715
Security and safety subcontracting	-31,932	-26,118
Police fees for ground security	-10,340	-10,340
energy, maintenance and rent	-53,774	-46,578
Commodities	-4,906	-4,065
Other operating expenses	-13,556	-5,106
Net levy on the environment fund	2,120	1,605
Total operating expenses	-150,050	-119,317
Total operating charges	-300,700	-264,746
Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA)	188,946	158,382
Amortisation on tangible and intangible assets	-93,122	-88,087
Amortisation on assets under finance leases	-	-483
Total amortisation charges	-93,122	-88,570
Operating result	95,824	69,812
Financial expenses	-9,034	-8,590
Financial income	1,771	569
Total financial expenses	-7,263	-8,021
Result before retrocession	88,561	61,791
Retrocession due to the State	-44,281	-15,448
Net profit for the financial year	44,280	46,343

| Amounts in KCHF

Distribution of income



Key indicators

in million of CHF

	2018	2019	2020	2021	2022	2023
Turnover	490.2	493.9	191.2	209.0	423.1	489.6
EBITDA	170.3	156.7	-59.7	-15.7	158.4	188.9
Net profit	85.1 ¹	84.1 ¹	-129.5	-88.9	46.3	44.3
Share of profit paid to the State in Y+1	42.6	42.0	0.0	0.0	15.4	44.3
Land rights	5.0	5.0	5.0	5.0	5.0	5.5
Operating cash flow	217.3	171.3	-8.6	-26.2	157.1	198.3
Investment cash flow	-143.8	-232.5	-126.5	-121.1	-61.2	-68.3
Net debt ²	203.2	310.1	618.9	772.7	684.7	578.3
EBITDA / Turnover	34.7%	31.7%	-31.2%	-7.5%	37.4%	38.6%
Net debt / EBITDA	1.2	2.0	na ³	na ³	4.3	3.1

¹ the portion of net profit paid to the State in N+1 is not deducted from net profit in 2018 and 2019

² non-current and current borrowings and other liabilities, less cash and cash equivalents and short-term investments

³ not applicable






Gate Guard

6

CAUTION



THE
CONTINUATION
OF THE
RECOVERY

In 2023, Genève Aéroport welcomed 16,482,713* passengers, i.e. 17.02 % more than in 2022 (14,085,280 passengers). Although higher than expected before the financial year, this increased attendance still remains 8.05 % below the record year of 2019, the year before the pandemic. As a reminder, in 2019, Genève Aéroport welcomed 17,920,625 passengers.

With 172,841 movements, total traffic (Airline, Charter, commercial and non-commercial aviation) is up 5.93 % compared to 2022. The total number of take-offs and landings still remains 7.10 % lower than the 2019 level (186,043 movements).

In 2023, Air freight activity was marked by a slowdown in Swiss and global economic growth. With 66,358 tonnes processed, the annual tonnage is down 5.76 % compared to 2022.

A fully restored long-haul network

With the return in February 2023 of Air China which is celebrating ten years of presence in Geneva, the airport has regained all of the pre-Covid long-haul services with the addition of certain destinations and increased frequencies. Regarding transatlantic routes, the offer expanded with the arrival of Delta Air Lines which provides a daily connection with New York JFK for the summer season, while United celebrated twenty years of presence in Geneva.

After an interruption of several years, Air Mauritius has resumed, with two flights per week, a direct connection for an extended winter season. In addition, Ethiopian Airlines continued to increase its frequencies from Geneva to its hub in Addis Ababa.

Although geopolitical conflicts continued to hamper movements in the European air space and maintained the absence of connections to Moscow and Kiev, Genève Aéroport's service increased from 146 destinations in 2022 to 148 destinations in 2023. Some destinations were abandoned and new cities have been added to the network offered to Genève Aéroport clients: La Coruña, Venice, Chania, Lanzarote, Funchal, London Southend and Rabat for easyJet, Hamburg and Vienna for SWISS or even Malta for Air Malta. Regarding the number of airlines operating to and from Geneva, it stood at 54 in 2023 compared to 52 in 2022.

easyJet remains the leading airline with 46.4 % of the 2023 market. For its part, SWISS reached a market share of 12.2 % and British Airways 4.9 %, followed by, Air France (3.8 %), Iberia (2.9 %), KLM Royal Dutch Airlines (2.2 %), TAP Portugal (2.1 %), Emirates (2.0 %), Turkish Airlines (1.9 %) and Lufthansa (1.6 %).

In the list of most visited cities, London, Paris, Porto, Lisbon and Amsterdam retain the top five places as

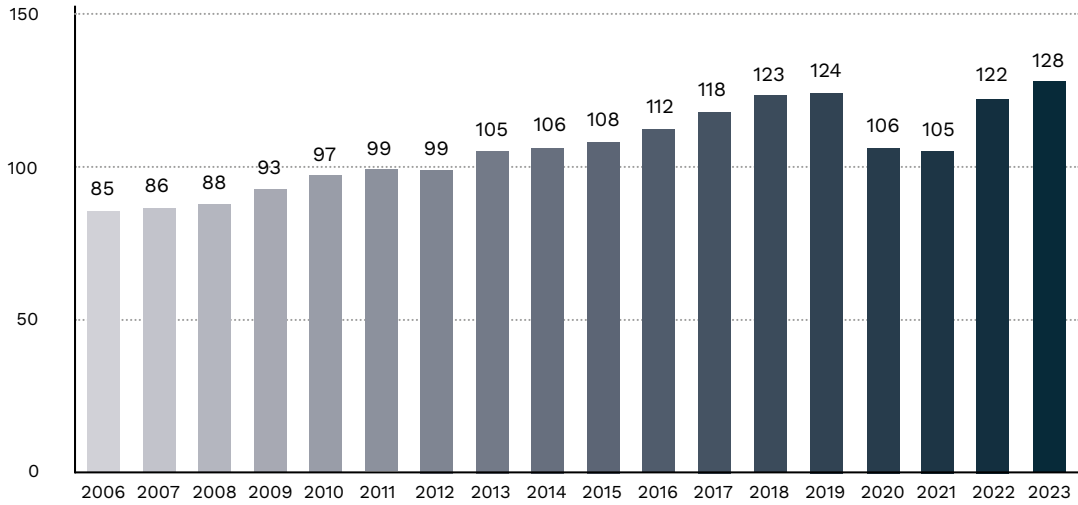
Overall traffic result

	2023	2022	2021	Var. 23/2022	Var. 23/2021
Passengers overall traffic					
Other commercial traffic	62,719	60,795	46,095	3.16 %	36.06 %
Total non-commercial traffic	27,931	27,196	22,595	2.70 %	23.60 %
Charter traffic pax	38,518	35,542	3,926	8.37 %	881.10 %
Scheduled traffic pax	16,353,545	13,961,747	5,850,419	17.13 %	179.53 %
Total pax overall traffic	16,482,713	14,085,280	5,923,035	17.02 %	178.28 %
Mouvements overall traffic					
Other commercial traffic	30,147	31,960	27,407	-5.67 %	10.00 %
Total non-commercial traffic	14,742	16,066	15,870	-8.24 %	-7.11 %
Passenger charter traffic	315	290	88	8.62 %	257.95 %
Passenger scheduled traffic	127,637	114,852	55,884	11.13 %	128.40 %
Total mouvements overall traffic	172,841	163,168	99,249	5.93 %	74.15 %

* The total number of passengers has been slightly corrected following communication from an airline concerning the publication of the press release of 16 January 2024.

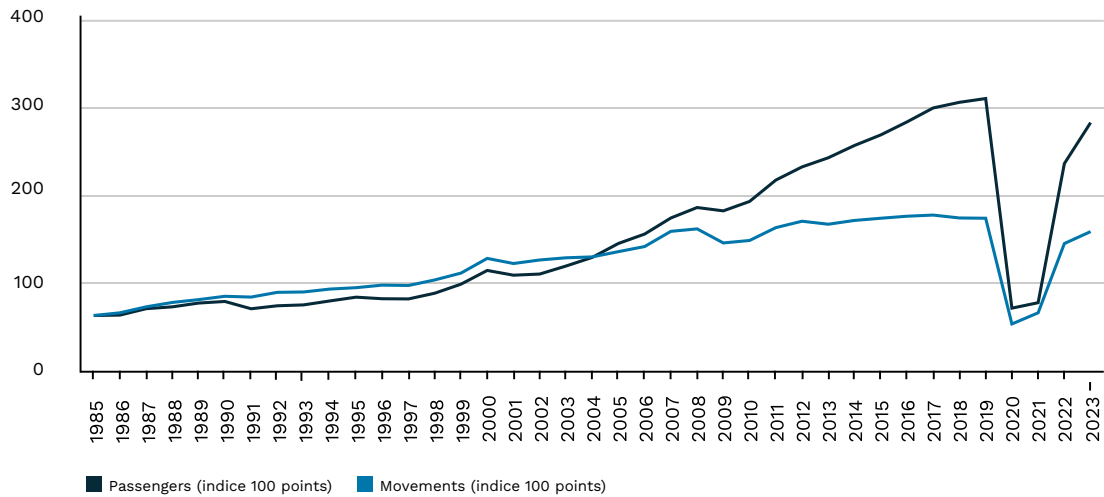
Evolution of the number of passengers by movement

Scheduled and charter, passengers only



Evolution of the number of passengers and movements

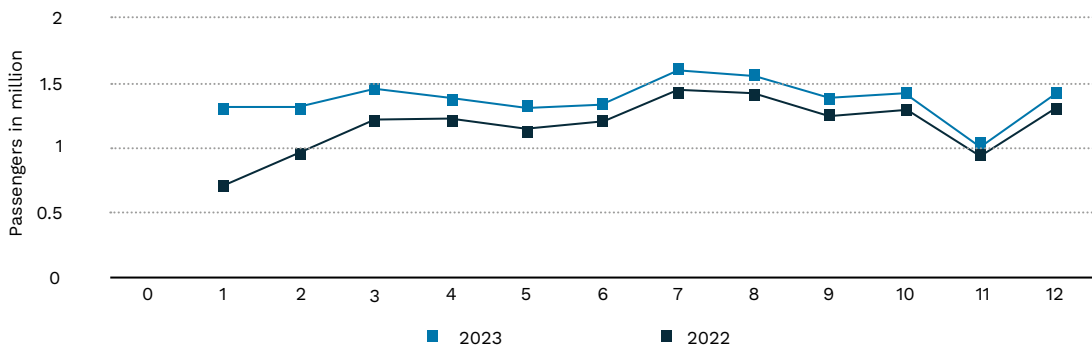
Aircraft movements: only commercial traffic (1985: index 100 points)



Evolution of the number of passengers per month

All types of traffic

	2023	2022	2023	2022	
January	1'312'858	695'953	July	1'601'022	1'441'539
February	1'319'812	961'344	August	1'560'814	1'418'661
March	1'449'801	1'214'829	September	1'391'943	1'251'738
April	1'364'363	1'216'048	October	1'419'979	1'297'640
May	1'314'962	1'140'474	November	1'000'275	932'501
June	1'323'794	1'205'486	December	1'423'091	1'309'069



in the previous year. Barcelona, which had slipped to seventh position in 2022, moves back in front of Madrid. The first non-European destination in 2023 is Dubai, which is in 14th place ahead of New York.

In 2023, the share of passenger traffic to and from a non-European destination stands at 13.08 % (10.92 % in 2022).

High load factor

In 2023, several lines and airlines experienced very high load factors, particularly in North America and the Middle East. This performance is confirmed through the indicator of average number of passengers per flight. With 128 passengers per scheduled and charter flight movement in 2023, this level is significantly above 2022 (122 passengers) and even 2019 (124 passengers).

Strong commitment to reducing night flights and noise pollution

For several years, through financial incentives, Genève Aéroport has encouraged airlines to favour

the latest generation aircraft which contribute to limiting noise emissions. These less noisy and less kerosene-intensive aircraft represented, in 2023, 32.53 % of scheduled and charter flight movements. The progress is remarkable and highlights that these strong initiatives have concrete results. In 2021, this share was 22.25 % and 24.95 % in 2022.

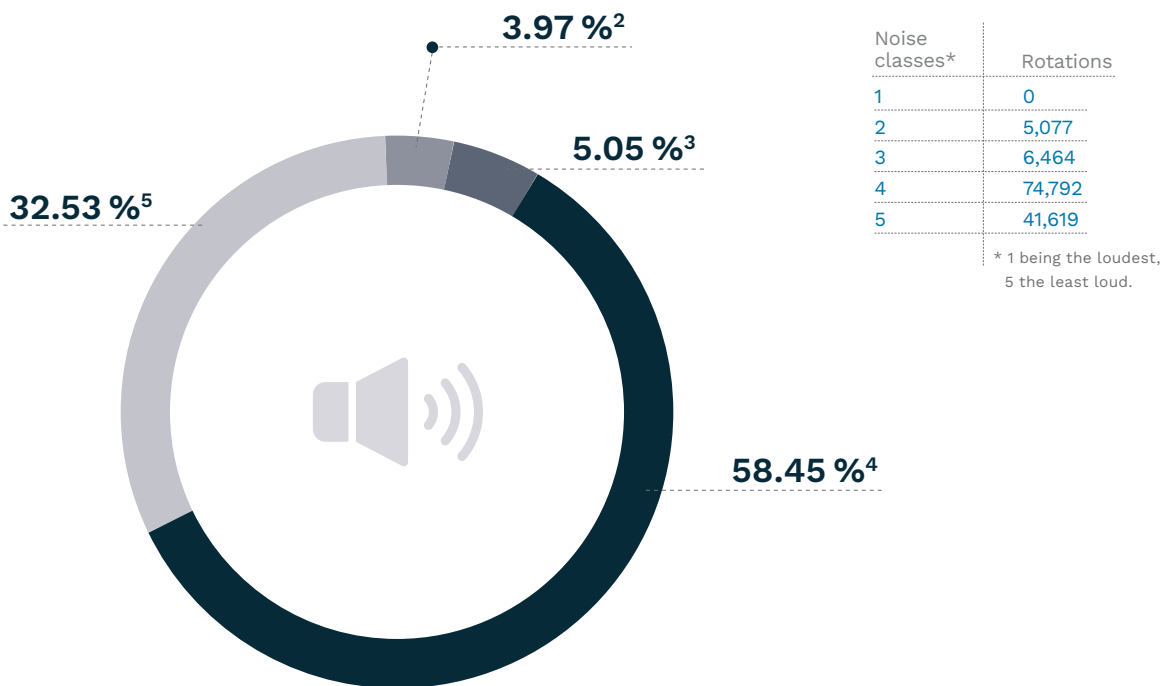
The two best classes, 4 and 5, represent a combined total of 90.98 % of movements in 2023.

Genève Aéroport's efforts to reduce noise-related nuisances, particularly at night, is important. Numerous measures in consultation with airlines have already been deployed to reduce in particular the number of planned or unplanned flights after 22 : 00.

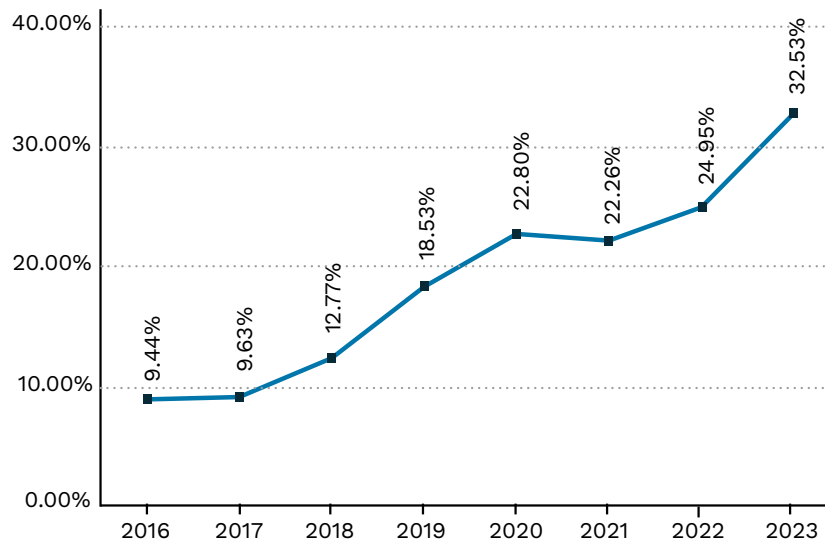
A new lever is in the preparation phase: the establishment of a quota system with progressive and highly-dissuasive taxes in the event of exceeding the quotas from January 2025. Thanks to this tool in the testing phase, some companies anticipated

Distribution by class of noise

Scheduled and charter, passengers only



New-generation aircraft movements since 2016



this quota system, on a voluntary basis, by modifying their flight schedules at the end of the day to avoid late take-offs.

In 2023, movements between 22:00 and 06:00, all categories combined, including medical flights, totalled 9,618, i.e. 5.56 % of flights (5.68 % in 2022 and 5.39 % in 2019).

Although efforts will continue, the 2023 results are nevertheless very satisfactory given the numerous geopolitical, social (several strikes in Europe last year) and technical (congestion linked to work in several air traffic control centres) disruptions. The extension of the war in Ukraine still has a strong impact on air flows across Europe and leads to a significant overload of activities for some control centres, particularly in Germany.

Last year, the European aviation community, with the participation of Genève Aéroport, led a major initiative for the summer called « All Together Now » aimed at guaranteeing the operational success of the European network. Among the measures put in place, we note the strong and priority attention to the punctuality of flights during the first wave of the day and the mobilisation of staff and resources to meet demand.

Four major traffic disruptions

In 2023, Genève Aéroport experienced some major crisis situations.

Chronologically, on 23 May, a group of around one hundred activists broke into three different places on the tarmac at the end of the morning. Despite the immediate intervention of security and police agents, they managed to infiltrate the exhibition area of EBACE 2023 – the major meeting of business aviation – and handcuff themselves or chain themselves to the aircraft on display. Traffic was interrupted for an hour.

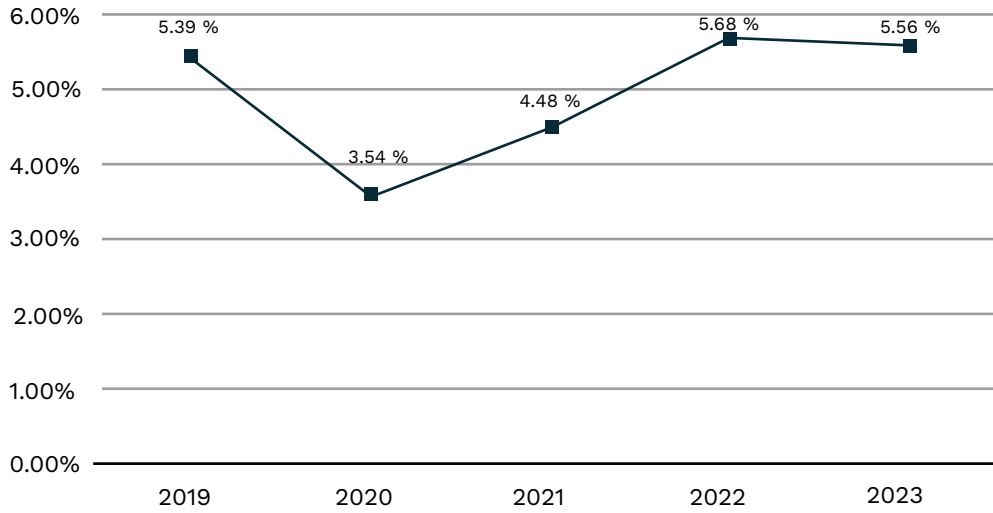
On 30 June, a strike by part of Genève Aéroport staff following the decision of the Board of Directors to adopt a new salary policy lead to traffic being completely interrupted between 06:00 and 10:00 with a partial and gradual resumption of operations thereafter. A tripartite agreement (Board of Directors and management, unions and personnel commission) put an end to the social movement.

On 13 December at 17:55, a BeechJet plane crossing the runway got stuck in the runway safety zone. This incident paralysed Genève Aéroport traffic until 21:49. More than 80 flights were impacted. After a first unsuccessful attempt, the SSLIA managed to lift the plane with an airbag under the wing and clear the runway.

Finally, on 24 December, without interruption of traffic, a strike by Dnata staff from 04:00 to 12:00 took place. The disruptions were contained: some flight were delayed some cancelled and no baggage was sorted during the walkout.

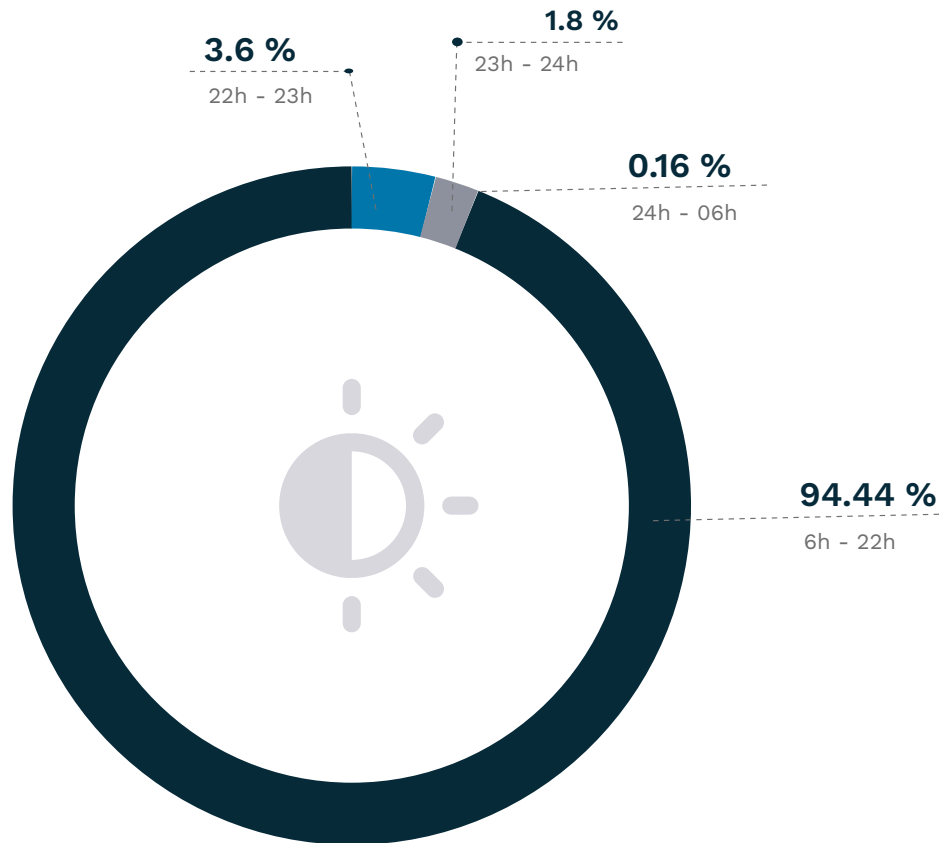
Evolution of the share of night flights between 10 p.m. and 6 a.m.

All traffic



Night movements vs. total movements

All traffic



Passenger satisfaction

Despite the incidents, passenger satisfaction reached a very good level. For the first time, outside the Covid period and since the start of this study in 2006, overall passenger satisfaction at Genève Aéroport has reached the « very good level » (4 on a scale of 1 to 5) to reach 4.01.

Under the watchful eye of the ACI (Airports Council International), the ASQ (Airport Service Quality) survey is conducted in more than 330 airports, allowing comparison and inspiration from the best-rated organisations. In Geneva, 2,015 people responded to the ten-minute questionnaire, chosen at random in each departure lounge, on a selection of destinations and airlines representative of overall traffic at Genève Aéroport.

This good result is in particular due to a number of significant improvements such as a reduction in the average waiting time at security checks and an optimisation of the operation of the East Wing, which was very appreciated by passengers. The many other continuous improvements, such as changing some seats, cleanliness, courtesy of staff, etc., contributed to this high satisfaction rate.

The ASQ survey also provides information on the profile of airport passengers. Currently, we are seeing a gradual return of passenger types and travel behaviours that were disrupted during the Covid crisis. For example, the share of passengers coming to the airport by public transport (49 %) has almost regained the level it had before the crisis (51 %).

Development and connectivity

The ENVOL travel fair organised by Genève Aéroport had a successful new edition in its delocalised format in the heart of the Geneva Balxert shopping centre. Around twenty exhibitors (airlines, tour operators and tourist offices) participated. In 2023, Genève Aéroport also launched a new « GVA Workshop », which allows travel professionals (airlines, travel agencies and travel managers) to improve their relationships and better understand the air connectivity of Geneva and its region.

Slight drop in business aviation activity

Business aviation retains an important role due to

its economic weight and the services it offers to meet the needs and expectations of its clients.

So-called GA/BA aviation represented, in 2023, a quarter of aircraft movements. 30,147 movements were recorded for commercial business aviation (-5.67 % compared to 2022 and +14.01 % compared to 2019) and 14,742 movements for non-commercial traffic (-8.24 % compared to 2022 and -5.69 % compared to 2019).

Commercial business aviation mainly covers flights operated through private aviation companies (more than 25,000 movements last year), but also cargo flights, ambulance flights, etc. Non-commercial aviation mainly covers private and tourism flights, training flights, military flights, etc.

Renewal of assistance agent concessions and security contracts

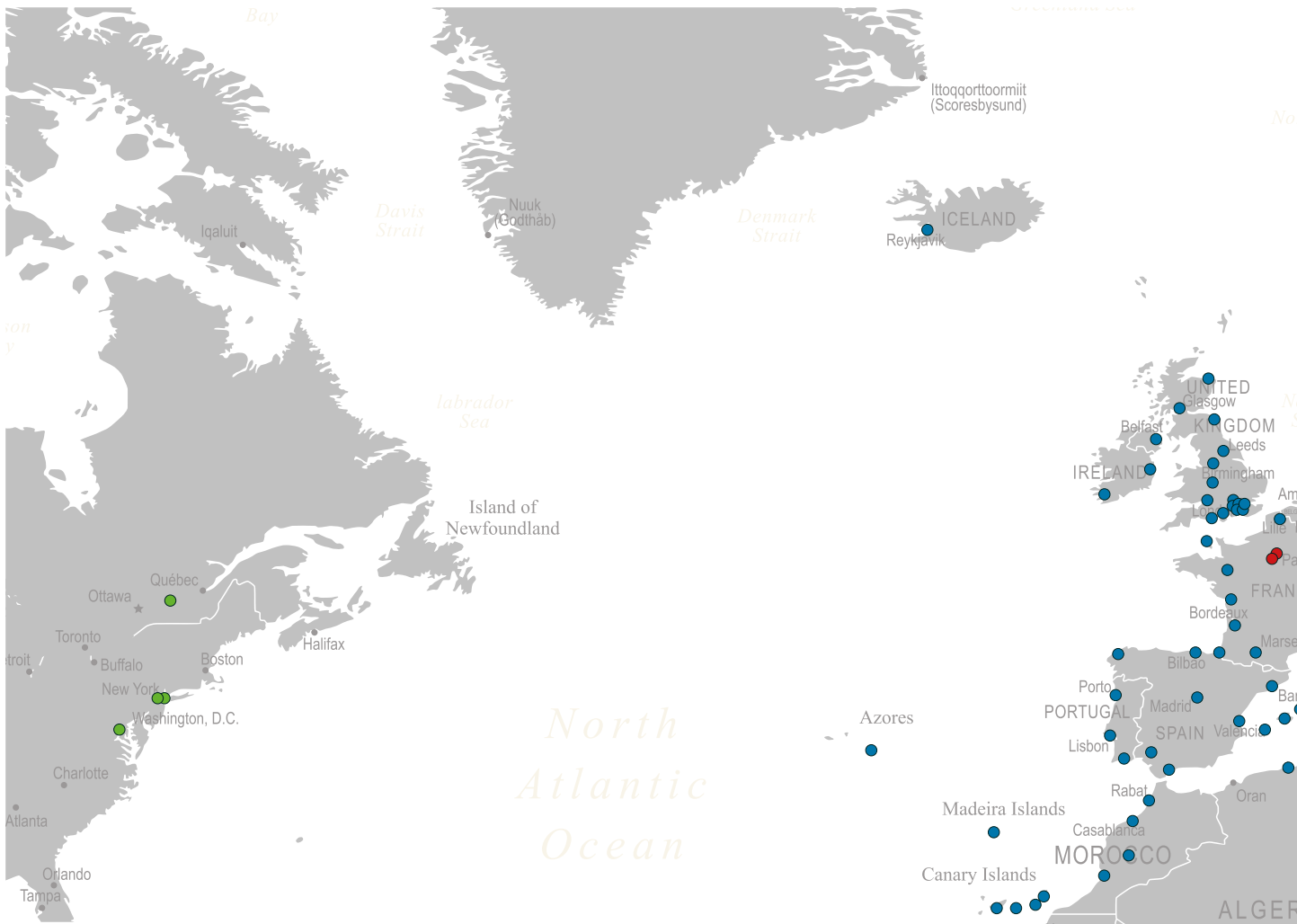
In 2023, Genève Aéroport renewed the concessions for two important areas of airport activity.

On 31 January, Genève Aéroport awarded new security service contracts to three companies – Protectas Aviation Security SA, Custodio SA and SPS Société Privée de Sécurité SA. These contracts will cover the period from 1 November 2023 to 31 October 2028.

At Genève Aéroport, security services cover several missions. In addition to passenger security screening, the main tasks are surveillance, access control, queue management, preparation of passengers for inspection, screening inspection of personnel, supplies, vehicles and baggage cargo hold, car park surveillance, etc.

For the 2023-2028 period, the scope of the assigned mandates has been slightly modified compared to previous mandates. Apart from queue management, all tasks will be carried out by certified security agents, which was not the case before.

On 25 April, at the end of the call for tenders procedure, Genève Aéroport awarded each of the two companies – Swissport International SA and Aviapartner SAS – a concession concerning the operation of ground handling services for scheduled and charter air traffic at the airport. These concessions were due to take effect on 1 November 2023 for a period of seven years.



Long-haul destinations (greater than or equal to 5 hours flight time)

Zone	IATA CODE	City	% total passengers
Africa	ADD	Addis Ababa	0.53 %
Africa	MRU	Port Louis	0.08 %
America	EWR	Newark	0.60 %
America	IAD	Washington, DC	0.54 %
America	JFK	New York	1.17 %
America	YUL	Montréal	0.99 %
Asia	AUH	Abu Dhabi	0.58 %
Asia	DOH	Doha	0.86 %
Asia	DXB	Dubai	1.95 %
Asia	JED	Jeddah	0.33 %
Asia	KWI	Kuwait	0.21 %
Asia	PEK	Beijing	0.24 %
			8.32 %

Train journey (in hours)

Time	Zone	IATA code	Destinations	Passengers affected
2,8	Europe	ZRH	Zurich	2.39 %
3.2	Europe	CDG	Paris	3.77 %
3.2	Europe	ORY	Paris	0.94 %
				7.10 %





Cargo and postal traffic results

Freight	2023	2022	2021	Var. 23/22	Var. 23/21
Scheduled traffic	47,703	46,680	37,810	+2.19 %	+26.16 %
Charter traffic	31	235	114	-86.79 %	-72.89 %
Aircraft air freight	47,734	46,915	37,924	+1.75 %	+25.87 %
Trucked air freight	16,093	21,449	20,170	-24.97 %	-20.21 %
Total air freight	63,827	68,363	58,095	-6.64 %	+9.87 %
Postal freight	2,531	2,048	1,367	+23.58 %	+85.15 %
Total air and postal freight	66,358	70,411	59,462	-5.76 %	+11.60 %

Among the five candidates in competition, the company Dnata – today holder of one of the two concessions – appealed against the decision to the Federal Office of Civil Aviation. The legal procedure is ongoing.

At Genève Aéroport, ground handling services for scheduled and charter air traffic are responsible for various services. In addition to the handling of passengers, baggage and freight upon flight arrivals and departures, they are tasked with numerous services in contact with aircraft: towing, pushback, jetbridge operations, de-icing, loading and unloading of holds, emptying of toilets and drinking water supply, cabin cleaning, etc.

In 2023, Genève Aéroport's sales teams launched the call for tenders process for assistance activities for people with reduced mobility (PRM), an essential service offered to passengers. In 2023, the number of services provided to date by GVAssistance reached 139,203, i.e. a daily average of 381. For this file, the decision will take place in the 1st quarter of 2024.

Another process put into action from the fourth quarter is the preparation of negotiations to set airport charges for the 2025-2027 period. The current charges came into force in 2021. The new charges are expected to take effect on 1 January 2025.

Integration of Animal Danger Prevention

On 1 January 2023, Genève Aéroport internalised Animal Danger Prevention (PPA) services within the aviation department. From this day onwards, the team placed under the authority of Jacques Bagnoud, head of the Aviation Authority team, has been made up of four PPA specialists. These agents are supported by the eight department supervisors who have been trained in the specifics of these new tasks. This workforce ensures full hourly coverage, extending from sunrise to sunset. In order to carry out its mission, the service has two vehicles specially equipped for this purpose.

Access to authorised areas

In accordance with the requirements of the supervisory authority, a project to revise access control to authorised areas is in hand. It will be implemented during the year 2024.

Freight : deflection

Like most European airports, air freight activity was

marked in 2023 by an unstable economic situation, the reorientation of flows in international trade due to geopolitical situations and the gradual shift of certain shipments for the benefit of maritime freight aimed at optimising transport costs in companies.

The first half of 2023 saw a sharp contraction in the processing of goods at the freight hall followed by an improvement from the last months of the year thanks to the return of transfer traffic. In total, freight handled at Genève Aéroport totalled 66,358 tonnes, i.e. a decrease of 5.76% compared to 2022. Export freight represented 50.9% and import freight 49.1% of all volumes.

By mode of transport, the share of air freight (47,734 tonnes) evolved positively compared to that of road freight, going from 68.7% to 74.8% of the total freight transported, reflecting a high level of the hold supply at Genève Aéroport.

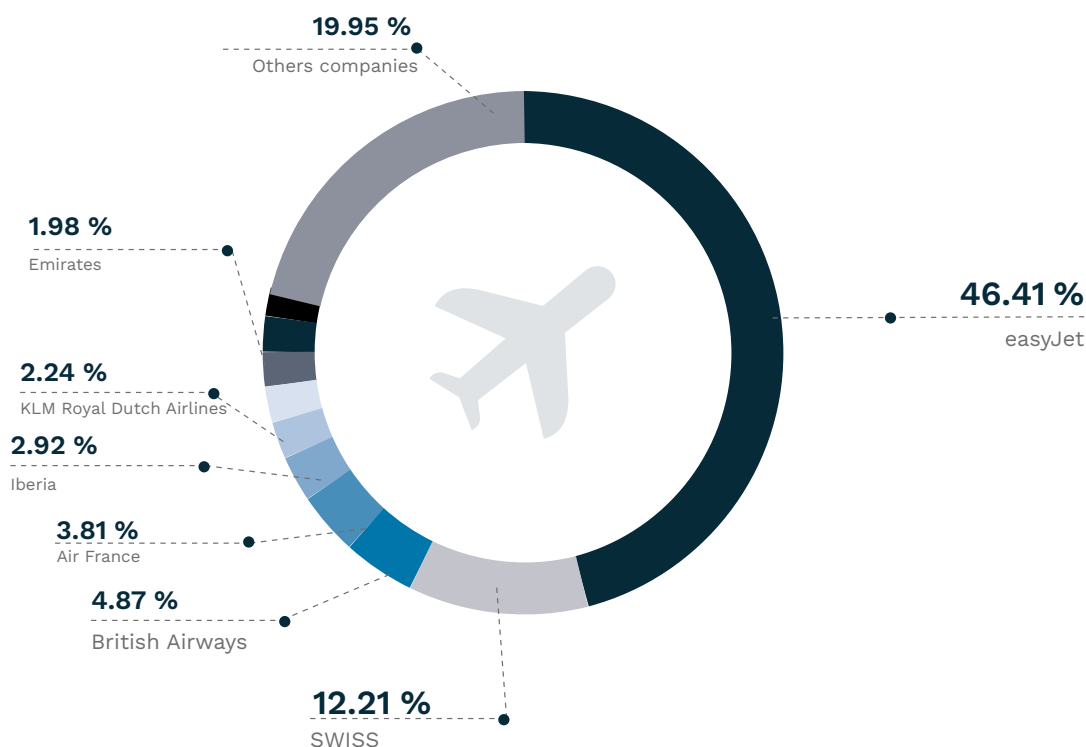
The breakdown by activity segment, as in 2022, is down to freight left in the holds on flights with passengers (73.5%), followed by freight generated by express mail companies (22.7%) and postal freight (3.8%). The latter was particularly dynamic with growth of 23.6% for traffic amounting to 2,531 tonnes.

2023 saw the modernisation of the infrastructure of the freight hall with the gradual replacement of the ten existing lifts in the building serving the user community.

In addition, the past year allowed the finalisation of plans relating to the expansion of the space allocated to the Animal Centre necessary for the proper conduct of the activities of the veterinary service of the Confederation, so ensuring that Genève Aéroport maintains the status of Border Inspection Post (PIF).

Market shares by airline

Scheduled traffic



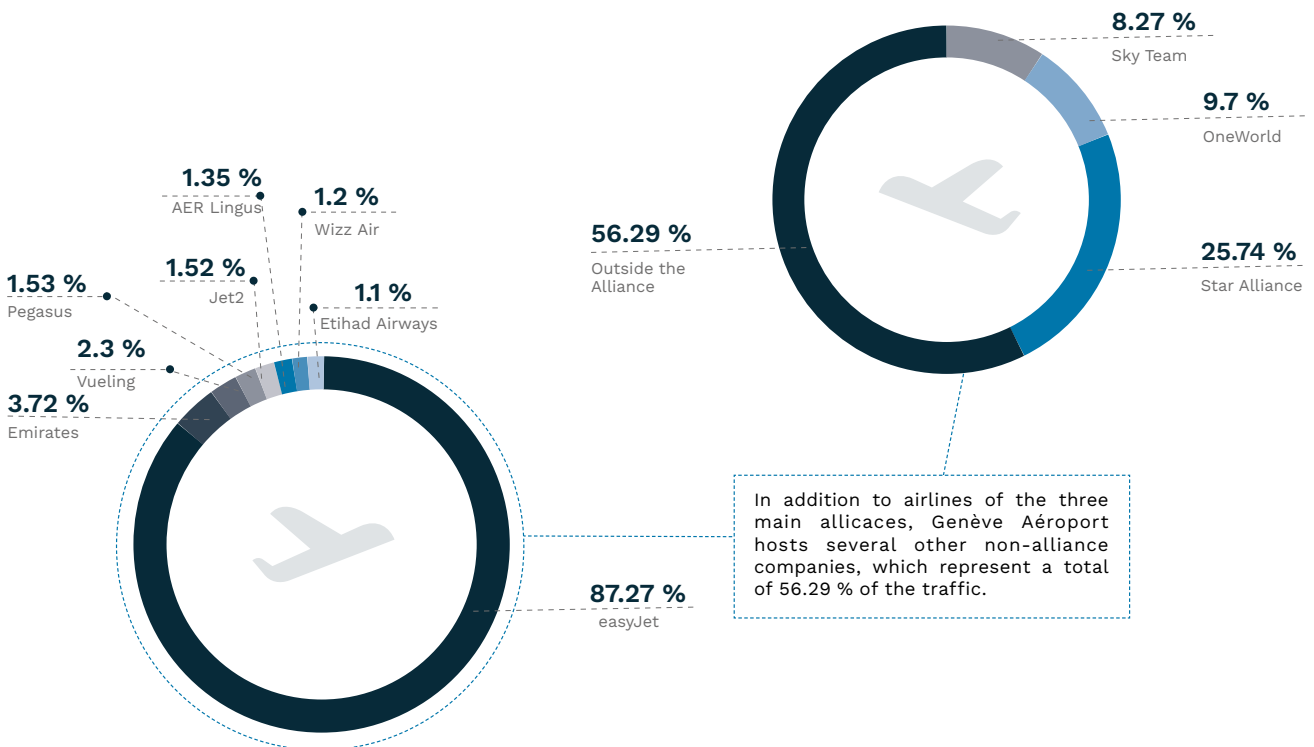
Scheduled traffic par airline

Airlines	PAX 2023	PAX 2022	PAX 2021	Var. 23/22	Var. 23/21
Aegean Airlines	121,628	107,090	75,258	+13.3 %	+61.6 %
Aer Lingus	117,425	94,083	8,979	+24.8 %	+1,207.8 %
Air Algerie	42,688	29,148	0	+46.5 %	
Air Arabia Maroc	22,441	16,082	7,507	+39.5 %	+198.9 %
Air Baltic	4,986	3,888	1,039	+28.2 %	+379.9 %
Air Canada	157,699	115,159	28,710	+36.9 %	+449.3 %
Air China	41,879	0	0		
Air Dolomiti	92,138	0	0		
Air France	622,350	545,567	222,723	+14.1 %	+179.4 %
Air Malta	22,442	5,557	1,815	+303.9 %	+1,136.5 %
Air Mauritius	11,072	0	0		
Austrian	46,508	120,601	67,476	-61.4 %	-311.1 %
Azal Azerbaijan Airlines	202	0	0		
British Airways	797,015	650,330	151,157	+22.6 %	+427.3 %
Brussels Airlines	217,696	188,630	113,786	+15.4 %	+91.3 %
Delta Airlines	71,362	0	0		
easyJet	7,590,458	6,919,838	2,843,352	+9.7 %	+167 %
Egyptair	43,263	38,651	19,934	+11.9 %	+117 %
El Al	34,238	33,088	2,925	+3.5 %	+1,070.5 %
Emirates	323,334	228,002	121,228	+41.8 %	+166.7 %
Ethiopian Airlines	139,263	75,444	44,811	+84.6 %	+210.8 %
Etiihad Airways	95,933	81,290	24,702	+18 %	+288.4 %
Eurowings	72,232	37,391	12,781	+93.2 %	+465.2 %
Finnair	72,095	70,662	16,486	+2 %	+337.3 %
Flybe	311	201	0	+54.7 %	
Fly Play	2,064	0	0		
Flyr	268	4,203	0	-93.6 %	
Iberia	476,954	402,892	228,502	+18.4 %	+108.7 %
Icelandair	21,167	22,374	5,366	-5.4 %	+294.5 %

Airlines	PAX 2023	PAX 2022	PAX 2021	Var. 23/22	Var. 23/21
ITA Airways	135,248	101,766	51,278	+32.9 %	+163.8 %
Jet 2	132,602	103,654	2,475	+27.9 %	+5,257.7 %
KLM Royal Dutch Airlines	366,084	317,794	179,162	+15.2 %	+104.3 %
Kuwait Airways	34,038	23,884	7,909	+42.5 %	+330.4 %
LOT Polish Airlines	124,094	99,142	45,568	+25.2 %	+172.3 %
Lufthansa	257,983	266,545	95,951	-3.2 %	+168.9 %
Luxair	35,656	30,791	8,817	+15.8 %	+304.4 %
MEA Middle East Airlines	60,479	51,548	24,483	+17.3 %	+147 %
Norwegian	33,796	28,355	798	+19.2 %	+4,135.1 %
Nouvelair Tunisie	29,951	11,100	2,978	+169.8 %	+905.7 %
Pegasus	133,258	113,186	83,919	+17.7 %	+58.8 %
Qatar Airways	141,320	88,086	0	+60.4 %	
Royal Air Maroc	82,192	70,197	43,508	+17.1 %	+88.9 %
Royal Jordanian	16,667	10,654	0	+56.4 %	
SAS scandinavian airlines	123,215	85,629	22,241	+43.9 %	+454 %
Saudia	96,183	83,009	26,123	+15.9 %	+268.2 %
SunExpress	57,028	34,035	10,157	+67.6 %	+461.5 %
SWISS	1,997,250	1,604,912	702,685	+24.4 %	+184.2 %
TAP Portugal	342,306	294,485	133,800	+16.2 %	+155.8 %
Transavia Airlines	4,113	3,310	90	+24.3 %	+4,470 %
Tunisair	79,730	73,950	40,699	+7.8 %	+95.9 %
Turkish Airlines	316,735	275,900	156,719	+14.8 %	+102.1 %
United Airlines	187,892	135,722	12,523	+38.4 %	+1,400.4 %
Vueling	200,476	175,662	58,550	+14.1 %	+242.4 %
Wizz Air	104,139	68,979	41,045	+51 %	+153.7 %

Distribution by alliance

Scheduled traffic



Scheduled traffic by region and by country

Destinations	Passengers	Variation	Destinations	Passengers	Variation	Destinations	Passengers	Variation
AFRICA	691,455	+38.60 %	Croatia	67,715	-6.92 %	Olbia	64,355	+0.73 %
Algeria	42,688	+46.45%	Dubrovnik	19,614	+3.53%	Palermo	31,712	+31.87%
Alger	42,688	+46.45%	Split	48,101	-2.51%	Rome FCO	279,597	+22.24%
Egypt	94,829	+12.39 %	Denmark	233,775	+35.91 %	Venice	46,337	+961.80%
Cairo	43,263	+11.93%	Copenhagen	233,775	+35.91%	Kosovo	231,559	+12.37 %
Hurghada	47,638	+15.55%	Spain	1,904,518	+11.08 %	Pristina	231,559	+12.37%
Sharm El Sheikh	3,928	-12.58%	Alicante	134,175	+14.74%	Latvia	4,780	+22.94 %
Ethiopia	94,802	+65.57 %	Arrecife	3,579	--	Riga	4,780	+22.94%
Addis Ababa	94,802	+65.57%	Barcelone	514,068	+10.70%	Luxembourg	35,656	+15.80 %
Marocco	290,675	+37.36 %	Bilbao	18,472	-26.64%	Luxembourg	35,656	+15.80%
Agadir	33,427	+34.62%	Barcelona	5,756	-28.18%	North Macedonia	48,922	+31.74 %
Casablanca	104,633	+21.27%	Gran Canaria	8,153	+34.38%	Skopje	48,922	+31.74%
Marrakech	149,429	+48.67%	Ibiza	81,564	+18.89%	Malta	39,168	+233.94 %
Rabat	3,186	--	La Coruña	22,449	--	Malta	39,168	+233.94%
Mauritius	11,072	--	Madrid	507,086	-2.15%	Montenegro	6,196	+5.82 %
Plaine Magnien	11,072	--	Mahon	17,415	-18.99%	Tivat	6,196	+5.82%
Tunisia	157,389	+35.09 %	Malaga	175,807	+27.82%	Norway	36,774	+18.79 %
Djerba	16,812	+26.74%	Palma	167,941	+16.44%	Oslo	36,774	+18.79%
Enfidha	45,909	+58.38%	Santiago			Netherlands	594,297	+12.45 %
Tunis	94,668	+27.50%	de Compostela	93,373	+0.53%	Amsterdam	590,184	+12.38%
			Seville	60,106	+29.73%	Rotterdam	4,113	+24.26%
AMERICAS	540,356	+56.76 %	Ténérife	41,355	+14.72%	Poland	124,094	+25.17 %
Canada	157,699	+36.94%	Valencia	53,219	+86.18%	Warsaw	124,094	+25.17%
Montreal	157,699	+36.94%	Estonia	206	--	Portugal	1,553,571	+13.56 %
United States	382,657	+66.70 %	Tallinn	206	--	Faro	85,757	-4.25%
Newark	99,910	+8.73%	Finland	73,825	+2.56 %	Funchal	10,912	+63.01%
Djerba	16,812	+26.74%	Helsinki	72,095	+2.03%	Lisbon	690,834	+10.79%
Enfidha	45,909	+58.38%	Kittilä	1,730	+31.16%	Ponta Delgada	1,888	-40.52%
Tunis	94,668	+27.50%	France	1,905,615	+4.71 %	Porto	764,180	+18.47%
			Ajaccio	40,112	-19.33%	Czech Republic	85,670	+22.73 %
ASIA & MIDDLE EAST	907,382	+33.44 %	Bastia	22,601	-22.95%	Prague	85,670	+22.73%
Saudi Arabia	96,183	+15.87 %	Biarritz	14,903	+49.52%	Romania	60,625	+45.28 %
Jeddah	55,143	+32.78%	Bordeaux	221,658	+7.21%	Bucharest	60,625	+45.28%
Riyadh	41,040	-1.06%	Calvi	3,111	-36.25%	United Kingdom	3,257,228	+24.80 %
Azerbaijan	202	--	Figari	27,560	-17.05%	Aberdeen	4,126	+28.46%
Baku	202	--	La Rochelle	8,739	-0.91%	Belfast	22,747	+50.34%
China	41,879	--	Lille	55,505	-15.97%	Birmingham Intl	108,475	+22.50%
Beijing	41,879	--	Nantes	221,083	+15.07%	Bournemouth	22,357	+37.75%
United Arab Emirates	419,267	+35.56 %	Nice	419,083	+10.42%	Bristol	211,008	+39.35%
Abu Dhabi	95,933	+18.01%	Paris CDG	615,868	+13.18%	East Midlands	5,529	+18.55%
Dubai	323,334	+41.81%	Paris Orly	155,856	-5.95%	Edinburgh	199,748	+26.57%
Israel	91,381	-14.13 %	Rennes	9,586	-74.95%	Glasgow	19,543	+48.42%
Tel Aviv	91,381	-14.13%	Toulouse	89,950	+13.24%	Leeds Bradford	26,804	+5.48%
Jordan	22,633	+27.32 %	Greece	374,594	-4.67 %	Liverpool	61,923	+5.75%
Amman	16,667	+56.44%	Athens	225,091	+5.54%	London Gatwick	726,253	+20.77%
Aqaba	5,966	-16.23%	Chania	3,086	+3.56%	London LCY	104,400	+22.63%
Kuwait	34,038	+42.51 %	Corfu	14,953	-41.33%	London LHR	1,006,417	+13.60%
Kuwait	34,038	+42.51%	Heraklion	51,661	-0.99%	London Luton	329,397	+44.89%
Lebanon	60,479	+17.33 %	Kalamata	1,538	+7.78%	London Stansted	29,832	+42.63%
Beirut	60,479	+17.33%	Kos	1,877	-78.06%	Manchester	344,382	+44.33%
Qatar	141,320	+60.43 %	Mykonos	35,890	-10.61%	Newcastle	14,359	+109.71%
Doha	141,320	+60.43%	Rhodes	3,240	-70.99%	Southampton	17,857	+91.54%
			Santorini	26,710	-4.25%	Southend	2,069	--
EUROPE	14,214,353	+14.28 %	Thessaloniki	8,670	+53.21%	Serbia	51,427	+13.03 %
Albania	36,014	-24.36 %	Zakynthos	1,878	-54.71%	Belgrade	51,427	+13.03%
Tirana	36,014	-24.36%	Hungary	78,727	-16.08 %	Sweden	121,138	+31.29 %
Germany	694,060	+13.63 %	Budapest	78,727	-16.08%	Gothenburg	8,839	+82.47%
Berlin	102,679	-31.65%	Ireland	142,658	+16.30 %	Stockholm	112,299	+28.45%
Düsseldorf	28,253	+15.88%	Cork	2,521	+77.41%	Switzerland	383,280	+13.42 %
Frankfurt	340,966	+24.27%	Dublin	140,137	+15.58%	Zürich	383,280	+13.42%
Hamburg	25,299	--	Iceland	23,231	+3.83 %	Turkey	526,400	+11.68 %
Munich	196,863	+21.63%	Reykjavik	23,231	+3.83%	Ankara	5,619	+613.98%
Austria	168,722	-39.90 %	Italy	808,798	+15.78 %	Antalya	78,394	+11.76%
Vienna	168,722	-39.90%	Alghero	5,259	-30.03%	Gaziantep	2,632	--
Belgium	489,801	+14.62 %	Brindisi	103,549	+7.83%	Istanbul IST	296,510	+12.93%
Brussels	489,801	+14.62%	Cagliari	35,659	-4.09%	Istanbul SAW	119,695	+18.85%
Bulgaria	43,514	+59.89 %	Catania	85,382	-0.29%	Izmir	20,015	-45.29%
Sofia	43,514	+59.89%	Florence	2,118	-65.60%	Kayseri	3,535	+518.01%
Cyprus	7,796	-20.57 %	Lamezia Terme	14,973	+7.25%			
Larnaca	7,796	-20.57%	Naples	139,857	+15.58%			

Top 20 destinations by city

Scheduled traffic

Cities	Passengers 2023	Passengers 2022	Variation 23/2022
London	2,198,370	1,820,698	20.7 %
Paris	771,724	709,864	8.7 %
Porto	764,180	645,065	18.5 %
Lisbon	690,834	623,570	10.8 %
Amsterdam	590,184	525,177	12.4 %
Barcelona	514,068	464,387	10.7 %
Madrid	507,086	518,213	-2.1 %
Brussels	489,801	427,308	14.6 %
Nice	419,083	379,544	10.4 %
Istanbul	416,205	363,272	14.6 %
Zurich	383,280	337,936	13.4 %
Manchester	344,382	238,614	44.3 %
Frankfurt	340,966	274,368	24.3 %
Dubai	323,334	228,002	41.8 %
New York	294,390	185,716	58.5 %
Rome	279,597	228,720	22.2 %
Copenhagen	233,775	172,002	35.9 %
Pristina	231,559	206,070	12.4 %
Athens	225,091	213,282	5.5 %
Bordeaux	221,658	206,759	7.2 %





Menu board with text and images of food items.

Staff member's uniform with a logo.

A photograph of a modern airport terminal. The ceiling is a prominent feature, with green-lit panels and recessed lighting. In the foreground, a woman with long brown hair, wearing a dark quilted jacket and blue jeans, stands with her back to the camera, looking at a service counter. She has two black rolling suitcases. The counter has a menu board and various items. In the background, there are white walls with colorful patterns and a glass-enclosed area, possibly an escalator or a walkway. The overall atmosphere is bright and contemporary.

REDISCOVERED
DYNAMISM OF
BUSINESSES

In 2023, commercial fees at Genève Aéroport (from shops, catering, car rentals, advertising displays, etc.) reached 94 million CHF, i.e. an increase of 23 % compared to 2022. This is partly explained by a first quarter of 2022 which was still in the post-Covid phase of total reopening of businesses.

The 2023 performance is very satisfactory taking into account inflation and especially an unfavourable exchange rate (strong Swiss franc) almost all year round with a major peak in December for foreign clients. Activity was particularly strong for airside businesses, thanks to an American and Middle Eastern clientele, who took over from the still absent Russian, and growing Asian passengers.

The average basket per passenger in shops, restaurants and duty free is stable compared to 2022.

Started in 2022, the cycle of renovation and re-development work on several commercial spaces continued into 2023. Five areas underwent a facelift last year but above all two new businesses are offered to airside passengers after the security check, namely the opening of a new pop-up wine bar, « Swiss Cellar », and the development of a new café in the East Wing « Soho Coffee ». A new beauty service, « My Nail Bar », is open on the mezzanine for a three-month experimental phase.

To highlight the commercial offering and new initiatives, several actions were carried out in collaboration with dealers, notably with events in central locations (Easter, Best of Summer, Christmas) or occasional events for different audiences. Particular attention was paid to highlighting local and regional products, promoting eco-responsible messages (UNHCR - Climate Action partnership) or giving meaning to the act of purchasing (Make a Wish partnership).

In order to exploit new modes of consumption, the sales teams continue to initiate and test new offers, for example click and collect, delivery of objects to the gate or in lounges, the personal shopper offer, etc.

e-commerce : record level

For the first time, the e-commerce and e-services activity (Priority Lane tickets and subscriptions, Re-

saPark, VIP Pack with lounge) achieved a turnover of almost two million Swiss francs, in particular thanks to SEO efforts for these services and reinforced e-marketing actions.

Parking activities

In 2023, parking turnover reached 45 million CHF, i.e. 9.3 % of Genève Aéroport's entire revenue. The 12.8% increase compared to 2022 is the consequence of an increase in prices occurring in 2023. Genève Aéroport provides its clients with a little more than 5,000 parking spaces (P1, P51, P26, P20, P2 (short term) and others), with an increasing share, year after year, of rentals via ResaPark (1,025 spaces).

Furthermore, Genève Aéroport launched a call for tenders in December for a renewal of valet service concessions. The results will be known in 2024.







04

LAUNCH OF
CAP2030

In 2023, 129 projects were carried out (compared to 140 in 2022) for an investment of 54.7 million CHF. Large-scale projects such as GeniLac and the Baggage Sorting Logistics Centre (BLC) account for the majority of financial resources and require the intensive commitment of the Infrastructure Department.

Planning for a new terminal*

The outcome of a lengthy study initiated several years ago, the CAP2030, project took off in 2023.

The CAP2030 project aims to adapt Terminal 1 to the contemporary needs of users and to prepare it for the future.

Commissioned in 1968 and designed to accommodate 5 million passengers per year, the current terminal no longer guarantees an optimal experience and comfort. Ultimately, the new terminal will make itineraries more fluid, offer more options to different groups of travelers by adapting to their specific needs, and bring this building up to the most demanding standards, which

is, for many passengers, the first approach to Switzerland and International Geneva.

The main characteristic of the project called CAP2030, associated with the creation of a new modal platform with the CFF, lies in the construction of new surfaces while maintaining the continuity of current operations. The multimodal platform will optimise the connectivity of Genève Aéroport with all modes of mobility. Travelers will be able to benefit from efficient connections with public transport and an adequate commercial offer, while travelling along a coherent linear route.

The year 2023 was marked by the tender being awarded to the company Losinger-Marazzi SA-Bouygues Bâtiment International (LMB), in November. The award of this design-construction contract marks the implementation of this strategic project which will greatly improve passenger reception and operability.

A new 40,000 m² terminal will be built on the esplanade in front of the main entrance to T1. Operational



*Artistic renderings of the project, subject to modification, are presented on pages 6 and 46.

activity will be transferred to this new infrastructure after 2032.

These two strategic projects, CAP 2030 and the multi-modal platform, are estimated at this stage at around 640 million CHF. The work will be carried out from 2026 to 2032.

Connection to GeniLac

Thanks to its connection to the SIG GeniLac ecological thermal network, Genève Aéroport will no longer use fossil fuels to cool and heat its buildings from 2026.

The year 2023 was marked by the progress of this essential project for the energy transition of Genève Aéroport: a connection phase to the GeniLac ecological thermal network of SIG was completed. This is the part connecting GeniLac to Palexpo.

From 2026, the airport will abandon its oil-fired boiler room save two million litres of fuel oil by doing so per year. Ultimately, it will reduce its carbon dioxide emissions by 60%. To adapt these infrastructures and create this new equipment, Genève Aéroport will invest 37 million CHF.

Genève Aéroport and SIG are pooling their efforts by jointly building a 3,800 m² thermal power plant on the P45. It will house the GeniLac substation on one side and, on the other, two gas boilers serving as backup in the event of extreme cold or a breakdown. The construction of this new thermal power plant, called the East plant, started in 2022 and is financed to the sum of 54 million CHF by SIG and 7 million by Genève Aéroport.

Pending its entry into service in 2026, adaptation work will take place on the existing Freight buildings up to the terminal. The new buildings, such as the East Wing, will be directly connected to GeniLac.

The end of the work is planned for the last quarter of 2025.

Drastic drop in energy consumption

In 2023, Genève Aéroport continued its energy performance actions through the deployment and adaptation of the thermal network (CAD AIG), heat production and regulation, which led to a drastic drop in energy consumption of more than 20% compared to 2019, i.e.

a saving estimated at around 1,300 tonnes of CO₂ per year.

BLC : a complex project

Work on the new Baggage Sorting Logistics Centre (BLC) continued in 2023. The replacement of the current system was necessary due to the obsolescence of the majority of the equipment. The BLC will notably make it possible to meet increased baggage processing needs and meet security standards with the implementation of the latest generation scanners (EDS3). The project, launched in April 2019, is very complex. In addition to the technical challenges, it takes place while maintaining the current baggage sorting system in operation. Now, the built envelopes are almost complete and 90% of the « Arrivals » baggage delivery belts have been completed. More than half of the new check-in counters in the main terminal are in place, and 60% of the conveyor lines are complete. The eight already installed new EDS3 scanners, were tested in the first quarter of 2023. The Genève Aéroport IT teams set up the control room, created the control screen wall and implemented the new operating modes.

The complexity of the site, combined with the plurality of requests from the company with the know-how, caused delays on the site. Failing to comply with the new standards on 1 September 2023, Genève Aéroport had to take compensatory measures. The FOCA required the switch to show all mode, implying the installation of additional 2D x-ray machines and therefore the additional personnel required, while awaiting the gradual activation of all equipment and installations.

A large part of the BLC should finally be commissioned in the first half of 2024, and the complete transition to Standard 3 should take place in Q4.

Satellite 10 expansion

The extension of this infrastructure is now in the phase preceding the request for approval of the plans, scheduled for the first quarter of 2024. In 2023, design progressed with the validation of the preliminary project. First inaugurated in 2008, Satellite 10 was designed as a « bus gate »: it is used for aircraft parked in the middle of the tarmac and accessible only by bus. It has two levels of departure lounges for Schengen and non-Schengen flights. The work on Satellite 10 has several objectives: to create five additional boarding lounges; restructure customs areas by improving wor-

king conditions; serve as a relay during the renovation work on Satellites 20, 30 and 40 from 2029; offer four WiWo positions (Walk-in Walk-out). Ultimately, with a surface area of 6,120 m², Satellite 10 will be able to accommodate more than 2,000 passengers per hour. The work will be undertaken in phases and will start at the beginning of 2025 for a completion in 2027.

Creation of P41

Following the effective approval of the plans in 2022, work on P41 began in November 2023. Located under Hall 6 of Palexpo, this car park will initially be allocated to subscribers then, in a second phase, will be made available to passengers with its 532 spaces spread over four levels, compared to 140 spaces currently. This is to compensate for the loss of numerous parking spaces, induced by the GeniLac and CAP2030 projects.

In approximately 5 minutes on foot, passengers can reach the main terminal. This project amounts to 24.7 million CHF. The car park should be fully functional by mid-2025.

Renovation of gantries

In 2024, certain concrete slabs of the tarmac will have to be changed. To carry out this meticulous operation, the airport has two metal gantries. The first will lift and remove the old slab; the second will place the new slab which can weigh up to 110 tonnes. As the two pieces of equipment used for this mission are almost 50 years old, the decision was made to completely renovate them. The year 2023 saw the renovation of the gantries completed. The authorisation request for changing the tarmac slabs can be submitted in the first quarter of 2024.





Future P41 car park, model photograph



EXIT

GENEVE
FERME

020

021

022

023

LES PERLES



TECHNOLOGY AT THE SERVICE OF PASSENGERS

In 2023, the Technology Department carried out several major projects. The first of these is the installation of a new Self-Service Bag Drop (SSBD) area for easyJet. In partnership with SITA and the airline, the Technology Department installed 30 new terminals for baggage validation and labelling and fifteen self-service bag drop counters.

SSBD

Since the beginning of October 2023, easyJet passengers in the international zone are now able to check-in their hold baggage before going through security and continuing on their way.

This deployment follows a three-month trial period during the summer, in a reduced area and with a targeted portion of easyJet travellers. This test phase was carried out in collaboration with Swissport, the ground handling company which registers passengers for the airline in this area. This phase allowed all the validations to extend the use to all passengers of this airline.

The SSBD, which incorporates the latest advances in the handling of special baggage (such as skis or bicycles), is intended to be simple and pragmatic for the passenger while handling the different scenarios that an airline must manage, such as printing labels for special baggage, including skis, but also paying for excess baggage or additional baggage directly at the terminals. Genève Aéroport was chosen by easyJet to experiment with this new technology, unprecedented for both the airline and Genève Aéroport. After the first months of winter, all indicators are green both in terms of smoother operations and passenger satisfaction.

AOS

Genève Aéroport continues the implementation of the AOS (Airport Operations System) project. Less noticeable for the passenger but essential for airport activities, this system is a critical cog in the management of airport operations. The new system is scheduled to go into operation in 2024.

e-gates

In 2023, Genève Aéroport continued the deployment of automatic gates at security checkpoints. The installation of six new latest generation gates has made it possible to double the capacity for

checking boarding passes and improve passenger flow.

CACIA

Following the evolution of the National Airport Security Program (NASP), the Airport Identity Card (AIC) of each holder must be checked every year. The Technology Department has digitised the annual control process of this key piece of airport security.

Car parks

The overhaul of the parking system constitutes another major project and will modernise the management of parking areas by introducing the latest technological advances. The foundations of the project were laid in 2023. The acquisition of a new parking management solution should be completed in 2024. For now, the possibility of paying by Twint has been added.

Sound system

The call for tenders for the airport's sound system was launched in 2023. This involves renewing the entire sound system in all buildings accessible to the public with the exception of the new East Wing (main terminal T1, terminal T2, satellites and parking P1). The standards are strict in this area. This is the case, for example, in the event of a call to evacuate. This renewal is therefore fundamental for safety but also to improve the intelligibility of announcements to passengers when it is not a question of their automation.

Chatbot

In 2023, Genève Aéroport's conversational agent, the chatbot, was integrated into the website. This complements Genève Aéroport's communication channels, greatly facilitating access to this service for passengers while still allowing them to track their flight via Messenger, WhatsApp, etc.







LABELS THAT
VALIDATE ONGOING
COMMITMENT



During 2023, Genève Aéroport has been recognised by the awarding of several labels.



At the end of the year, Genève Aéroport successfully obtained the SILVER medal from the EcoVadis rating agency. This recognition positions the airport in the top 15 % of companies evaluated by EcoVadis for its ESG (Environment - Social - Governance) performance. This underlines a continued commitment to respecting high standards in terms of governance, social and environmental impact. With more than 100,000 companies assessed in more than 175 countries, EcoVadis is the first and most reliable global rating agency aimed at improving company ESG commitments.

In 2023, the ACA 3+ certification of Genève Aéroport was renewed by the Airports Council International (ACI) at the end of the audit which took place in 2022. Now, the certification phase towards the higher ACA 4+ validation is in progress.

Earlier in the year, in March 2023, the company obtained the Entreprise Ecomobile label from the canton of Geneva, which is valid for five years. This label recognises companies that offer a mobility plan to their employees. Genève Aéroport is one of twelve companies having implemented concrete actions such as airport staff shuttles (NPA) operating outside of working hours, subsidies for employees favouring sustainable mobility (walking, cycling, public transport), carpooling, rules of allocation for parking subscriptions, participation in « Bike to work », etc. These measures, put in place by Genève Aéroport, concern employees of all companies active on the airport site.

Still on the subject of labels, in 2023, the General Management of Genève Aéroport has expressed its desire that in the future, including for the ambitious CAP2030 project, all new large-scale buildings should obtain at least the DGNB GOLD level label, and all major renovations should achieve at least SILVER level. DGNB is a very comprehensive sustainable construction label which encompasses numerous elements – six categories of criteria – ranging from the quality of planning to noise

management during construction, including the minimisation of CO₂ emissions and accessibility for people with reduced mobility (PRM).

Act on mobility

The Covid crisis is now behind us. Genève Aéroport has fully restored the Aérobus service, with 20 frequencies per day instead of twelve during the reduced service period. Thanks to Aérobus lines, early morning travellers benefit from a free service between 03:00 and 06:00 to get to Genève Aéroport from the city's main urban areas. These lines are entirely financed by Genève Aéroport. No need for a ticket to travel on Aérobus lines ; a plane ticket or boarding pass for a same-day flight is enough.

In 2023, communication operations on the benefits linked to sustainable mobility offered to employees of the airport's partner companies on the platform were carried out.

Genève Aéroport carefully monitors the quality of the rail-airport connection and the offer of public carriers, particularly in the least served regions. Management expressed its strong disappointment to the CFF at the beginning of May when the 2025 timetables were revealed and expressed its concern at seeing its rail connectivity for its catchment area strongly impacted.

In the same desire to encourage more sustainable mobility, in partnership with the federal government, Genève Aéroport made its financial contribution to the « early morning » train experience for passengers living between Bienne and Geneva to take the first wave (between 06:00 and 08:00) flights. On Saturday 23 and Sunday 24 December 2023, two trains ran between Bienne (departure : 02:40), Neuchâtel, Yverdon-les-Bains, Morges, Nyon, Geneva and Genève-Aéroport (arrival : 04:24) and allowed passengers from the cities mentioned to travel in the best conditions and with peace of mind by leaving their vehicle at home.

Electrification of vehicles and machines

Genève Aéroport aims to achieve a rate of 90% of electric vehicles and machines operating on the tarmac by 2030. In order to facilitate the implementation of this objective, the company financed and installed around twenty fast charging stations

*<https://www.ge.ch/dossier/transports/mobilite-entreprises/label-ecomobile>



on the tarmac and supported the operation by distributing an explanatory brochure to all companies operating on the platform. Genève Aéroport's ambition in this area was recognised by the Confederation, which responded favourably to its request for subsidies from the special air traffic financing fund. This support will make it possible to further strengthen charging equipment on the tarmac in 2024.

Genève Aéroport also subsidised the replacement, by partner companies, of thermal vehicles or machines with electric ones. In total, this covers 23 vehicles replaced in 2023, a record level.

In addition, the company has invested in the retrofitting of two new buses which will be delivered in spring 2024 (indicative cost per vehicle of 350,000 CHF). This operation consists of replacing diesel engines with electric motors while retaining the structure of the vehicle. Two new retrofit vehicles are still planned for 2024, bringing the fleet to eighteen electric buses out of 30.

Between vehicle and machine replacements and bus retrofits, 31% of vehicles operating on the tarmac are now electric. For Genève Aéroport's vehicles, the rate is 39%.

Highlighting the soundproofing programme

Due to its urban character, Genève Aéroport has for many years been deploying a soundproofing programme for homes in the eight municipalities near the airport. Since 2004, 4,184 homes have been soundproofed for an amount of 60.8 million CHF.

The programme continues with more sustained communication actions (website, leaflet) with municipalities and local residents in order to raise awareness of the programme among eligible owners.

The soundproofing fund is financed by a noise fee, modulated according to the noise class of each aircraft and collected at each landing. A specific fee for take-offs after 22:00 is also applied. As the fund dedicated to the soundproofing of housing is extremely healthy and has been used little during the pandemic, the collection of this fee was temporarily suspended for 2021, 2022 and 2023. The collection of the noise fee is reinstated as of 1 January 2024.

Limit the noise footprint

In terms of noise, the noise footprint curves for 2023 are not yet known. They are released at the end of the half-year following the year concerned.

For the year 2022, traffic partly returns to a volume comparable to the years before the COVID-19 pandemic, and consequently the noise impact linked to the operation of the airport. The 2022 noise footprint respects the SAIP reference frameworks, ceiling and target. It is higher than that of the new admissible noise for the second hour of the night (23:00 - midnight).

Traffic for the year 2022 is characterised by the significant increase in departures after 23:00, due to delays affecting rotations, mainly generated by the saturation of the international air network. These late departures are the main reason for the increase in nocturnal emissions.

To respond to these nighttime situations, several operational actions have been taken. In collaboration with skyguide, departures before 22:00 are prioritised over arrivals. Genève Aéroport participated in a research project with Eurocontrol in order to identify nighttime delays in advance and encourage partners to make changes. A new lever is in the preparation phase: the establishment of a quota system with progressive and highly dissuasive taxes in the event of exceeding the quotas from January 2025. In 2023, thanks to the tool in the testing phase, some companies have voluntarily monitored their nighttime departures and anticipated this quota system by modifying their flight schedules at the end of the day to avoid take-off delays.

Green roof

As part of a large project which has been taking place in several stages since 2022, the seeding of the roof of the BLC was carried out in May 2023. A final stage of greening the current buildings will take place in 2024, then totalling around 10,800m² of green roof.

Materiality analysis 2023

In November 2023, Genève Aéroport carried out a materiality analysis in accordance with the guidelines of ISO 26000 and the standards of the Global

Reporting Initiative (GRI) to prioritise the sustainability issues (Environment – Social – Governance) of Genève Aéroport and its main stakeholders.

From November to December, Genève Aéroport surveyed its stakeholders. A map of the priority issues for the company will be established from January 2024. The results will be classified by importance in a table, which will be presented to the Management Committee of the Board of Directors in February 2024.

Since 2020, Genève Aéroport has implemented dialogue approaches based on consultation and the involvement of stakeholders, to develop constructive and transparent relationships with them. This dialogue contributes to the identification of the main risks and impacts of the airport's activities, and more broadly to a better understanding of the evolution of the main societal expectations of stakeholders.

Launch of the reporting programme

Ahead of the publication, for the first time, of Genève Aéroport's extra-financial performance report for the 2023 financial year, a reporting programme was launched to collect and publish important environmental, social and governance (ESG) data, in accordance with reporting standards (GRI, TCFD, Global Compact, ISO 26000, AOSS).

Partnerships

A new partnership has been launched with GAIN, a group of aeronautical companies in French-speaking Switzerland, to work within a collaborative group on sustainability aspects. The themes covered were: Swiss Triple Impact sustainability programme, carbon footprint, hydrogen, electrification, ESG certification, etc. Genève Aéroport's participation in this group aims, among other things, to open the company to the external innovation ecosystem – to explore emerging technologies, solutions and practices in terms of sustainability through participation in programmes such as GAIN.

Other partnerships exist and are expanding in particular with the canton of Geneva and autonomous public companies in various environmental themes as well as with several French and German airports, and in particular with the EnvStrat group organised

by the ACI bringing together numerous European airports around the themes of sustainability.

On the subject of partnerships, the continuation of the collaboration with the Ornithological Rehabilitation Centre (COR) with the « martinnet noir » project on 7 July 2023 should be noted. This day was highlighted during a programme « Rencontre avec un as de la voltige, le martinnet noir » [Meeting with an aerobatics ace, the common swift] broadcast on Tuesday 29 August on Genève Grandeur Nature, produced by Léman Bleu.

Raise awareness about light pollution

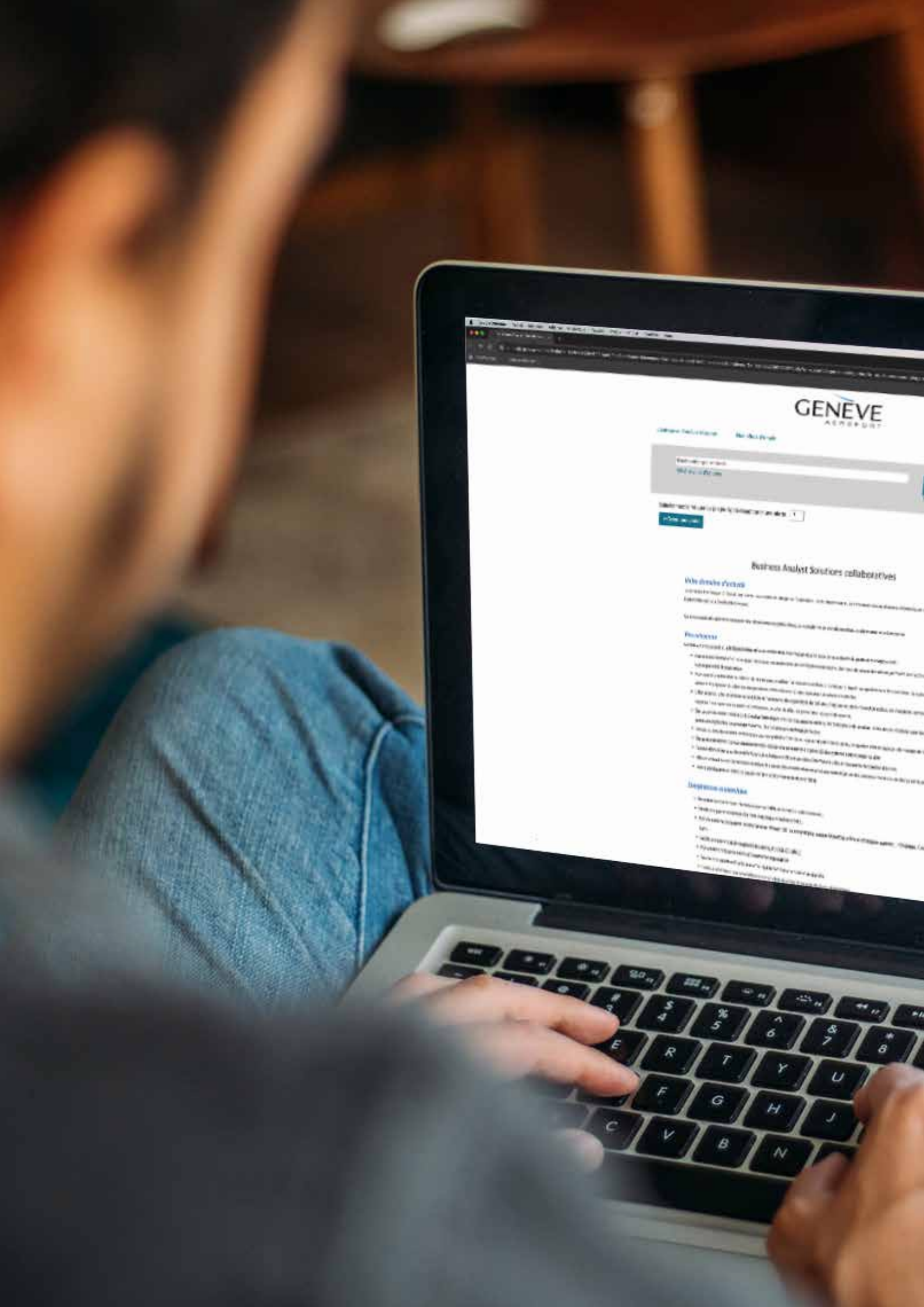
Once again, the airport participated on Friday 22 September in the « La nuit est belle » operation. Objective: to raise awareness among the population concerning light pollution. As in 2022, the lighting on the airport platform was switched off as soon as traffic ended. The runway, the satellites and the P48, which for the occasion passed into the land-side zone, were concerned. Only the tarmac lighting poles remained lit. The illuminated signs located on the roof of the main terminal, Terminal 2, Freight and the GVA Centre were also switched off.

Waste management

In anticipation of the validation of the new waste management strategy aimed at reducing environmental impact and responding to recent cantonal and federal regulations, training, developed by Eco-live in partnership with SIG, on the management of waste, was dispensed on 14 and 28 November 2023. Around ten companies from the platform participated.

Organisation of a conference-debate

During sustainable development week in September, the Department organised a round table which brought together André Schneider, CEO of Genève Aéroport, and Sascha Nick, researcher at the EPFL Laboratory of Urban Economics and the Environment and professor of sustainability at the Business School Lausanne. This round table organised for members of Genève Aéroport staff questioned the impacts of current aviation and allowed us to discuss perspectives for leading it towards sustainability.



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07
SUPPORTING
THE RECOVERY

After the crisis which shook the company during the Covid years, generating significant impacts both on a human and financial level, the resumption of activities was confirmed during the year 2023.

Following the workforce reduction of almost 10% between 2020 and 2022, ten additional positions have been budgeted to facilitate this recovery. So, at the end of December 2023, Genève Aéroport had 1,039 employees (980.73 full-time equivalent, FTE), compared to 1,026 the year before when the workforce was 966.23 FTE as of 31 December 2022.

Reinforcing the attractiveness of the company

In accordance with its 2040 vision, Genève Aéroport wants to strengthen its attractiveness as an employer while ensuring the sustainability of the company.

The stakes are high in the context of a tight labour market, where needs and expectations have changed. While certain professions in the aviation sector, but also in the technological and industrial sectors, are struggling to attract personnel, Genève Aéroport must remain competitive on the job market. For potential candidates, the positioning and actions of Genève Aéroport linked to its social responsibility, as well as its commitment to the environment, are of increasing importance.

• New remuneration policy

Genève Aéroport wants to adopt a new remuneration policy which aims to better manage the payroll, to further promote individual performance and the assumption of responsibilities.

Initiated in 2018, this project was the subject of intense consultations with social partners, during the first half of the year. It was then submitted to the Board of Directors, which validated it at its meeting of 29 June 2023. However, part of the staff actively opposed the new policy through a strike on 30 June 2023. An agreement between the social partners and the management bodies of Genève Aéroport was able to put an end to this movement after a few hours. This agreement provides for the postponement of the implementation of the new salary policy for one year. This period of time should make it possible to agree on the parameters and methods of implementing the project. With the prospect of an agreement in June 2024, for implementation on 1 January 2025, mediation

was put in place from September 2023.

The attractiveness of the company also involves modernising its approach and highlighting its assets. In this sense, several projects have been initiated or continued in 2023 :

• Employer brand

In collaboration with the Communication Department, the HR Department is working to develop an employer brand for Genève Aéroport. With this in mind, information gathering and synthesis work on « what makes our airport » was carried out. Genève Aéroport will therefore be able, in the short term, to communicate its key messages as an employer. This project should be completed during the year 2024.

• Welcoming process for new employees

This new project aims to completely overhaul the process for welcoming new Genève Aéroport employees. Its objective is to present the airport and its operations through a dynamic course mixing face-to-face activities and online training capsules, which should begin in the first half of 2024.

• Friendly Workspace Certification

Labelled « Friendly Workspace » since 2013 by Promotion Santé Suisse, Genève Aéroport obtained the renewal of this certification in 2023 for the next three years.

The label rewards companies which are committed to the health and safety at work of their staff and which have formalised and effective processes in this area. The measures put in place by the company, and in particular the relevance of the indicators making it possible to determine and justify the allocation of budgetary and human resources dedicated to prevention and development measures for health, safety and well-being in the professional context, have been recognised as fully efficient. Training for managers (see below) and flexible methods of organising work were also praised.

• Measuring team engagement

During the autumn, the HR Department launched a new in-depth engagement survey among its employees, focusing on the organisation, team dynamics and working conditions. The participation rate was more than 80%, a record. At the end of the year, the results were shared with general management. During the

first quarter of 2024, they will be communicated to the personnel and will be accompanied by action plans. Although the last survey of this type dates back to 2017, the introduction in 2022 of « pulse surveys », regular flash surveys, made it possible to take the pulse of staff on specific questions or themes.

- **GVA commUnity: new internal communication platform**

In order to provide a space for exchange and improve the accessibility of information to all personnel, a corporate social network available on mobile phones and computers was deployed on 1 December 2023. The main objective of this project is to make institutional and critical information immediately accessible to all employees of Genève Aéroport, knowing that nearly 40% do not have individual computers.

Develop managerial culture

A new managerial training programme was deployed within Genève Aéroport in 2022. A tailor-made

programme in partnership with HEG-Geneva was set up in 2021 to adapt the content to the culture, needs and expectations of the airport. As of 31 December 2023, 71 managers have benefitted from this training developed with HEG-Geneva, which is based on the values and behaviours expected in Genève Aéroport's Management Charter, totalling five sessions of six days each. Two sessions are planned in 2024.

Digitalise the human resources function

Another part of the modernisation of the HR function concerns the digitalisation of its processes. After implementing a new human resources information system (HRIS) in 2022, the HR Department continued this digitalisation by launching a recruitment module. Online processing of internal and external applications allows to be more agile and fully involve managers.

In terms of online training, two new modules have been deployed, one relating to Personality Protection, a second dedicated to priority management.







AN OPENING ON
THE WORLD

8

Intense protocol activity

The year 2023 was an extremely busy year for the activities of the Protocol Service. The conferences traditionally held in February, May and June regained 82% of pre-Covid attendance. The month of December was particularly busy with two high-level events: the 75th anniversary of the Declaration of Human Rights was held from 10 to 12 December and the Global Forum of the UN High Commissioner for Refugees (UNHCR) followed suit from 12 to 15 December.

These two events resulted in nearly 350 formal receptions over a period of five days.

The celebration of the 75th anniversary of the Council for the Declaration of Human Rights saw the arrival of seventeen heads of state and government, 26 foreign ministers who required 40 tarmac convoys. Eight heads of state and government and around thirty foreign ministers, i.e. 150 delegations over three days, passed through Genève Aéroport to go to the UNHCR Global Forum which followed.

In total, the protocol service carried out, in 2023, 4,083 protocol receptions (compared to 3,254 in 2022), including 81 receptions of heads of state and 58 prime ministers as well as 584 receptions of members of royal families.

As a reminder, passage through the Protocol is reserved for heads of state, prime ministers, ministers in

office, heads of international organisations, members of royal families and other official dignitaries.

75 years of SSLIA

For the Airport Rescue and Fire Fighting Service (SSLIA) of Genève Aéroport, which ensures an operational response on the airport site 24 hours a day throughout the year, the year 2023 was marked by the celebrations of its 75th anniversary. The official evening held on 10 May, in the presence of the Geneva authorities and the godmother of the SSLIA, Nana Mouskouri, opened the festivities to which 430 guests attended.

An open house weekend took place on May 13 and 14. Some 1,400 enthusiasts and curious people visited the three sites: the Hispano field, the P48 and the fire and rescue station. They were able to put themselves in the shoes of a firefighter specialising in aviation, by putting out an engine fire; a central operator by managing an alarm; or a paramedic while performing first aid procedures. In addition, visitors were able to admire all the rescue equipment and were even able to climb into a Swiss army helicopter.

The SSLIA organised other events: on 4 December, Sainte-Barbe celebrated 40 retirees from the service who came to eat raclette with their active peers, while, on 13 December, a Climbing Day took place to the delight of the SSLIA families.



Multiple interventions

At the operational level, in total, the SSLIA Engagement Centre (CeSSLIA) handled 7,155 events in 2023 and 39,923 telephone calls. The Ambulance section intervened 2,317 times and carried out 85% of its extramural operations and 15% of them on the airport platform. The Fire sections intervened 3,325 times.

The SSLIA engaged with the Fire Rescue Service (SIS) on several occasions: on 30 June, during a major fire in the Serbeco recycling centre in Satigny; on 6 July, during a cellar fire on Avenue du Lignon; on 19 August, during the fire which ravaged the Le Plaza cinema; or on 26 December when a fire destroyed a garage in the industrial zone in Vernier.

In terms of aircraft interventions, 2023 saw a particularly notable event: on 13 December, a Beechjet went off the runway and got stuck. The SSLIA carried out an intervention lasting almost four hours. The runway had to be closed.

It should also be noted that the first female firefighter fully integrated the SSLIA after eighteen months of training and was awarded the Federal Professional Firefighter Certificate.

The SSLIA also adapts to new risks. In this context, it acquired a drilling spike for the batteries of alternative propulsion vehicles. It is a tool that allows them to intervene effectively in the event of a battery fire under the vehicle.

New momentum for sponsorship

After two years of shutdown due to Covid, sponsorship activity, led by the Marketing & Business Development Department, resumed in 2023. A little less than 300,000 CHF were spent on sponsorship and patronage activities. With a progressive budget in perspective, the team plans to return to the previous pre-pandemic level – i.e. 800,000 CHF – by 2025.

If the average budget per action carried out was nearly 5,500 CHF in 2023, there are seven actions of more than 10,000 CHF and 44 actions which were between 500 and 5,000 CHF, focused primarily on local residents (21 actions) and the canton of Geneva (24 actions).

The sponsorship committee, made up of six people, reoriented its strategy and laid the foundations for a new partnership policy. Instead of a multitude of small supports, it is now forming stronger partnerships. The target is redefined: the priority areas will be orientated towards more inclusive local economic, cultural and sporting activities. In this regard, Genève Aéroport is committed to supporting the Genève Volley women's team, the women's Tour de Romandie which started on 6 September from Vernier (GE) and for the Swiss Open Geneva, a tournament of wheelchair tennis held in July 2023.

Opening to neighbouring municipalities

Genève Aéroport continues to strengthen local collaboration with the municipalities affected by the airport's activity, as well as with local residents and environmental protection associations, to ensure better listening to their concerns and a transparent sharing of airport strategies.

In 2023, the CEO received visits, almost week after week, from delegations from more than twenty Geneva municipalities and from neighbouring France and delegations from political parties to present the actions and projects of the airport and visit the platform.

Visits and Panorama Terrace

The year 2023 saw a significant increase in the number of guided tours of the airport with a total of 1,500 people welcomed for an exclusive tour of the tarmac and parts accessible to the public. Schools from surrounding municipalities represented 49% of these day visitors. It should be noted that 2022 had recorded 650 visits, an already record figure.

The opening of the Panorama Terrace for its 3rd year allowed more than 20,000 people to come and discover the activities on the tarmac.



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Aéroport International de Genève

Case postale 100 | CH-1215 Genève 15 | Tél. +41 22 717 80 00
www.gva.ch