



**ANNUAL
REPORT
2019**

ANNUAL REPORT 2019

→ Table of contents

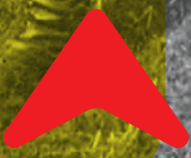
	Pages
Editorial by Corine Moinat, President of the Board of Directors	4
Members of the Board of Directors.....	5
Editorial by André Schneider, Managing Director.....	6
Members of the Executive Management	7
1. A good result despite slower growth.....	10-14
2. Consolidating air service for passengers.....	16-22
3. Actions to optimise operations	25-26
4. Well-considered and responsible development	27
5. SAIP: concrete measures to tackle noise.....	28-30
6. The environment: the core of concerns.....	31-33
7. A commitment to diversity	34-35
8. Modernising infrastructure	37-38
9. Baggage Logistics Center: an ambitious project	39-40
10. A global vision of digital technology.....	41-42
11. Increasingly complete passenger services	44-45
12. Large-scale information and educational activities.....	46
13. Strong commitment with other international airports.....	47
14. Mirror of the dynamism of the International Geneva.....	49
15. Increased involvement in 2019	50
16. 1919-2019: 100 years of passion for aeronautics	51
The centenary photo: more than 1,000 employees work every day.....	52-53

→ COMMON THEME:

The annual report hosts several anachronistic photo montages this year. The approach consists of an association of clichés of the past combined with elements of modern infrastructure or symbols of the 21st century. These anachronisms should be almost imperceptible at first glance.

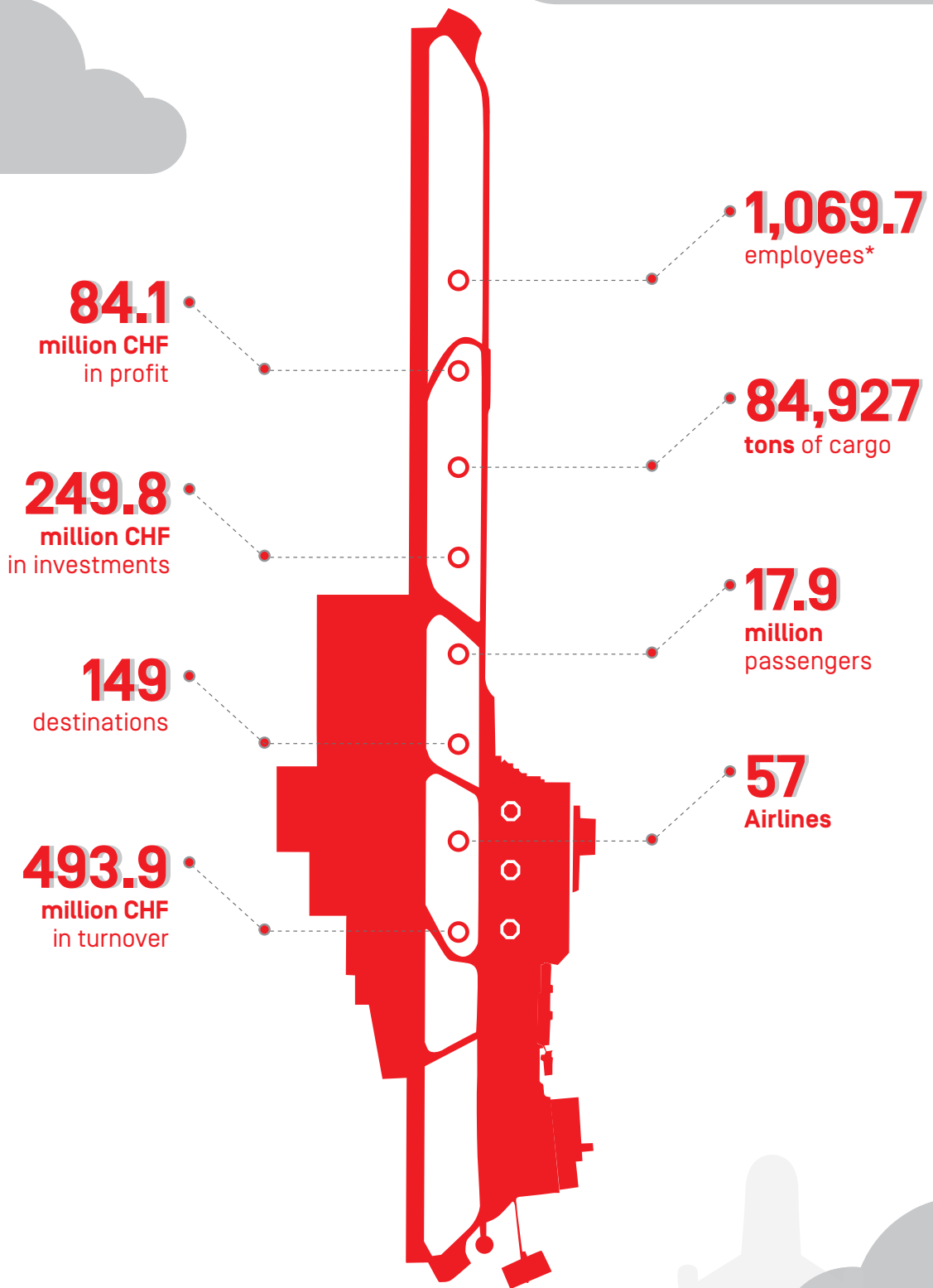
Pages: 2 [Marcel-Noël Weber], 8-9, 15 [Hermann Geiger], 23, 24, 36 [Nelly Diener], 43, 48 [Gary Cooper]

Enjoy your reading !



↔
100 ANS
GENÈVE AÉROPORT
→

KEY FIGURES



*Full-time equivalent



EMERGENCY IN THE FACE OF INSTITUTIONAL TIME

2019 was an historic year in more ways than one. Firstly, the airport reached its centenary anniversary. Enshrined by the Grand Council of Geneva on 11 October 1919, the airport's political inception was the starting point of an adventure we will be celebrating throughout 2020.

When looking back at 2019, historians will also remember major strategic decisions. In January, the first Sectoral Aviation Infrastructure Plan (SAIP) for Genève Aéroport came into force. In this new regulatory context, our Federal Government gave its Genevan counterpart the opportunity to clearly lay out its intentions. It did so by adopting a new Convention of goals on 28 May. By 24 November, the Genevan population had a new constitutional article on air traffic.

All these decisions will animate the debate about the airport sitting at the end of the lake. The Parliament is already brewing up some ideas. In conjunction with Genève Aéroport, the Council of State and then the Confederation will be the ones to write the next chapter of history. In the face of appeals about the climate emergency,

the institutional pace seems to be a beat behind. It does, however, have the merit of fostering dialogue, tirelessly looking for the road to reformation, the way to compromise: the only method relentlessly and successfully pursued by our institutions. Electoral movements are always invigorating and healthy. We don't live in a system that quashes the vision of a majority at the expense of a minority, and the environmental demands clearly expressed at the ballot box will therefore be taken into consideration. With its long tradition of sustainable development, Genève Aéroport will have its say. It will express itself. As always, it will act in respect of the respective competences of the authorities which govern and rule it. Indeed, it has just done so, helping the canton and the Confederation prepare the first SAIP in its existence. It has taken six long years of negotiations to reach this historic agreement that will be in effect until 2030. In our system, slow maturation is awarded by results. Solutions made in haste and cookie-cutter decisions are doomed to fail. Doubly jubilant, our airport shows that it both respects institutional time and recognises the need to give time some time.

Corine Moinat
Président
of the Board of Directors



President of the Board of Directors

- Ms. Corine Moinat

Members appointed by the Grand Council

- Mr. Michel Fabre (PS)
- Mr. Lulzim Jahiu (MCG)
- Mr. Yves Nidegger (UDC)
- Mr. Bertrand Robert Reich (PLR)
- Mr. Patrick Schmied (PDC)
- Mr. Quentin Stauffer (EAG)
- Mr. Tristan Balmer Mascotto (V)

Members appointed by the Council of State

- Ms. Corine Moinat
- Mr. Pierre Bernheim
- Mr. Jean-Luc Favre

- Mr. Jacques Jeannerat
- Mr. Philippe Matthey
- Mr. Stanislas Zuin

Member of the Grand-Saconnex Administrative Council

- Mr. Bertrand Favre

Member of the Meyrin Administrative Council

- Mr. Jean-Marc Devaud

Members appointed by the Council of State, on the proposal of the Conference of Ministers of 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 institution's employees

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

STRENGTHENING GOVERNANCE

In 2019, compliance and governance measures were strengthened alongside compliance processes. A recommendation plan was drawn up and the measures will continue to be deployed in 2020.

Initiated in 2017, work to strengthen directives on purchasing and public tender processes are ongoing. Train-

ing for staff and project managers was rolled out in 2019 and will continue in 2020. The aim is to avoid any potential conflicts of interest.

The Board of Directors voted for a secure IT platform to be created for whistle blowers. Implemented by the Executive Management in 2019, the system aims to be an additional tool to report suspicions of fraud or inappropriate behaviour while guaranteeing the confidentiality of the

whistle-blower. The platform will be operational from the start of 2020.

The directive on expenses and business travel, which came into force in 2018, was amended in December 2019. It now expressly stipulates that from 1 January 2020 internal flights linking Geneva and Zurich (without onward connections) are prohibited for Genève Aéroport's collaborators travelling for business. This move supports sustainable travel.



ADAPTING OUR STRUCTURES

2019 was an intense and even pivotal year for the airport. The adoption (in November 2018) of the first Sectoral Aviation Infrastructure Plan for Genève Aéroport, now locally known as SAIP (*or PSIA in French*), enables the airport to upgrade its equipment and adapt its infrastructures to the evolutions in air traffic and airlines.

Through the SAIP, the Confederation is offering Genève Aéroport the opportunity to adapt its structures to economic, technological and regulatory changes; first by catching up on delayed investments and replacing ageing installations, and then by laying the foundations for quality operations in the long term.

The financial results for 2019 are positive and Genève Aéroport will once again be able, despite the complex environment, to make a considerable tax contribution to the state while continuing its construction work.

In terms of infrastructure, over 270 projects were conducted in 2019, amounting to some 249.8 million CHF of investment, entirely funded by the airport. Two thirds of this sum went on buildings, including two large construction projects: the East Wing, which will open in November 2020; and the new Baggage Logistics Center, fundamental in meeting

the safety requirements laid out by the International Civil Aviation Organisation by 2022 and providing a faultless and qualitative passenger service.

A considerable amount of investment also went into actions favouring the environment and renewable energy. The many projects include the renewal of the underground pipes carrying kerosene to the aircraft (an infrastructure avoiding the CO² emissions that would have been generated if transported by road) and the preparation work for Genève Aéroport's connection to the GeniLac network, guaranteeing the reduction of greenhouse gas emissions and the airport being fossil fuel free for heating and cooling its buildings.

It is worth highlighting the cohesiveness of the SAIP and the investments made by Genève Aéroport.

In consideration of the evolving context, the airport is constantly reflecting on and planning for the future. At the end of the year, with the extension of the <SAIP, the Board of Directors validated the 2020-2040 master plan, a compass broadly guiding future investments by predicting and anticipating various scenarios so that the airport will be able to adapt to these changes.

André Schneider
Chief Executive Officer



MEMBERS OF THE EXECUTIVE MANAGEMENT

From left to right and from top to bottom

Madeleine von Holzen

Head of Communication

Philippe Moraga

Chief Technical Officer

Aline Vaglio

Chief Financial Officer

Giovanni Russo

Chief Operations Officer

Massimo Gentile

Chief Technology Officer

Jessica Silberman Dunant

Chief Human Resources Officer

Marc Mounier

Head of Environment and Sustainable Development

Christine Widmann

Secretary General and Legal Affairs

André Schneider

Chief Executive Officer

Pierre Germain

Chief Commercial Officer

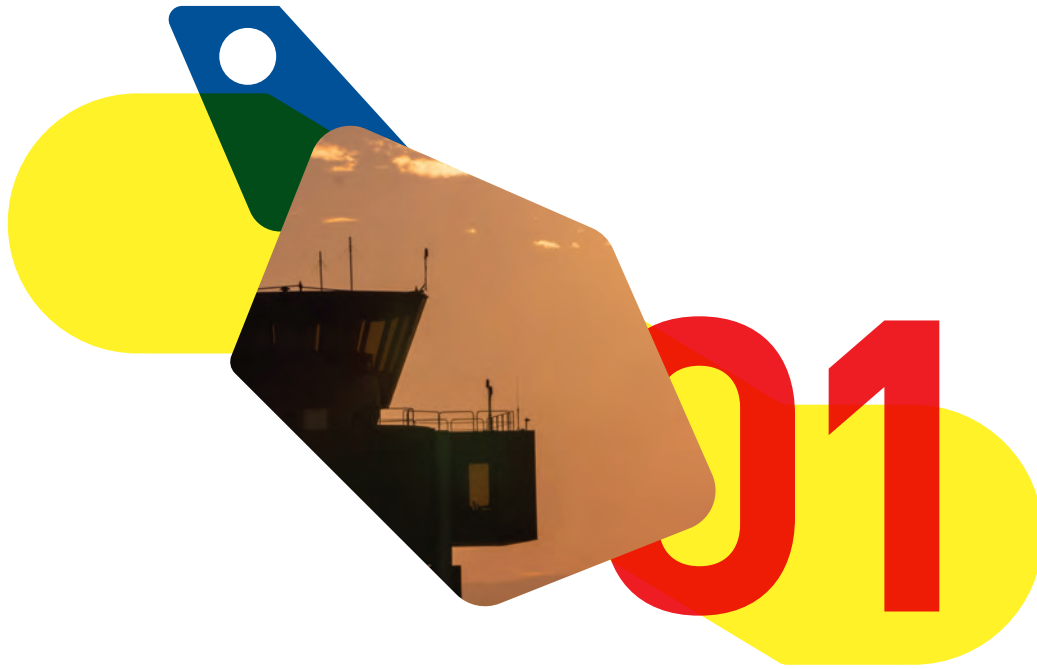




CAUTION
Do not step on this surface.
The wing is a structural member
of the aircraft and is not
designed to support a person's weight.
If you step on this surface, you
may cause structural damage
to the aircraft.

NO STEP





A GOOD RESULT DESPITE SLOWER GROWTH

Genève Aéroport closes 2019 with a net profit of 84.1 million CHF against 85.1 million in 2018. Although slightly down (-1.2%) compared to 2018, this annual result is good given the slowdown in passenger traffic growth in 2019. Genève Aéroport's investments reached a historic level of nearly 250 million CHF in 2019. This high level of investment comes in particular from the East Wing project, which has entered its final phase, and from the progress of the new Baggage Logistics Center.

Increase in turnover in the context of a traffic slowdown

Genève Aéroport's turnover stands at 493.9 million CHF in 2019, up 0.8% on 2018 (490.2 million CHF). Aeronautical revenues have increased by 0.9% to 278.7 million CHF, representing 56.4% of total turnover compared to 43.6% for non-aeronautical products (shops, car parks, rents, etc.).

The 2.5 million CHF increase in aeronautical revenues reflects the moderate growth in air traffic, which is also true across Switzerland. The number of passengers has reached 17.9 million in 2019. Non-aeronautical revenues amount to 215.2 million CHF, an

increase of 0.6% on 2018 (214 million CHF). Commercial revenues have increased despite a delicate context linked to major renovation and adaptation programmes for shops and restaurants. Duty free fees in particular are evolving at a faster rate than traffic growth. At the same time, parking revenues are down compared to 2018 due to major planned renovations, which temporarily reduce the available space.

Control of operating expenses

Operating expenses have increased by 18.6 million CHF compared to 2018 and are under control. The company is maintaining its recruitment programme planned in accordance with the business plan to support the adaptation of infrastructure and changes in the number of passengers. At the end of 2019, Genève Aéroport had 1,069.7 full-time equivalents (FTE), an increase of 53.9 FTE compared to 2018.

Operating expenses have increased by 13.1 million CHF and include 24.9 million CHF in exceptional non-recurring charges. Study expenses related to major projects represent 4.2 million CHF.

Self-financing confirmed

The 2019 Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA) amounts to 156.7 million CHF and, excluding non-recurring items, to 181.6 million CHF. The margin rate is 36.8%, excluding non-recurring items, compared to 37.4% in 2018. This drop is explained by an increase in police costs, which aims to strengthen security on the airport's perimeter and redistribute police tasks, following the attacks in France.

Amortisation charges have decreased from 82.6 million CHF in 2018 to 70 million CHF in 2019 (-15.2%). This sharp drop is punctual and follows the full amortisation of the transfer of State assets at the end of the 2018 financial year. The amortisation charge will increase again when the new major infrastructures at Genève Aéroport, in progress such as the East Wing, will be put into service.

In 2019, Genève Aéroport returned to the financial markets and issued a second bond loan for an amount of 100 million CHF. This second issue made it possible to benefit from a favourable interest rate to finance investments made in 2019 and future

investments. The debt level reached 324.3 million CHF. The interest charge remains almost stable at 2.5 million CHF.

Work on the consolidation of the Pension Fund of the State of Geneva (CPEG) continued in 2019. Two bills were submitted to referendum in May 2019. The people of Geneva favoured the recapitalisation, which will be carried out in 2020.

Genève Aéroport's activity in 2019 generated a net profit of 84.1 million

CHF, half of which (42 million) will be paid to the State of Geneva. Over the last five years, the autonomous public entity has contributed to the State's budget to the total of 204 million CHF.

Opening of negotiations on fees

In a context of slowing air traffic growth, Genève Aéroport achieves a very satisfactory net result in 2019 and improves the situation of its balance sheet by including significant non-recurring charges. Once again, it proves its capacity for resi-

lience in the face of cyclical events and its financial stability. Through its investments, which reached a record level of 249.8 million CHF in 2019, Genève Aéroport is continuing its programme to renovate and adapt infrastructure to meet changes in air traffic and passenger expectations.

In order to be able to finance these infrastructures, Genève Aéroport opened the process of reviewing aeronautical fees with airlines at the end of 2019. Negotiations will take place in 2020.

KEY FIGURES

in million of CHF

	2019	2018
Turnover	493.9	490.2
EBITDA	156.7	170.3
Net profit	84.1	85.1
Operating cash flow	171.3	217.3
Investing cash flow	-232.5	-143.8
Net debt*	325.1	203.2

RATIOS

	2019	2018
EBITDA / Turnover	31.7%	34.7%
Net profit/Turnover	17.0%	17.4%
Operating cash flow/ Investing cash flow	73.7%	151.1%
EBITDA/Net debt	48.2%	83.8%

*Borrowings and other non-current and current debts, less cash and cash equivalents



FINANCIAL REPORT

Balance sheet as at 31 December

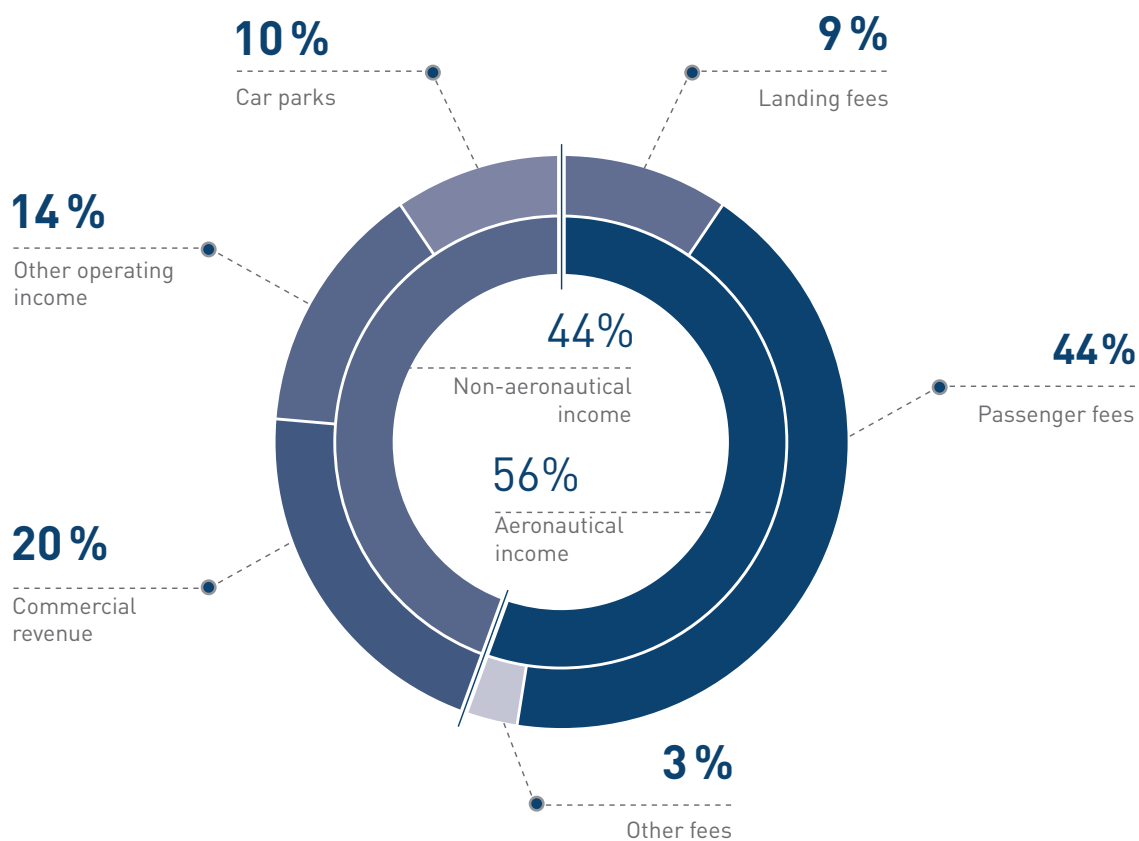
	2019	2018
ASSETS		
Property, plant and equipment	1,188,923	1,008,244
Assets under finance leases	370	1,280
Total non-current assets	1,189,293	1,009,524
Pre-payments, accrued incomes and other receivables	11,026	9,373
Trade receivables	62,396	61,950
Short-term investment	15,000	-
Cash and cash equivalents	24,158	47,163
Total current assets	112,580	118,486
Total assets	1,301,873	1,128,010
EQUITY AND LIABILITIES		
EQUITY		
Reserves	173,718	240,198
Net profit for the financial year	84,087	85,113
Total equity	257,805	325,311
LIABILITIES		
Environment funds	20,410	16,555
Non-current borrowings and other debts	348,579	249,119
Non-current provisions	42,000	21,000
Employee benefit obligations	527,759	407,308
Non-current derivative financial instruments	1,150	-
Other non-current liabilities	14,791	15,202
Total non-current liabilities	954,689	709,184
Current borrowings and other debts	662	1,259
Current derivative financial instruments	1,034	-
Accruals and deferred incomes	49,792	29,050
Trade and other payables	37,891	63,206
Total current liabilities	89,379	93,515
Total liabilities	1,044,068	802,699
Total liabilities and equity	1,301,873	1,128,010

Profit and Loss Account

	2019	2018
INCOME		
Landing fees	44,776	44,305
Passenger fees	217,658	214,399
Other aeronautical fees	16,263	17,526
Total airport fees	278,697	276,230
Commercial revenue	100,426	97,380
Revenue from car parks	47,660	49,450
Rent and surface rights	26,696	26,805
Ancillary rental income	8,803	9,126
Centralised infrastructure revenue	20,288	20,040
Other operating income	11,365	11,210
Total operating income	215,238	214,011
Total income	493,935	490,241
EXPENSES		
Salaries and allowances	-107,161	-105,324
Social security, health and accident insurances	-13,515	-13,314
Other employee expenses	-10,446	-10,195
Pension contributions	-24,532	-25,429
Impact of pension plan amendments	-3,553	-
Total employee expenses	-159,207	-154,262
Fees, services and subcontracting	-44,945	-52,486
Security and safety subcontracting	-37,187	-37,097
Police fees for ground security	-10,854	-8,315
Energy, maintenance and rents	-46,503	-46,954
Commodities	-6,232	-6,075
Other operating expenses	-28,461	-9,622
(Contribution)/Net levy on the environment fund	-3,855	-5,117
Total operating expenses	-178,037	-165,666
Total operating charges	-337,244	-319,928
Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA*)	156,691	170,313
Amortisation of property, plant and equipment	-68,731	-81,892
Amortisation of assets under finance leases	-1,304	-706
Total amortisation charges	-70,035	-82,598
Operating result	86,656	87,715
Financial expenses	-2,569	-2,602
Total financial expenses	-2,569	-2,602
Net profit for the financial year	84,087	85,113

*EBITDA: Earnings Before Interest, Taxes, Depreciation and Amortisation

DISTRIBUTION OF INCOME



KEY INDICATORS

in million of CHF

	2014	2015	2016	2017	2018	2019
Turnover	403.8	423.7	445.3	466.4	490.2	493.9
Net profit	88.3	74.6	80.8	78.9	85.1	84.1
Share of profit paid to the State in Y+1	44.2	37.3	40.4	39.4	42.6	42.0
Land rights	5.0	5.0	5.0	4.9	5.0	5.0
Investing cash flow	-110.1	-112.2	-158.9	-119.0	-143.8	-232.5
Number of passengers (in million)	15.2	15.8	16.5	17.4	17.7	17.9



← →
100 ANS
GENÈVE AÉROPORT
→



CONSOLIDATING AIR SERVICE FOR PASSENGERS

Talks between Genève Aéroport teams and the airlines focus on the quality of the air service. With its large range of European destinations and links to a number of new cities in 2019, the airport maintains the extensiveness and quality of its service to passengers.

Genève Aéroport is pursuing its goal to offer more long-haul flights to better meet the needs of its passengers, comprising local business and residents, as well as the International Geneva. Kenya Airway's inauguration of its line to Nairobi in June 2019 has contributed to meeting this objective.

Moderate growth in a mature European market

Genève Aéroport was visited by 17,926,625 passengers in 2019, representing slower growth than the previous year, at 1.4% compared to 1.9% in 2018. The maturity of the European market (the dominant market in Geneva) and passengers' appetite for travelling by air explain this modest growth.

The number of aircraft movements went down by 0.6% to 186,043 flights (compared to 187,162 in 2018). This drop shows that the rise in passenger numbers is not related to the number of

movements. Larger aircrafts and more seats being filled explain this phenomenon which was noticed in 2018. The average number of passengers per flight is therefore up: it was 124 in 2019 compared to 123 in 2018 and 118 in 2017.

SWISS is continuing to renew its fleet and operate planes that use less kerosene, are more comfortable and make less noise. This has contributed to the positive results seen in noise classifications, as the number of planes in class 5 (the least noisy) rose significantly from 13.79% in 2018 to 18.75% in 2019. The top two classes (5 and 4

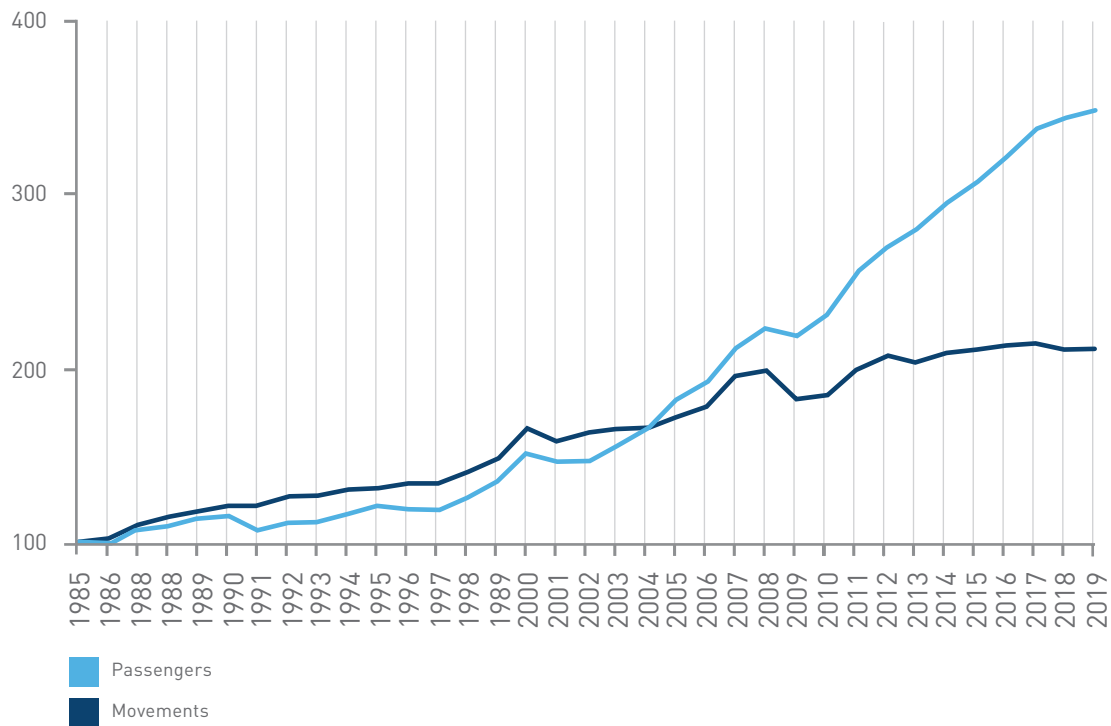
1. OVERALL TRAFFIC RESULT

Passengers	2019	2018	Variation	Movements	2019	2018	Variation
Scheduled traffic*	17,755,766	17,478,801	+1.6%	Passenger scheduled traffic	143,303	142,316	+0.7%
Charter traffic *	86,126	106,138	-18.9%	Passenger charter traffic	667	828	-19.4%
Other commercial traffic	54,818	60,741	-9.8%	Other commercial traffic	26,442	27,489	-3.8%
Total non-commercial traffic	29,915	31,355	-4.6%	Total non-commercial traffic	15,631	16,528	-5.4%
Total overall traffic	17,926,625	17,677,035	+1.4%	Total overall traffic	186,043	187,161	-0.6%

*scheduled traffic and passenger charter

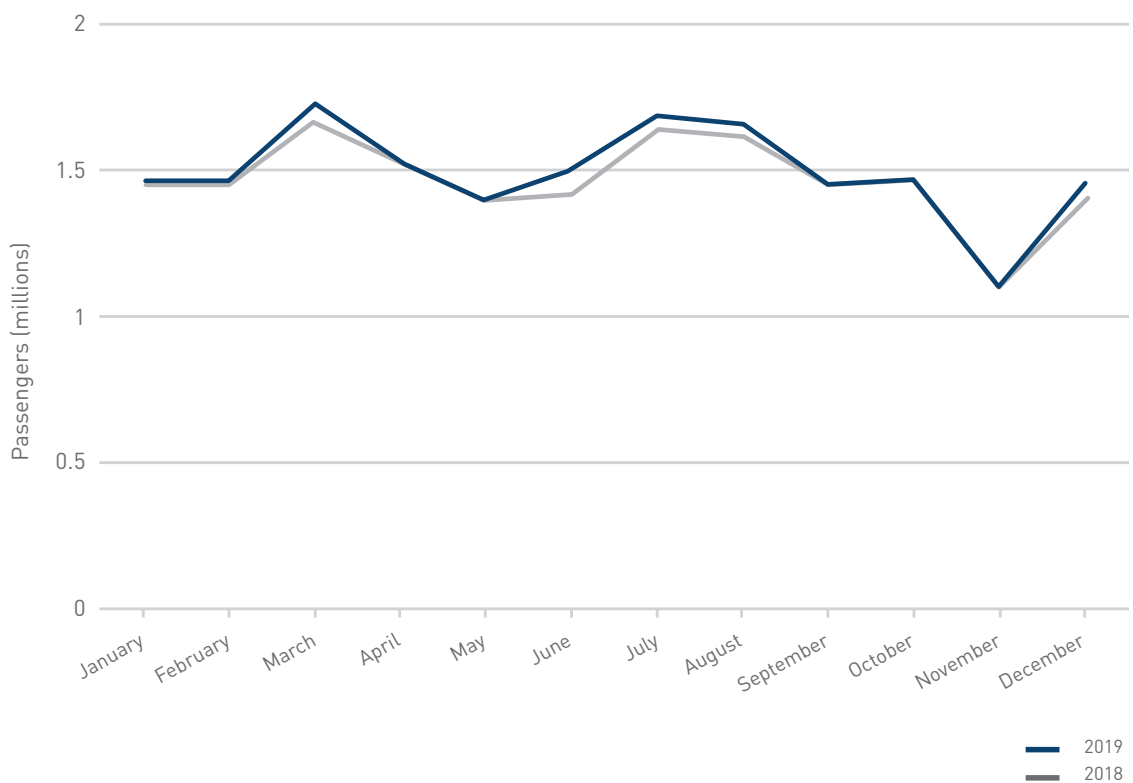
2. EVOLUTION OF THE NUMBER OF PASSENGERS AND MOVEMENTS

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



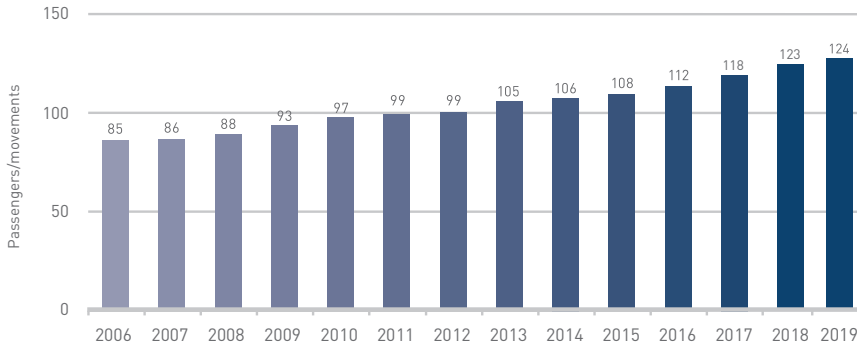
3. EVOLUTION OF THE NUMBER OF PASSENGERS PER MONTH

All types of traffic



5. EVOLUTION OF THE NUMBER OF PASSENGERS BY MOVEMENT

Scheduled and charter, passengers only



respectively) represent 89% of all aircraft movements.

Geneva-Nairobi four times a week

Since 13 June, a long-haul flight operated by Kenya Airlines has been linking Genève Aéroport to Nairobi, the capital of Kenya, four times a week. The airline wants to make it easier to travel between Europe and Africa to boost tourism, business and diplomacy.

Geneva is in fact renowned for being a diplomatic crossroads as it houses many international organisations. Nairobi is itself the African home to the international agencies of the

United Nations. The new line links the UN hubs in New York, Nairobi and Geneva.

A promotion campaign and a contest were organised to raise awareness about the launch of this new destination. Genève Aéroport also put on an event bringing together ministers and ambassadors to mark the launch of the line. The flight is operated by a Boeing 787-8 Dreamliner, the flagship of the airline.

New destinations

In 2019, 49 airlines flew to 120 destinations in the summer season and 53 companies served 115 destinations in

the winter period. This represents a very small evolution in 2018 in terms of the number of destinations served, as the numbers were 123 destinations in summer and 113 in winter.

In terms of the summer service, easyJet opened a line to Pula (Croatia). SWISS enhanced its offer by flying to six destinations: Alicante (Spain/Costa Blanca), Brindisi (Italy/Apulia), Faro (Portugal/Algarve), Ibiza (Spain/Balearic Islands), Larnaca (Cyprus) and Mykonos (Greece/Cyclades). Ethiopian Airlines offered one more flight per week to Addis Ababa.

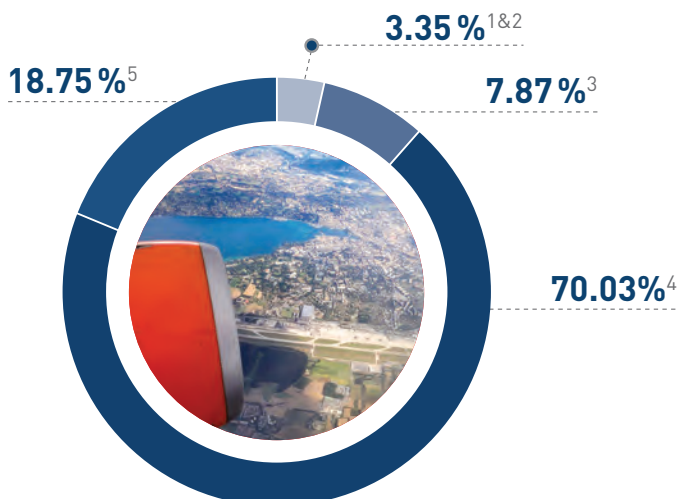
In winter, passengers could fly to Tirana (Albania) and Aqaba (Jordan) with easyJet. The network was completed with flights to Prague (Czech Republic) and Agadir (Morocco). SWISS flew to Marsa Alam (Egypt) and Air Mauritius opened a second flight per week to Mauritius.

The global stability of markets and the most visited cities

With the launch of Kenya Airways' Nairobi line in June 2019 and the addition of the fourth flight per week to Addis Ababa operated by Ethiopian Airlines, the African market has been substantially strengthened, up 14.6% in 2018. This positive result should, however, be considered in relation to the total number of passengers: less than 3% of nearly 1.9 million passengers travelled to Africa.

6. DISTRIBUTION BY CLASS OF NOISE

Scheduled and charter, passengers only (excluding ferry flights)



Levels of noise*

Rotations

1	1
2	4,830
3	11,331
4	100,818
5	26,990

* 1 being the loudest, 5 the least noisy.

Europe remains Geneva's biggest market, attracting almost 16 million passengers in 2019, up 1.6% in 2018. The North American market (United States and Canada) saw a slight rise (+0.9% to about 460,000 travellers) while the Asian and Middle Eastern markets dropped by 0.9% (almost 915,000 passengers, due to the reduction of passenger numbers

from United Arab Emirates).

In terms of the 20 most visited cities, there was no change in the top 12 places with each of the top ten destinations seeing a rise in passenger numbers, ranging from 0.2% for Barcelona to 3.9% for Frankfurt. Despite a drop, Dubai takes 13th place ahead of Vienna and

Istanbul, which dropped two places. Manchester (16th, up one place) and Munich (falling two places to 17th) follow. Moscow and New York remain in 18th and 19th place. Copenhagen, which was replaced by Bristol in 2018, is back in 20th place.

Stability of market shares per company and alliance

easyJet remains a leader in Geneva, holding 44.8% of the market compared with 45% in 2018.

Lufthansa's drop in market share (from 3.8% in 2018 to 1.8% in 2019) is due to flight operations being transferred to SWISS, which saw its market share increase to 14% in 2019, compared to 11.8% in 2018.

British Airways holds on to third place with 5%, followed by Air France (4.1%), KLM (2.5%) and then Iberia, TAP Portugal and Brussels Airlines, all of which hold 2.2% but

7. CARGO AND POSTAL TRAFFIC RESULTS

Freight	2019	2018	Variation
Scheduled traffic	55,011	52,896	+4.0%
Charter traffic	3,061	12,233	-75.0%
Aircraft air freight	58,072	65,130	-10.8%
Trucked air freight	22,529	25,417	-11.4%
Total air freight	80,601	90,547	-11.0%
Postal freight	4,326	4,723	-8.4%
Total air freight and post	84,927	95,270	-10.9%

8. SCHEDULED TRAFFIC PER AIRLINE

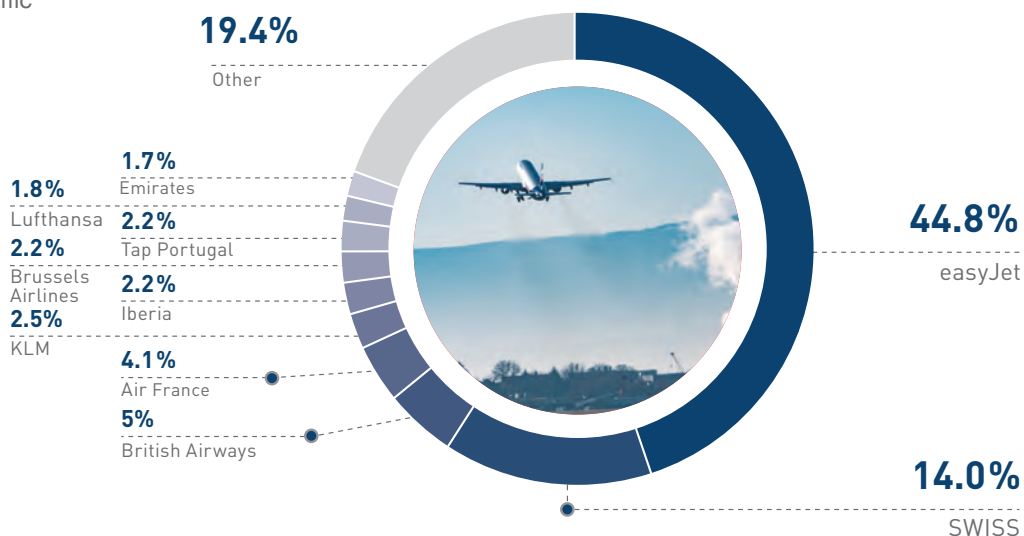
Airlines	Passengers	Variation
Aegean Airlines	109,005	-5.3%
Aer Lingus	101,176	-0.1%
Aeroflot	191,676	+2.1%
Air Algerie	40,884	-7.2%
Air Baltic	28,223	+2.1%
Air Canada	142,634	+1.5%
Air China	52,368	+4.6%
Air France	732,377	+1.1%
Air Malta	8,313	+0.7%
Air Mauritius	9,116	+6.0%
Air Moldova	8,084	-31.2%
Alitalia	191,640	+20.7%
Austrian	208,637	+0.4%
Äzal		
Azerbaijan Airlines	5,289	+502.4%
Belavia	13,874	+5.3%
British Airways	884,582	+2.5%
Brussels Airlines	383,983	-1.2%
Chair Airlines	9,050	-35.7%
easyJet	7,962,814	+1.2%
Egyptair	41,659	+1.7%
El Al	53,671	+4.4%
Emirates	303,287	-10.4%
Ethiopian Airlines	25,033	+96.5%
Etihad Airways	105,847	-1.0%
Eurowings	82,801	+4.4%
Finnair	101,893	+19.8%
Flybe	17,275	-8.7%
Hop	3,855	-17.2%
Iberia	399,189	+6.6%

Icelandair	21,101	-29.3%
Jet 2	118,755	+4.9%
Kenya Airways*	21,197	--
KLM	446,993	+2.4%
Kuwait Airways	21,658	+27.4%
Lot Polish Airlines	105,313	+6.3%
Lufthansa	320,504	-51.5%
Luxair	53,931	-2.4%
Middle East Airlines	68,279	-5.7%
Norwegian	49,151	-6.9%
Pegasus	100,249	+43.1%
Qatar Airways	120,145	+13.2%
Rossiya	3,178	+11.5%
Royal Air Maroc	76,318	-2.8%
Royal Jordanian	14,331	-13.7%
SAS		
Scandinavian Airlines	150,411	+0.8%
Saudia	72,910	-0.7%
SWISS	2,487,200	+20.6%
Tap Portugal	389,203	+0.5%
Thomas Cook	5,304	-48.9%
Transavia Airlines	8,147	+31.3%
Transavia France*	2,825	--
Tunisair	83,403	+0.3%
Turkish Airlines	278,170	+0.3%
Ukraine International	56,581	-7.0%
United Airlines	196,384	+1.5%
Vueling	179,273	-21.7%
Wizz Air	86,617	+9.0%
Total	17,755,766	

*New airlines

9. MARKET SHARES BY AIRLINE

Scheduled traffic



with a difference of several thousand passengers each. Lufthansa (1.8%) and Emirates (1.7%) complete the top ten. Other airlines share 19.4% of the market share. Market share per alliance is identical to 2018, that is 27% for Star Alliance, 10% for Sky Team and 8% for Oneworld. The majority of the market share (55%) is not part of an alliance.

Freight returns to normal

After experiencing rapid growth in recent years, global freight has seen a drop in activity in 2019 to the order

of 10.9% and a volume of 84,927 tonnes. The international economic situation, in particular relations between China and the United States, has had an impact on global trade. Many airports have suffered from this commercial tension. For Genève Aéroport, this fall marks a return to normal after several years of growth.

The drop is notably seen in the transit of merchandise, down 14.8%, and import freight, which has fallen by a similar amount (14.7%). On the other hand, the export of merchandise has

resisted relatively well, with a slight drop of 3.7%. Positive news demonstrating the resilience of the local economy in turbulent conditions.

The launch of the long-haul flight to Nairobi, operated by Kenya Airways since June 2019, offers new opportunities for the transportation of merchandise. Construction work at the export level of the freight hall—to improve merchandise acceptance processes as well as security and speed—was also completed in late 2019.

10. TOP 20 DESTINATIONS BY CITY

Scheduled traffic

Towns	Passengers	Variation	Towns	Passengers	Variation
London	2,512,715	+1.7%	Nice	384,320	-1.0%
Paris	1,057,553	+0.5%	Rome	323,020	-5.3%
Amsterdam	703,779	+3.5%	Dubai	303,287	-10.4%
Porto	679,896	+0.5%	Vienna	286,770	-1.6%
Barcelona	637,812	+0.2%	Istanbul	278,170	+0.3%
Zürich	635,482	+1.2%	Manchester	270,667	-0.3%
Lisbon	620,798	+1.9%	Munich	262,070	-11.4%
Brussels	610,882	+0.8%	New York	229,227	+2.1%
Madrid	577,368	+1.6%	Copenhagen	220,051	+5.6%
Frankfurt	433,300	+3.9%	Bordeaux	213,851	+2.8%

11. DISTRIBUTION BY ALLIANCE IN 2019

Scheduled traffic

27%

Star Alliance

10%

Sky Team

8%

OneWorld

55%

Outside alliance



Beyond the airline members of the three main alliances, Genève Aéroport hosts several other non-alliance companies, which represent a total of 55% of the traffic.

11%
Other

1%
Ethiad Airways

1%
Jet 2

2%
Vueling

3%
Emirates

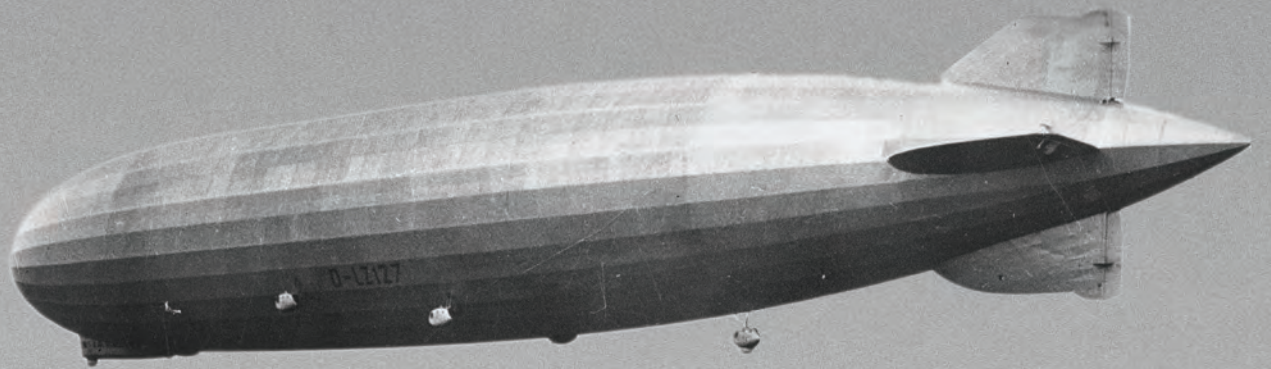
82%

easyJet



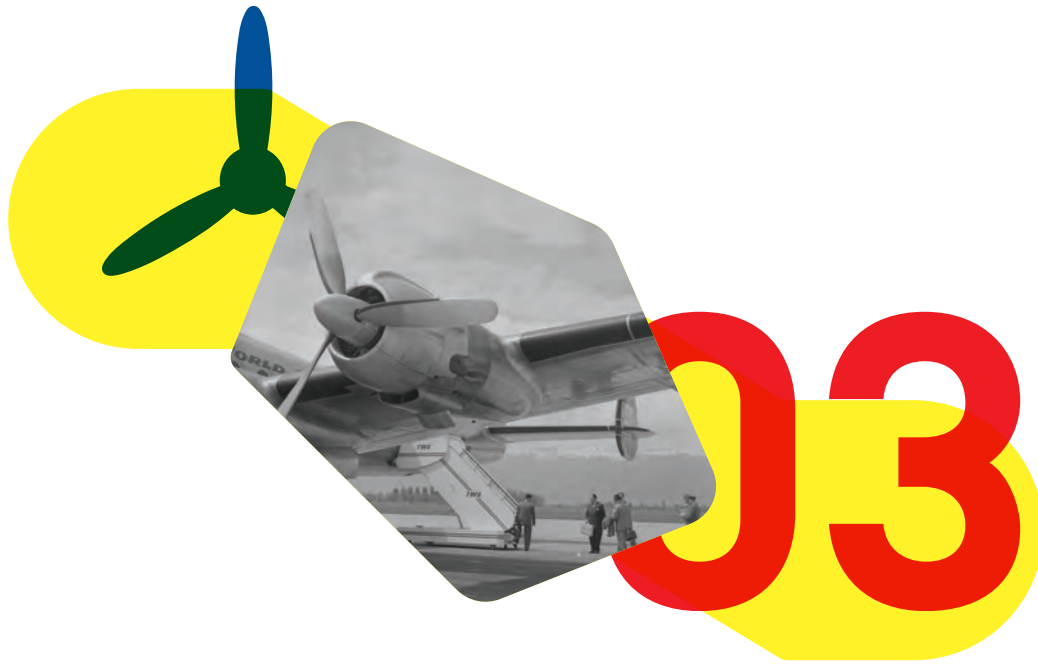


← →
100 ANS
GENÈVE AÉROPORT
← →



← →
100 ANS
GENÈVE AÉROPORT
→





ACTIONS TO OPTIMISE OPERATIONS

Fewer delayed take-offs, fewer night flights, reduced passenger waiting time in the terminal in the summer and faster access to the boarding areas: no doubt, Genève Aéroport's efforts to optimise passenger management and operational efficiency have paid off. The commitment to stabilise and then reduce noise pollution, through the submission of a document modifying operational regulations to the Federal Office of Civil Aviation (FOCA) last June, completes the measures taken in 2019.

Improved management of passenger flows in summer

Surges in passenger numbers during the summer often cause difficulties at the airport. Summer 2019, however, was an exception with passengers having to wait for less time in the terminal. A significant effort was made in the European network, which reduced delays and late flights.

Fewer delays and fewer night flights

2019 saw the number of aircraft movements between 22:00 and 06:00 fall by 5.2% on 2018. The largest drop concerns take-offs: the number of movements was down 15.5%. Take-offs were also more punctual, rising

from 70.9% of flights being on time in 2018 to 73.5% in 2019. This improved outlook remains, however, dependent on global delays which affect the network at the European level. The implementation of local measures and other actions like the agreement signed with easyJet and SWISS (see page 28) help reduce delays connected to Genève Aéroport and mitigate external factors.

Consultation on the new operational regulations

In June 2019, Genève Aéroport submitted to the FOCA a document concerning the modification of the airport's operational regulations, containing in particular an application to approve plans (see page 29). This constitutes a major step in implementing concrete measures to reduce noise created by airport activity, particularly during the most sensitive time for local residents (after 22:00).

A request to set the new admissible noise level (which meets the requirements of the Sectoral Aviation Infrastructure Plan), a take-off noise quota system for airlines and a proposal to build a fast runway exit (on runway 4) are the three pillars of the

project. The FOCA put the dossier to public consultation from 18 September to 17 October 2019. The authorities had until the month of December to adjudicate.

Aviation Security Office (AVSEC): a new body to optimise security

Created in late 2019, AVSEC is the new service ensuring regulations and quality control are upheld for all security aspects. The new entity has been operational from the start of 2020. It is in line with the airport's dedication to constantly improve internal control and governance procedures.

Improved access to the boarding area
From 11 December, flows of passengers departing from the airport have been managed more efficiently thanks to a system that checks travel documents before security. Tested and optimised, the new system makes arrival in the boarding area smoother. Having one, easily identifiable entry point makes it easier for passengers to find their way and limits costs for Genève Aéroport.

New border control gates

A trial phase for two automatic passport control gates has been in

place since autumn 2019. The aim of the gates is to make it faster to pass through border control and improve passenger experience on arrival. After these initial tests, the gates will be installed in the new East Wing, which will open in late 2020.

A new Emergency Plan (PUR-GA)

PUR-GA was updated to take into consideration Genève Aéroport's new organisation, the observations made during the drills conducted in previous years and the changes to the canton crisis plan, ORCA-GE. In November 2019, Genève Aéroport benefitted from its obligatory real-scale drill to test and

verify its new emergency plan, PUR-GA, effective as of 1 January 2020. The drone scenario in particular mobilised the airport's Aircraft Rescue and Firefighting Service. The drill went smoothly, demonstrating that the knowledge Genève Aéroport's collaborators learnt at the PUR-GA training was correctly implemented and that the PUR-GA has been well adapted to the emergency situations that may occur in the airport.

Drawing up a heat wave plan

The rise in the number of periods of extreme heat over the past two years has led Genève Aéroport to put

together a heat wave plan, complementing the advice given to employees working at the airport. A working group met in late 2019 to draw up the fundamental procedures and implement the plan from spring 2020.

Deconstruction of the grass runway

The grass runway was officially closed in late 2017 and was dismantled in summer 2019. Equipment was removed over the summer and the runway no longer appears in official publications. The dismantling follows the FOCA's decision on 31 December 2018 to suspend its use to meet safety regulations during take-off and landing.





WELL-CONSIDERED AND RESPONSIBLE DEVELOPMENT

The three pillars of sustainable development—namely, eco-friendly, social and economic acts – underpin every one of Genève Aéroport’s decisions and actions. Year on year, countless measures have been taken to promote sustainability and ensure the longevity of the airport. The totality of these measures, laid out in the sustainable development reports published every two years, contributes to the well-considered and responsible development of Genève Aéroport.

Some actions are symbolic, like signing the agreement with Services Industriels de Genève (SIG) to connect the airport to the GeniLac network, reducing Genève Aéroport’s greenhouse gas emissions by 60%. Others are more specific, such as Fondation Nature & Économie renewing the airport’s certification and thereby confirming its attention to safeguarding biodiversity.

An awareness of the challenges linked to environmental, social and

economic issues is rooted in Genève Aéroport’s vision and is reflected in its daily actions and strategic decisions. The Sustainable Development Committee, created in early 2019, is proof of the airport’s commitment in this area.

The Sustainable Development Committee

Composed of a dozen people representing each airport department, the Sustainable Development Committee met four times in 2019. The committee works for joint action on sustainability issues, while seeking to promote a shared level of knowledge. The goal is to monitor the airport’s performance through indicators and integrate sustainable development across all airport activities by sharing information and implementing best practices.

The European Sustainable Development Strategy

Genève Aéroport also took part in ACI Europe’s Sustainability taskforce

which worked to define a joint sustainable development strategy for European airports. Genève Aéroport then evaluated its practices in light of this strategy, feeding them into its own medium-term sustainable development goals.

Working with responsible partners

Genève Aéroport is working towards systematically integrating the principles of sustainability in its purchases to favour performance and products with a high ecological and social value, while controlling costs. Guidelines for responsible purchasing have therefore been drawn up, laying out the requirements and recommendations in terms of sustainable development. The guidelines serve as a reference for Genève Aéroport teams dealing with commercial partners (over 1,900 providers) and are now part of the documents that must be included and respected for every tender submitted to Genève Aéroport.



SAIP : CONCRETE MEASURES TO TACKLE NOISE

Genève Aéroport's Sectoral Aviation Infrastructure Plan (SAIP) was adopted by the Federal Council in November 2018. The plan outlines a framework for airport operations and development in the future. Specifically, the document sets a maximum noise level linked to air traffic in the form of an initial noise contour. Airport authorities also agree about the noise scenario it intends to achieve by 2030 (target contours), a goal Genève Aéroport will work towards over the coming years.

The plan states that an administrative procedure will be initiated by the airport. At the end of this procedure, a new authorised noise level, known as «admissible noise», will be set. The Geneva register for air traffic noise will subsequently be updated. To respect the initial noise contour, Genève Aéroport wants to take operational measures that must be approved by the Federal Office of Civil Aviation (FOCA).

The operational measures that Genève Aéroport intends to implement constitute an effort and will have an impact on traffic development in a way that is certainly not sufficiently

understood by the public, although the topic of noise was broadly discussed at debates relating to the vote on IN 163, which was approved by the people of Geneva last November. SAIP remains a binding framework for the authorities and Genève Aéroport, a framework laying out the operational measures that will enable airport operations and development.

A convention of ambitious goals

In addition to SAIP, in May 2019, Genève Aéroport and the Council of State signed a Convention of goals that lays out, from the perspective of the canton, the essential milestones for airport operations and development, as well as its accessibility for the period 2019–2024. The convention reflects the ambition of the canton and the airport to find the correct balance between economic, societal and environmental interests.

Through the convention, Genève Aéroport indicates its drive to implement effective measures to progressively reduce noise connected to air traffic and reach the target contour defined in SAIP. Three measures in particular have been put forward to tackle noise at night:

- to not accept scheduled flights departing after 22:00 (with the potential exception of three long-haul flights operated by aircraft with excellent noise credentials);
- to reduce delays for flights scheduled before the 22:00 flight deadline;
- to favour the aircraft that create the least noise with a suitable pricing policy.

In September 2019, Genève Aéroport initiated an administrative procedure (as laid out in SAIP) to get these measures approved.

Joint declarations made by easyJet and SWISS to limit noise pollution

Without waiting for the outcome of the ongoing procedure, Genève Aéroport signed a joint commitment with the biggest airlines operating at the airport – easyJet and SWISS – to reduce unscheduled take-offs after 22:00.

Indeed, on 31 October 2019, easyJet and SWISS signed a declaration with Genève Aéroport aimed at reducing unscheduled departures from the airport after 22:00, the most sensitive time for local residents. This concrete action reflects a joint dedication to

limiting the impact of air traffic on locals. The airlines' commitment to airport operations demonstrates their desire to work with all airport players, a step encouraging all airlines to head in the same direction.

Request to approve plans and modify the operations regulations

To implement the commitments made in SAIP, which are reflected in the Convention of goals, in early September Genève Aéroport sub-

mitted a document to the FOCA, comprising a request to approve its plans and operational measures. The request to approve plans intends to adapt infrastructure and optimise operations by creating a fast exit on runway 04 and making a more efficient use of the aircraft parking bays.

The operational measures aim to limit take-offs after 22:00 by introducing a quota system. Genève Aéroport believes this is the best

system to reduce noise while offering the airlines a margin of manoeuvre to manage their flights throughout the year. These measures must be laid out in the operations regulations and approved by the FOCA to be implemented.

The FOCA put the document out to survey between September and October 2019, while the authorities had up until December to make a decision. The procedure is ongoing.





THE SOUNDPROOFING OF BUILDINGS CONTINUES

The soundproofing of homes in the areas exposed to air traffic noise continues. The programme is financed through a special Genève Aéroport fund, receiving money from the environmental fees paid by airlines operating from the airport. To date, nearly 4,000 homes have been soundproofed in the surrounding municipalities, costing a total of 56 million CHF. The implementation of the soundproofing programme continues, in line with a new concept approved by the FOCA, aiming to soundproof a further 3,000 homes in the coming years.



THE ENVIRONMENT: THE CORE OF CONCERNS

Throughout the year, Genève Aéroport has deployed countless measures to favour renewable energy and environmental sustainability. The most symbolic eco-friendly actions include the sustainable travel incentive and the redesigned waste sorting system. The agreement signed with the Services Industriels de Genève (SIG) to link the airport to the GeniLac network is certainly the biggest news in terms of sustainable energy (see page 38).

Favouring sustainable mobility and public transport

In addition to participating in the European Mobility Week (September 2019), Genève Aéroport has redoubled its efforts to support sustainable transport. An awareness campaign targeting airport employees was launched about the various ways to get to the airport, namely bike, bus, train, Aérobus and car sharing. In the second half of the year, collaborators and all employees of partner companies were offered a special rate for park and ride carparks. Together these actions will help the airport reach its sustainable transport goal of 44% by 2030.

Aérobus: a morning bus service loved by all

Launched in early December 2018, the Aérobus service was an overwhelming success from the very start. In 2019, several thousands of people (passengers and airport employees) on average used the service each month. The 97% satisfaction rate and the popularity of Aérobus have incentivised Genève Aéroport to pursue its collaboration with the Transports Publics Genevois (TPG) to continue offering this service, entirely funded by Genève Aéroport.

Implementing new practices

Genève Aéroport took part in an exchange programme with other airports to share, promote and implement best practices with regards the environment, under the aegis of Airports Council International (ACI). Following the example of airport safety and security, the programme brings environmental experts into the airport to carry out an audit and make recommendations. The experts will help define new goals and action plans that will be worked on in 2020. Genève Aéroport is the third airport in the world to take part

in the programme, which is currently in the pilot phase.

Reducing incinerated waste

In June 2019, the airport conducted an operation to define the contents of its waste. In practice, sample waste from bins was analysed to identify the waste that could have been recycled. The study showed that 50% of the waste could have been recycled: of this 26% was organic waste and 14% was paper/cardboard. Following its analysis of every waste point, Genève Aéroport will implement sorting solutions according to the type of waste. The new waste management plan will in particular seek to reduce the amount of incinerated waste.

The Confederation's Exemplary in Energy and Climate initiative

Since 2016, Genève Aéroport has been involved in the Confederation's Exemplary in Energy and Climate initiative whose goal is to increase energy efficiency by 25% between 2006 and 2020. Though the ten institutions taking part in the programme have already met this goal, the airport has not stopped its efforts. Genève Aéroport, like the other players, has

in fact renewed its commitment for 2020-2030, setting itself the target of reducing overall energy consumption by an additional 25 % by 2030, while continuing its transition towards an increased use of renewable energy sources. Indeed, since June 2019 new photovoltaic solar panels on the west-facing jetty have been in service, in partnership with SIG, bringing the total area covered in solar panels to 13,500 m².

New autonomous heat pumps on the runway

In June 2019, Genève Aéroport installed autonomous heat pumps next to the aircraft on the apron. The heat

pumps feed preconditioned air (hot or cold, depending on the season) into the aircraft before take-off. Not only are these heat pumps easy for the ground teams to manoeuvre, they also replace the old system (installed over 20 years ago) which no longer supplies a high enough quality of air. The new pumps consume less energy and kerosene and generate less noise as the aircraft no longer need to use their auxiliary power unit.

Recycling construction rubble

Genève Aéroport is implementing ways to recycle its high levels of construction waste. The circa 6,000 m³ of rubble generated from

the renovation of parking site P48, for instance, has been reused to create the layer underneath the surface. Wherever possible, recycled concrete was used and the entire illumination system is comprised of LED lights to reduce energy consumption.

Biodiversity, a largely unknown side of the airport

Genève Aéroport is the largest «priority site for flora» in the canton: over 200 species of plant have been identified at the airport, some of which are very rare. In 2019, Fondation Nature & Économie renewed its certification, confirming the airport safeguards its natural environment.



Aircraft air conditioning powered by new heat pumps



Work on the P48 parking site



A COMMITMENT TO DIVERSITY

The management of the Human Resources Department intends to be an ambassador for the eight values underpinning Genève Aéroport: quality, reliability, creativity, proximity, diversity, wellness, ecology and transparency. While 2018 gave workers the opportunity to live all these values through a shared goal for the year, 2019 focused on one value in particular—diversity—with the signing of the SWISS Charter for Diversity in the Workplace.

This commitment aims to fight any form of discrimination to guarantee a professional environment that is peaceful, safe and open as well as protecting the rights of the person within the company. For workers, the provisions of the Charter are applicable as soon as they are employed and unfold throughout their career in the form of working conditions, pay, health, safety, opportunities for promotion, professional development and access to training.

Training managers on recruitment

Respect for diversity and non-discrimination is obligatory from the date of employment. To achieve this goal, in autumn 2019 all managers

attended a training session to inform them about the recruitment process and airport practices. The training also focused on equipping managers with the skills to recognise the behaviour their future employees must uphold.

Favouring internal mobility

Diversity also means recognising the wealth of internal resources and the skills they have acquired. Nearly 1,100 employees assist in the daily running of Genève Aéroport. In 2019, approximately 40 new positions were created and over 150 positions were filled over the course of the year, representing a real challenge from the perspective of recruitment, but also in terms of internal mobility and training. Genève Aéroport and its partners gave a dynamic presentation of the airport at the Airport Job Fair in 2019. Creating an Operations and Development team within the Operations Department resulted in many transfers and internal appointments. In total, more than a third of advertised positions were filled internally.

To establish and further reinforce the management and the develop-

ment of skills within the airport, the HR team acquired a new resource in autumn: the Head of Skills Management and Development.

Protection of the person

The regulation on the protection of the person, established in 2004, was reviewed in 2019 with the aim of making the trusted person an external figure. A partnership with an external provider now enables all Genève Aéroport employees to report concerns relating to the person through a formal process. Employees can do this via a number of channels, including a secure IT platform. The IT platform also enables workers to report any concerns about fraud or conflicts of interest. Managers—as well as the 15 or so internal intermediaries who can support employees, if required—will be informed and trained by the end of the 1st quarter of 2020 on their role in the reporting process as well as how to manage teams ethically.

Promoting wellness and health in the workplace

For many years Genève Aéroport has been committed to promoting health and safety in the workplace, through

actions like the I Feel Good programme. This work is certified every three years by Friendly Work Space, a label whose quality criteria are recognised by the State Secretariat

for Economic Affairs (SECO) and the Federal Office of Public Health (FOPH). In 2019, Promotion Santé Suisse wanted to give visibility to the efforts of responsible employers,

including Genève Aéroport, through a press campaign.



ON THE BEST EMPLOYERS IN FRENCH-SPEAKING SWITZERLAND PODIUM

Every year, the *Bilan* magazine runs a survey to award the best employers in French-speaking Switzerland. This year Genève Aéroport climbed onto the third step for the public and semi-public entities category, up one place on 2018. All in all, 108 companies operating in French-speaking Switzerland participated in the survey, which aims to award the best HR practices.



SWISSAIR



← →
100 ANS
GENÈVE AÉROPORT
→





MODERNISING INFRASTRUCTURE

Over 270 projects were carried out in 2019, totalling 249.8 million CHF of investment. This record amount demonstrates the airport's dedication to continuing to modernise its infrastructure, particularly as 64% of investment went on buildings. Nine projects exceeded 20 million CHF of investment.

P48

Initiated in 2018, renovation work on P48 was completed in March 2019. Mostly used by aircraft, once a year the parking site is transformed into a car park for visitors of the International Motor Show. The 17.5 million CHF spent on the project paid for a new surface and strengthened the structure as a whole, enabling larger aircrafts to park in the site.

East Wing – Bat 2

Construction work for the East Wing continues, following a well-defined schedule. The superstructure (structural work) was completed in June 2019, making way for the interior work (finishing work), which started immediately afterwards.

Baggage Logistics Center

Work on the new Baggage Logistics

Center, which is a complex construction site (see page 39), started in April 2019. Prior to this date, the East waste collection Center was integrated into the waste collection Center in the west end of the terminal, thereby freeing the space required to start the work. A 225m-long and 9m-high tunnel was also dug under the apron. It will be used to store baggage such as to better absorb flows of luggage.

The official laying of the first stone

ceremony was held on 26 September in the presence of State Councillor Serge Dal Busco, President of the Board of Directors Corine Moinat and André Schneider, Chief Executive Officer of Genève Aéroport.

GeniLac: linking up with the eco-friendly thermal network run by SIG

On 7 November 2019, Genève Aéroport and SIG signed a partnership agreement connecting the airport



Foundation stone of the Baggage Logistics Center

to the GeniLac network. The 30km underground network retrieves water from Lake Geneva at a depth of 45m to then heat and cool connected buildings. This strategic partnership will enable Genève Aéroport to reduce its greenhouse gas emissions by 60%, contributing towards the canton's energy transition, while working towards the goal of being fossil fuel free for the heating and cooling of all buildings and infrastructure by 2025.

The application to approve the plan to link the future SIG network to Genève Aéroport's East thermal power station was submitted in July 2019. The public hearing took place in late August. The approval and authorisation process is currently underway and work is scheduled to start in summer 2020.

The Vengeron basin cover

The development of the high part of

the Vengeron basin was completed in April 2019. A cover was built over the retention basin to store various materials and snow removal vehicles.

Rest rooms for contractors and security

Rest rooms for contractors have been built. Construction took place between March and July 2019 to create three different spaces: two are airside (on the side of the runway) and one is landside (behind the post office on the Arrivals level).

Pipeline – Feeder 1 and 2

For a number of decades, an underground feeder-pipeline has been used to transport kerosene from the south of France to the airport, via tanks in Vernier, to fuel aircraft. The renewal of the pipes (from Vernier) required a new route to be developed to guarantee kerosene supply at all times.

Initiated in February 2019 and costing nearly 12 million CHF, the project poses an operational challenge as aeronautical activity needs to be maintained on the apron. In terms of the environment, the project is positive as it avoids the CO₂ emissions that would have been generated if the kerosene were supplied by road.

TAG Aviation building

Renovation work on the TAG Aviation building started in October 2019. It is being phased with the modernisation work for the feeder-pipeline 1 route which passes nearby.

Public terrace

Work on a new public terrace started in October 2019. Thousands of local residents who used to watch take-offs and landings from the former space will soon be able to do so again. The terrace will be inaugurated during the centenary anniversary celebrations in 2020.

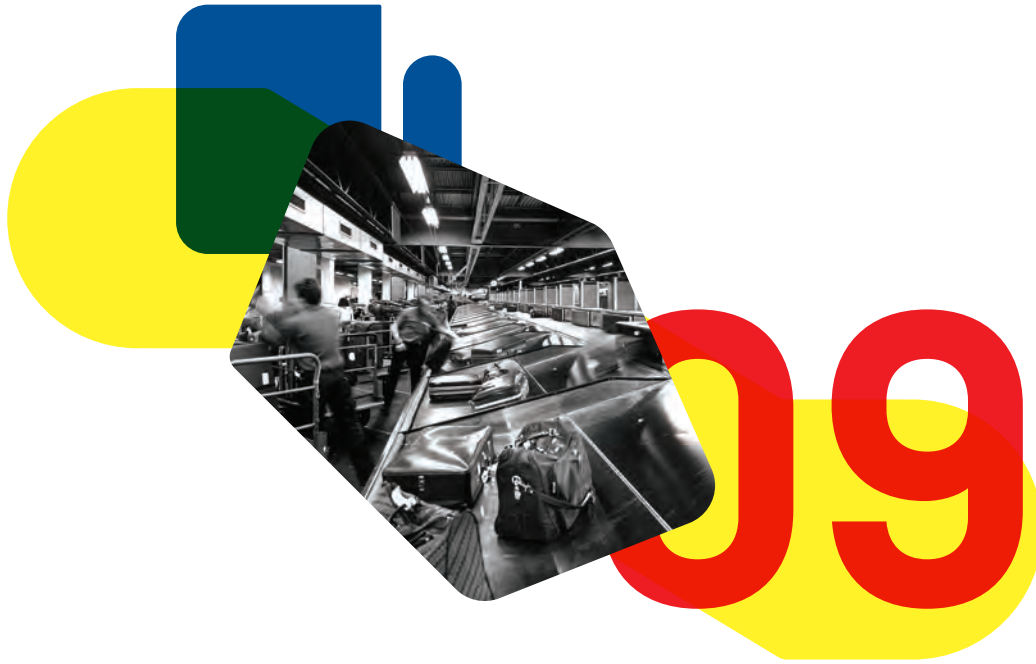


CLARIFYING INVESTMENT NEEDS

Genève Aéroport has created a strategic tool to manage its investments through to 2040. The plan, adopted by the Board of Directors, identifies investment needs, enabling decision makers to anticipate, plan and build the infrastructure that is essential for the future of the airport. The document forecasts three traffic scenarios, which will condition the required adaptations to the infrastructure. In all cases, the airport plans to take on the investment thanks to its excellent financial capabilities. Self-financing will remain the rule.

The terminal dates back to 1968. For over fifty years, it has evolved considerably, adapting to changes in traffic. The time has come to have a rethink, and this ambitious document does exactly that. This schedule will act as a reminder to the engineers and builders who will work during the delays in investment and improve flows of passengers, luggage and aircraft.

Some of the projects listed in this document are currently ongoing, such as the baggage transport and security system. The airport taxes paid by passengers will pay off this work in the long term and the quality of the infrastructure will be improved.



BAGGAGE LOGISTICS CENTER : AN AMBITIOUS PROJECT

Efficiently managing baggage poses a strategic, operational and security challenge for Genève Aéroport. Launched in 2011, the project designing the new Baggage Logistics Center must meet this need. The Baggage Logistics Center has two clearly defined goals: to replace the current handling system (as some of the equipment is out of date) and get in line with security regulations, through the installation of the latest generation scanners (EDS 3). The project will be completed by 1 September 2022, the deadline for meeting new security regulations on screening hold baggage.

Contracts signed with the selected companies

The year 2018 closed with the choice of two companies to carry out the work: Vinci Construction, a subsidiary of the global Vinci group, which will take care of the construction (89 million CHF); and the Italian integrator Leonardo, which will manage the implementation of the baggage handling system (68 million CHF). The contracts were signed in February 2019 and work started on 8 April 2019.

The construction of the tunnel for Early Baggage Storage

The first stage of the project was completed in June 2019 with the creation of a 225m-long and 9m-high tunnel under the apron. This space will house the Early Baggage Storage (EBS), a baggage storage solution that enables Genève Aéroport to manage the millions of pieces of baggage that move through the airport each year more efficiently.

Not only will the new solution help the teams dispatching hold baggage manage flows better, it will bring positive effects, such as reducing waiting time at baggage check-in for passengers. Travellers will even be able to drop off their belongings the day before their departure, provided their airline offers the service.

An exceptional example of energy efficiency

Four air coolers were moved from the GVA Center in June 2019. They will be replaced when the airport is linked to the GeniLac network. This leads us to elaborate on the Baggage Logistics Center from an energy and environmental perspective.

The construction of the building will meet the strictest energy requirements as it will be in line with the THPE standard (Very High Energy Performance). One hundred geothermal probes have already been installed with 1,100 m² of solar panels and with over 7,700 m² of green roofs to follow. The result: 90% of the airport's energy requirements will be met.

Careful management of the construction phases

This is a complex construction project as the airport still needs to operate on a daily basis. Part of the new baggage handling system is being installed in the same place as the current system. The latter must, however, continue to handle the thousands of pieces of baggage passing through the airport each day.

What's more, the new scanners (EDS 3) are much larger than the current security machines in terms of both size and weight. During installation, care must be taken to ensure work does not have a negative impact on the management of baggage flows. All this work is taking place in a small area.

The project also requires exceptional coordination between the various players. The two companies conducting the work need to be coordinated, as well as the 27 partners operating in the airport that will be affected by the different phases of work; in addition to the teams of assistance companies and collaborators working at Genève

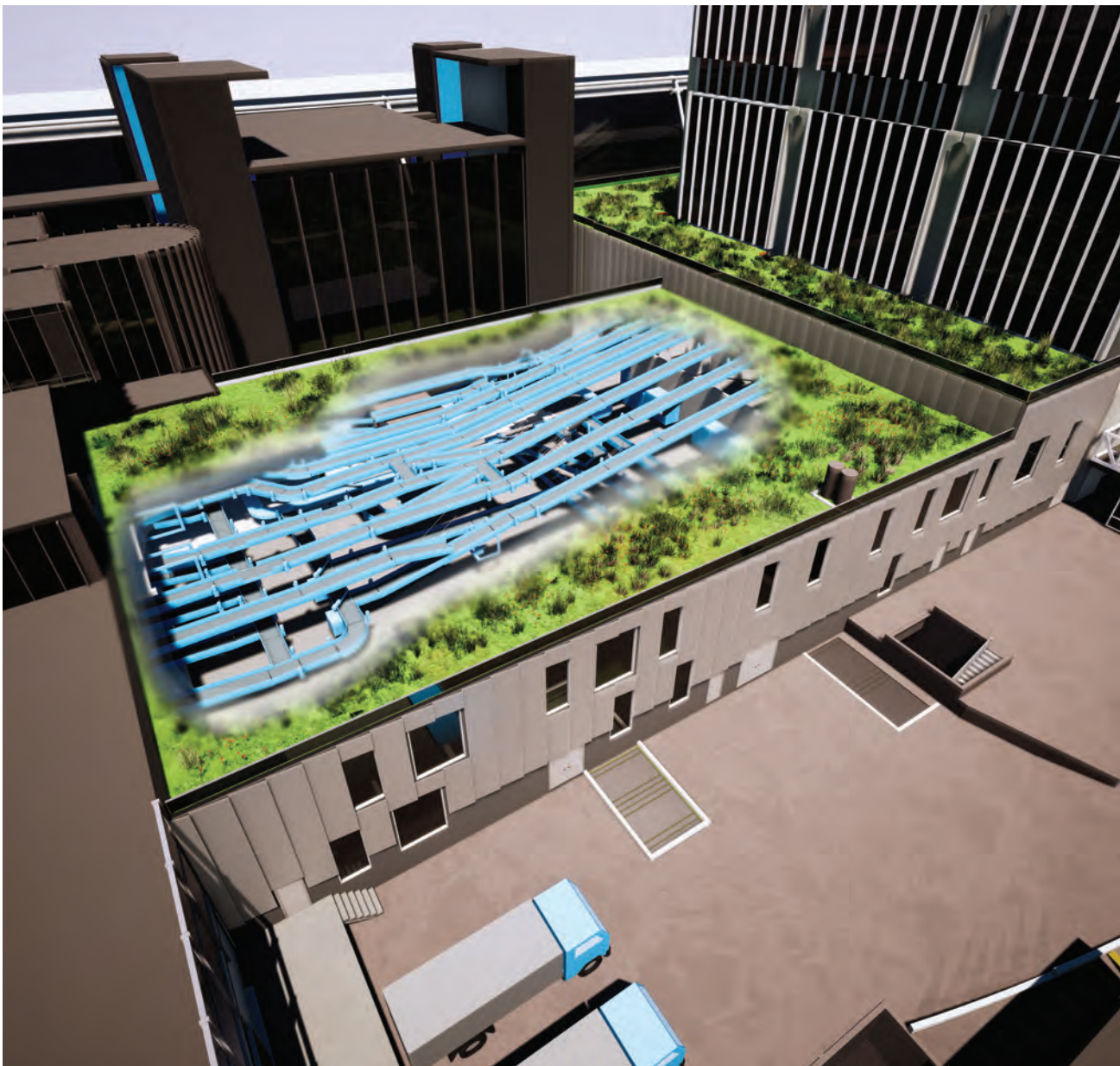
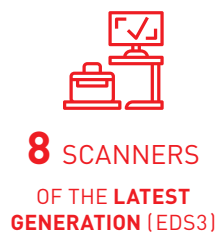
Aéroport, which will need to be trained in the new technical and monitoring processes.

The official laying of the first stone

On 26 September 2019, the airport symbolically laid the first stone of its new Baggage Logistics Center, in

the presence of Serge Dal Busco, State Councillor in charge of the Department of Infrastructure, Corine Moinat, President of Genève Aéroport's Board of Directors and André Schneider, Chief Executive Officer. The event included a visit to the construction site and a descent into the EBS tunnel under the apron.

KEY FIGURES:





A GLOBAL VISION OF DIGITAL TECHNOLOGY

The airport is continuing its digital transformation. Digital will play a decisive role in reaching strategic goals and achieving operational efficiency over the coming years, particularly in terms of addressing challenges in four well-defined areas: process efficiency and capacity management, the constant improvement of passenger experience, collaboration with the airport's many partners, and cost control.

Operations management

A new operations management project – which has a global scope – was launched in 2019. The project will be deployed in three stages, at the rate of one stage per year, until 2022. Its objective is three-fold: to optimise operations management, ensure actions are traceable and simplify all operational systems. The integrated airport management system coordinates information flows from the various trades connected to airport operations while working to optimise the airport of tomorrow.

Unifying the baggage handling systems

Work on a new baggage handling system (BHS) started in summer 2019, taking control of the three mechanical sorting systems currently in use, and becoming the only baggage sorting system at Genève Aéroport. The unique system will facilitate flight planning. The project gives a taste of the future services of the new Baggage Logistics Center that will be operational by the end of 2022 (see pages 39).

Automatic gate management

Of the many technologies that will be implemented in the East Wing, the Gate Access System (GAS) is undoubtedly one of the most complex. The aim of this automatic boarding and disembarkation software is to reinforce safety and improve passenger flows. The first phase of the project involved modelling use scenarios (using existing situations) and integrating them into

the software. The testing phase started in 2019 and will continue in 2020 to ensure the system will be operational by the opening of the East Wing.

Predicting future technological requirements

Throughout 2019, a large-scale study was conducted to identify and anticipate the future needs of the airport's communication infrastructure. The digital transformation and arrival of the Internet of Things (IoT) will multiply the requirements in this domain. Genève Aéroport is preparing for this digital acceleration.

Radio communication on the apron

Radio communication is essential for the smooth running of operations on the apron, particularly when clearing snow. A project to modernise the radio network infrastructure was conducted in 2019 and will be implemented in early 2020.

INNOVATIVE AT HEART: THE AIRPORT EXPERIMENTS WITH TECHNOLOGIES

In 2019, cameras guiding pilots were used to test a visual recognition application for operations on the apron, such as to obtain a better understanding of the interactions between the various players connected to the plane. Another project used artificial intelligence to simulate noise contours and build navigation scenarios. Genève Aéroport also collaborated in two Innosuisse projects: one about predicting passenger waiting times and another about the automation of baggage carts.



Screen capture of Assaia TurnAround AI software, which optimises apron processes



VAC

← →
100 ANS
GENÈVE AÉROPORT
→



INCREASINGLY COMPLETE SERVICES FOR PASSENGERS

2019 was defined by the airport's drive to offer related services to expand the commercial offering. To this end, Genève Aéroport conducted surveys with passengers to identify their desires and implement suitable measures. Two food service tests were conducted with airport partners over the winter, namely an ordering station and a movable cart in the front jetty.

Satisfaction with commercial and food services

In addition to the food venues evaluated in 2018, the Mystery Shopping survey was conducted in the various commercial outlets operating in the airport in 2019. The principle remained the same, that is, mystery passengers visited points of sale to measure the efficiency of customer service. The results were positive with 93% good evaluations for restaurants and 87% good evaluations for shops.

Overall satisfaction rate up

Like every year, passenger satisfaction is measured by conducting different surveys among travellers, including Airport Service Quality (ASQ), a benchmark for airport satisfaction. Overall satisfaction has gone up slightly in 2018 (from 3.85 to 3.92 out of 5).

In total, over 10,000 passengers were questioned in the terminal and 10,000 people online. More than 3.2 million opinions were recorded by the smiley boxes positioned outside security, information points, toilets and in buses.

Reflections on the points of sale

In 2019 Genève Aéroport implemented solutions aimed at maintaining business results in the retail areas. The measures taken limited the impact of slowing passenger numbers and the franc becoming more expensive. These measures included marketing operations targeting travellers, the redesigned management of passenger flows and improved signs. The result: stable revenues in 2019.

Renovating the shopping area

Renamed "The Fashion Gallery", the former "Your Fashion Store" has been entirely renovated and expanded to house new brands like Mammüt, Polo Ralph Lauren and See by Chloé. The main duty free shop, which was renovated and expanded in 2018, has had good results, as have all the shops which were refurbished last year.

Extension of the ResaPark service

Following its success, parking reserva-

tion service ResaPark was expanded into new zones in 2019. The online service asks users to enter their scheduled dates and times of departure and arrival to reserve a parking spot in one of the three car parks in the system. There is a total of 1,053 spaces which can be reserved, including 793 new spaces in car parks P1, P26 and P51.

Frequent animation for passengers and contests

Offered throughout the year, animation for passengers has come about from a partnership with the shops operating in the airport. Whether on the theme of chocolate (Win a golden egg every day), wellness (Keep calm before flying), the magic of Christmas or the Fête des vigneron (Wine Festival), the animation has contributed to creating a dynamic retail environment for passengers, resulting in considerable additional sale.

Four times a year, Genève Aéroport holds a contest to win a long-haul flight as well as a stay in a luxury hotel for two people. Organised in partnership with an airline, the contest involves 25,000 to 30,000 participants each edition.



Raising awareness on responsible tourism

On the occasion of European Sustainable Development Week (30 May–5 June), Genève Aéroport encouraged passengers to offset the CO₂ emissions generated by their journey. Organised in partnership

with MyClimate, the initiative was embraced by 117 passengers. Genève Aéroport committed to double the amount offset, totalling 186 tonnes of CO₂.

The twice-yearly magazine TakeOff, on the other hand, helps readers

discover new destinations and discusses topics connected to travel. The last edition of 2019 focused on responsible tourism, which it called "a new way to travel" sustainably. Genève Aéroport shares this vision and is working to raise awareness among passengers.

OFFICIALLY LAUNCHED IN FEBRUARY 2019, THE NEW GENÈVE AÉROPORT WEBSITE IS A SUCCESS

No less than 275,000 users consult the pages of gva.ch each month, with an average of three pages per visit and each visit lasting over three minutes. The most visited pages are the homepage, live departure and arrivals board, as well as pages about car parks and contests. The majority of users (75%) land on the site directly from a search engine.

The website dedicated to the mobility plan (<https://mobilite.gva.ch/>) has undergone considerable work. Airport staff can now enjoy a more stylish version of the site, with optimised navigation and pages which adapt to the device being used. 1,200 users visit the site each month.




16,000
SESSIONS
PER DAY


55%
FROM A
MOBILE PHONE


162,000
SERVICES
RESERVED *

*Priority Lane, Car parks, VIP pack



LARGE-SCALE INFORMATION AND EDUCATIONAL ACTIVITIES

2019 was an intense year in terms of communication. Information activities have never been so well sustained in recent years, beyond the daily media requests. Following the adoption of the Sectoral Aviation Infrastructure Plan (SAIP), a number of steps have been taken throughout the year, starting with the signature of the Convention of goals with the Canton of Geneva in May. A number of press conferences have been organised, particularly for Genève Aéroport's agreement with easyJet and SWISS to reduce unscheduled take-offs after 22:00 (page 28) and the airport's future connection with the GeniLac network (page 38). Countless press releases and articles published on www.gva.ch have accompanied educational activities concerning the airport's com-

mitments, particularly on its environmental policy and, more broadly, its sustainable development. In 2019, a monthly newsletter sent to the media, local residents and people interested in airport activity was launched.

In the context of the vote on the IN 163 initiative, though Genève Aéroport was not involved in the political campaign due to its status as a public entity, a large-scale campaign was run to explain the framework and the measures it involves. In particular, the Head of External Relations stepped up the number of meetings with local French and SWISS municipalities, as well as the regional and national associations and partners interested in the major issues affecting the airport. Nearly

a hundred presentations and meetings were planned, not including the many visits to the site, each of which offered opportunities for exchange and explanations.

Publication of "Stories"

In 2019, the airport exceeded 119,000 followers on social media, a large rise on 2018 (102,000). Genève Aéroport is on Facebook, Twitter, LinkedIn, YouTube and Instagram. Emphasis has been placed on the latter, in particular with the publication of «stories». This made it possible to reach approximately 200,000 people per month. Similarly, «normal» Instagram posts, thanks to a more engaging editorial style which encourages interaction with followers, saw a 200% increase in engagement rates.



MORE INVOLVEMENT IN THE INTERNATIONAL AIRPORT COMMUNITY

In 2019, Genève Aéroport took its involvement in the international airport community, particularly in the European airport network, up a gear. In June 2020, the airport will host the 30th General Meeting of Airports Council International Europe (ACI Europe).

Continued support for the bilateral agreement

Throughout the year, Genève Aéroport has stressed the importance of maintaining the bilateral agreement between Switzerland and the European Union (EU) in the area of air transport, particularly for umbrella organisations, interested parties and Confederation authorities. The airport, with the extensive number of destinations it serves, is essential for the region. Maintaining the range of destinations in Europe for local passengers and companies

plays a role in the region's economic, diplomatic and touristic longevity.

Structuring the ACI Fund Council

Genève Aéroport played a major role in modernising the governance of the ACI Fund Council and making it more transparent. New statutes and a roadmap were adopted at the end of 2019 to help airports which are less developed in terms of safety, security and environmental sustainability. Its first mission was to implement a safety system, which was completed in 2019.

Transborder activities

The relevant SWISS and French authorities have ratified a solution to adapt the way the French sector of the airport works in the current judicial context (notably Switzerland's participation in the Schengen area). From 2020, a new modus operandi

for customs will be put in place in the airport. This comes at the end of two years of intense negotiations between the two countries, under the aegis of the Federal Office of Civil Aviation (FOCA) and Gex sous-préfecture.

Special exchanges with the French-speaking world

Genève Aéroport has continued discussions with French airports, particularly at Union des Aéroports Français et Francophones Associés (UAF&FA) meetings, where the environment is a central matter of debate. Genève Aéroport is also on the Steering Committee for the French and SWISS environment, playing an active role and regularly responding to various requests from the different parties interested in the region on both the SWISS and the French sides.

STARBUCKS COFFEE

FRAPPUCCINO

100 ANS
GENÈVE AÉROPORT





MIRROR OF THE DYNAMISM OF THE INTERNATIONAL GENEVA

Genève Aéroport is a major player in the economy, serving its region and its people. It is also a partner of the International Geneva with which its development has been closely linked since its creation in 1919.

Genève Aéroport's protocol activity demonstrates the dynamism of the International Geneva. The official receptions, reserved for high-level personalities, reached a record number of 4,790 in 2019 (compared to 4,632 in 2018), including 76 Heads

of State, 88 Prime Ministers, 227 Ministers of Foreign Affairs and 763 members of royal families from Europe and the Gulf countries.

Throughout the year, events and visits follow one another. For 2019, four highlights stand out in memory: the 40th Session of the Human Rights Council in February, the 72nd World Health Assembly in May, the 100th anniversary of the International Labour Organisation (ILO) in June and the World Refugee Forum in December.

For the ILO's 100th anniversary, the Protocol provided 54 runway convoys and 434 protocol operations.

The Genève Aéroport Protocol service is dedicated to heads of state, prime ministers, ministers in office, presidents of parliament, heads of international organisations, members of royal families and other official dignitaries. The Protocol service is very appreciated by the International Geneva and contributes to Switzerland's notoriety and influence.



Welcome of President of South Africa Cyril Ramaphosa at ILO's 100th anniversary



INCREASED INVOLVEMENT IN 2019

Genève Aéroport has deployed its new sponsorship strategy for the past three years, committing a total of 900,000 CHF a year to support projects in three areas: commercial sponsorship, support for local communities and patronage. In 2019, the focus was on local support, with 50 events organised for local residents. Genève Aéroport was also more intensely involved in the projects it supports throughout the year, by communicating about the help it offers.

Partnerships in sports

Sport constitutes the majority of Genève Aéroport's commercial sponsorship; in particular, the Lions de Genève, for which the airport is the

main sponsor. The airport also focuses on training and youth training, for example its support of the basketball camp held in Geneva in 2019, organised by Clint Capela, a basketball player originally from Meyrin who played for the Houston Rockets and is also in Team Genève, an organisation bringing together young Genevan athletes heading to the Olympics.

What's more, Genève Aéroport has a partnership with Grand Raid, an important mountain biking race held between Verbier and Grimentz. The airport also managed the logistics of welcoming the Olympic delegations for the Youth Olympic Games (YOG) in early 2020.

Supporting culture and charity

Genève Aéroport continues to support two large-scale cinema festivals: the International Film Festival and Forum on Human Rights (FIFDH) and Geneva International Film Festival (GIFF). The airport also has ties with the Comédie de Genève theatre, guaranteeing support for three seasons of performances for a total of 45,000 CHF.

Charity, humanitarian and social initiatives benefit from a total of 100,000 CHF, of which 75,000 CHF is allocated to a patronage fund. The employees of Genève Aéroport choose the patronage projects they want the airport to support by voting on the airport intranet.

GENEVA 20KM BY GENÈVE AÉROPORT

For the past three years, the airport has organised the Geneva 20km by Genève Aéroport, which has been a big success among lovers of running (and since 2019, walking). Over sixty Genève Aéroport employees took part in the 2019 edition. Following the success of the event, Genève Aéroport decided to renew its commitment to organise the event for the next three editions.



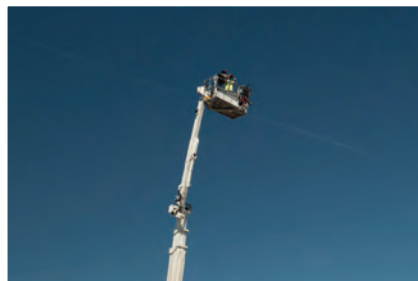
1919 – 2019 : 100 YEARS OF PASSION FOR AERONAUTICS

A truly historical turning point was marked on 11 October 1919 for Switzerland and, more specifically, the region of Geneva. On this date, the Grand Council of Geneva passed legislation declaring that "the creation of an airfield be of public utility". The requirements were clear: they were looking for land that was not marshy, of a minimum size of 500 metres by 300 metres and running parallel to the dominant direction of the wind.

Several months later, the specific area was chosen: a 137-hectare plot located in the municipality of Meyrin, four kilometres from the city of Geneva. Two wooden hangars and a wireless transceiver were then installed, bringing Cointrin airfield to life. On 23 September 1920, at around 10:20, the SWISS pilot Edgar Primault made the inaugural flight, landing his Haefeli DH-3—a two-seater military plane—at the airfield.

To celebrate 100 years of history, passion and adventure in the air, Genève Aéroport, together with its collaborators and partners, have come up with a rich and diverse programme of circa twenty events taking place throughout 2020. The slogan of the centenary is "Our airport, my history".





Genève Aéroport has been committed to Geneva and its region for a century, its inhabitants, economy, international organisations and its heritage. More than 1,000 employees work daily to achieve this success.





Design and production: ©Genève Aéroport, Frédéric Rouget-Châtelain

Common theme: ©Genève Aéroport, Frédéric Rouget-Châtelain

Copywriters: ©Genève Aéroport, Dimitri Kas, Ignace Jeannerat

Photo credits: Genève Aéroport and external photographers: Zouhri Mohammed, Guillaume Megevand, Fondation Autrefois Genève, Marc Ninghetto, David Cabrini, Bibliothèque de Genève, Andrey Art, Jay Louvion, Giuseppe Bilotta, Marc Inderkum

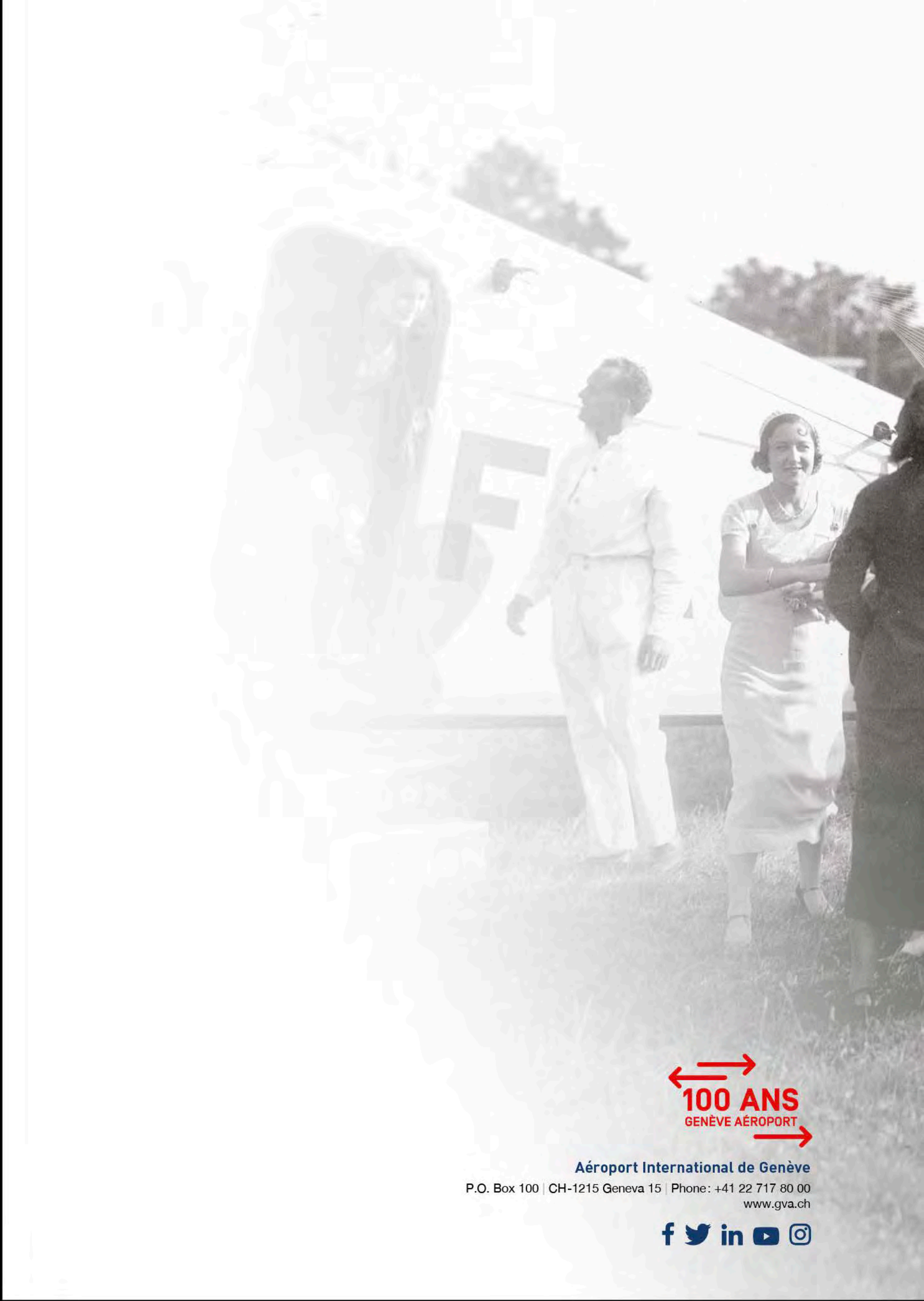
Cover: ©Bibliothèque de Genève, *Cointrin airport: a group of artists accompanying Michel Simon when getting off the plane*

Print: Printed in Switzerland by Atar Roto Presse SA, Geneva 2020

Paper: BalancePure, papier certifié FSC, recyclé

f t in v i #GeneveAeroport

GENÈVE
AÉROPORT



100 ANS
GENÈVE AÉROPORT

Aéroport International de Genève

P.O. Box 100 | CH-1215 Geneva 15 | Phone: +41 22 717 80 00
www.gva.ch

