

A young child with short brown hair, wearing a bright lime green t-shirt, is seen from the back, looking out a large window. The child's right hand is raised, palm facing outwards, as if reaching towards something. Outside the window, a large white commercial airplane is visible on a tarmac, slightly out of focus. The background is bright and airy, suggesting a sunny day.

Sustainable development report 2016

Standard for reporting

Genève Aéroport's reporting is based on the G4 guidelines of the Global Reporting Initiative (GRI) as well as on certain specific information relevant to the aviation industry. The GRI Index and the materiality matrix will be posted at a later date on our website www.gva.ch.

Reporting period

The information in this report covers the period 2014-2016. The highlighted figures are for 2015 unless otherwise stated.

External assurance

For its second Sustainable Development report, Genève Aéroport chose to engage an independent auditor to verify its data.

The Geneva firm Codethic SA was selected to verify all data in accordance with customary quality assurance practices.

Codethic SA's audit report confirmed that it had audited the reliability and completeness of the data presented and that the information in the report complies with the quality standards and criteria defined in the GRI guidelines.

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Forward

Balanced growth



Allowing airplanes to take off and land on Genève Aéroport's only runway, welcoming arriving and departing passengers, managing the flow of passengers while meeting comfort and safety standards: all this is the mission of Genève Aéroport's Operations Department.

The Commercial and Development Department's mission is to provide the company with commercial revenues, including the airport fees it collects, its shops, restaurants, and real estate, all while focusing on developing the company's business model in order to diversify its wealth creation.

These two segments are the heart of Genève Aéroport's business under the new strategic orientation that was recently adopted.

In connection with the reorganization of the company's management, I wanted these two major departments to be supported by the departments of Human Resources, Finance, Technologies, Communications and Environment and Sustainable Development.

The theme of sustainable development will henceforth be transversal, flowing throughout all of Genève Aéroport's activities. This choice is a major focus of the policy that will be implemented in the months and years to come.

It is true that airports are industrial platforms that produce their share of noise and air pollution. Nevertheless, in managing Geneva's airport, both in its current configuration and as it develops in the future, we will seek to maintain balance between economic, ecological, and social goals, as well as to increase our awareness of the concerns of local residents and to better respond to their legitimate questions.



André Schneider
CEO

This 2016 Sustainable Development Report will testify to the many things that have already been accomplished. The achievements of our environmental policy will now serve as a foundation as we evolve towards holistic airport management, with a more global vision over all of its realities.

This new way of understanding the airport's management contributes to redefinition of our development timetable and priorities matrix.

Beyond its role of connecting Geneva to the world and serving as the economic lung for a vast cross-border region, then, my vision is for an airport focused on client satisfaction, the health and safety of those who work there, noise reduction, and a culture of respect, transparency and dialogue.

Genève Aéroport's new management will relaunch the airport around those values, moving towards a future illuminated by these principles. Principles centred on the main themes discussed in this document, which I wish to make the basis of a dialogue with all of the entities that interact with the airport.

Who we are

A bridge between the Geneva region and the world

Genève Aéroport is at the heart of the European air transportation network. Each day, it connects the country to the rest of the world and thus contributes to the region's development and influence. In that context, both the services and the facilities offered to customers must meet expectations by providing safe and effective service. Adaptation to the growing needs of people and businesses is a reality that is occurring in an environment of respect for the principles of coordinated and balanced development. To that end, Genève Aéroport and its partners are working together in a culture of attention to passenger and customer needs.





Who we are

Many services, many providers

State-run services



- › Air traffic control
- › Police
- › Border guards

Genève Aéroport



- › Planning, upgrading and maintenance of buildings and infrastructure (architects, engineers, electricians, horticulturists, cleaners, etc.)
- › Aircraft ground traffic control
- › Runway maintenance (de-icing, degreasing, security checks, etc.)
- › Management of car parks
- › Maintenance and repair of vehicles and facilities
- › Diplomatic visits
- › Passenger transport



- › Cantonal veterinary service
- › Customs
- › Weather
- › Security (with the help of partner staff, in particular for passenger reception before the security checkpoints, and checking airport personnel and baggage)
- › Airport operation and coordination of airport activities
- › Marketing and business development
- › Finance, administration and human resources
- › Legal affairs
- › Communication
- › Environmental management
- › Information and communication technologies
- › Management of commercial and aviation concessions
- › Management of aviation safety

- 9% State services
- 9% Genève Aéroport
- 82% Third parties



Third parties



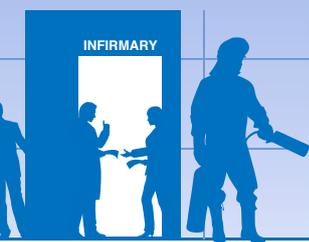
› Airport security

› Groundhandling services (sorting and loading of baggage and freight, de-icing of aircraft, ground support equipment, etc.)

› Aircraft maintenance and repair
› Facility services (Operation of specific infrastructure, support services, etc.)

› Fueling of aircraft
› Cleaning of aircraft
› Catering (preparation of food trays)

› Prevention of danger from animals



- › Firefighters and EMTs
- › Infirmary
- › Nursery



› Passenger services (check-in of passengers and bags, boarding, special passengers, lounge, lost baggage, etc.)

- › Airlines
- › Freight forwarders

› Goods (shops, restaurants, bars) and services (banks, post offices, travel agencies, car rental, currency exchange offices)

Third-party companies are bound by contracts that compel them to meet certain requirements set by Genève Aéroport (in particular labour and environmental ones). In addition, they must—as with state providers—follow the airport site regulations and directives decreed by the Federal Office of Civil Aviation (FOCA).

Who we are

A dynamic, autonomous public sector institution

Genève Aéroport posted good results in 2015, despite the strength of the Swiss franc. By responding to customer needs, Genève Aéroport has achieved growth that enables it to pursue its mission. Changes to its governing bodies, sound management and the pursuit of its public service mission are allowing Genève Aéroport to face the future with confidence.

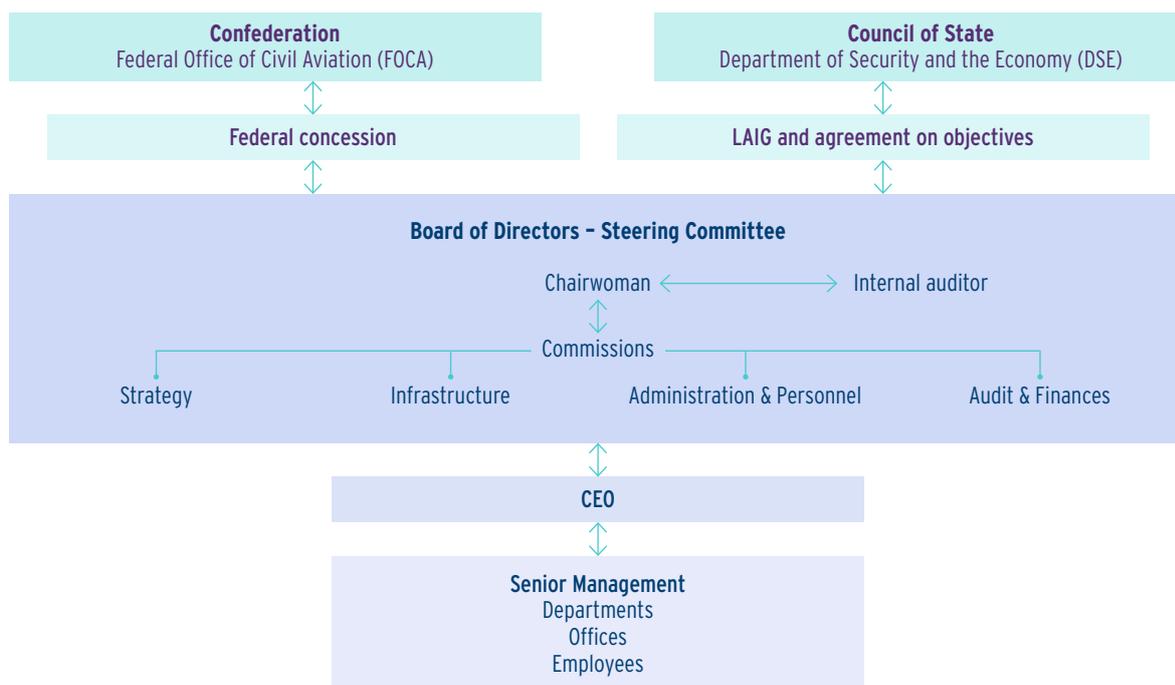
A public sector mission and framework

Genève Aéroport holds a concession granted by the Swiss Confederation (Department of the environment, transportation, energy and communication) to operate the airport. Its management and operational rules are set out, within the limits of its federal concession, in the Law on Geneva International Airport (LAIG).

A revitalized board of directors

Corine Moinat has chaired the Board of Directors since 1st January 2015. As announced in 2014, Pierre Maudet stepped down as chairman on that date and, as of 1st January 2016, is no longer a member of the Board.

In February 2016, under the leadership of its chairwoman, the Board of Directors overhauled its regulation on organization and governance. This document sets out the roles, functioning and powers of the Board of Directors, the Steering Committee, and the commissions that report to those bodies. The relationship between the Board of Directors and the CEO was clarified, and the position of internal auditor was created, reporting directly to the chair. Finally, a representative appointed by the Council of State now sits on the Board of Directors and on the Steering Committee as an observer.



Composition of the Board of Directors, organizational chart of Genève Aéroport and its departments, operating regulation and charter of Genève Aéroport. www.gva.ch/direction

A long-term economic vision

As an autonomous public sector institution, Genève Aéroport invests in its future using its self-financing capacity. 2015 revenues totaled CHF 423.7 million. Revenues can be broken down as follows: aviation revenues represent 55.2% of turnover (passenger fees, landing fees, etc.), and non-aviation revenues represent 44.8% of turnover (commercial fees, parking, etc.)

To maintain sound management and permit the necessary equipment upgrades, Genève Aéroport is preparing financial guidelines applying the company's strategic goals

over the next 10 to 15 years. The business plan covers the next 4 to 5 years and is approved annually by Genève Aéroport's board of directors and sent to the State. These management tools make it possible to guide and adapt the action plans, while maintaining a financial balance.

The economic impact of the presence of an airport is significant for the region (see p. 65). Each year, Genève Aéroport pays the government of Geneva, its sole shareholder, an amount at least equal to half of its annual profits (in 2015, it paid CHF 44.1 million). From 2006 through 2015, nearly CHF 295 million was paid to the Canton of Geneva.

For more information, see the 2015 financial report: www.gva.ch/publications

CHF **423.7** million
in turnover

CHF **74.6** million in profit,
of which 50% paid to the State

CHF **112** million
in investments to upgrade and
modernize infrastructure

Tools for sound management

Genève Aéroport's financial statements are prepared and presented in accordance with IFRS (International Financial Reporting Standards).

Its **financial statements** are audited annually by its statutory auditor and approved by the Board of Directors and by the Grand Council of Geneva.

The **company's procurement policy** governs the wise use of financial resources, and an **ethical procurement** directive defines the good practices that serve the human and financial interests of the company, which, due to its status, is subject to **the public procurement rules** (see p. 44).

The **computerization of the invoicing system**, put in place in 2015, changed the entire process considerably. This new computerized management makes it possible to consolidate all of the steps relating to invoicing, while at the same time saving a significant amount of paper.

In 2016, the company obtained **AFAQ ISO 55001** certification, confirming its good practices in technical, administrative and financial management of its assets over their entire life cycle. The certification also supports management and organization of the company's infrastructure, improving its profitability. Finally, the certification ensures better risk analysis and optimized investment planning.



Who we are

Serving the region

Geneva has significant international influence for a city of its size, so it is essential that its airport meet user expectations. Maintaining and growing aviation service is an inherent part of maintaining the economic, social, diplomatic and cultural health of the region. The continual increase in passenger numbers requires progressive upgrades to infrastructure in order to ensure that the airport is operated under optimal conditions in terms of safety, effectiveness and comfort for its users. In that context, the airport's improved accessibility in terms of geographic coverage, services offered, and infrastructure is also essential.

The Geneva airport's catchment area includes more than 6 million residents, and the Lake Geneva Region is a dynamic economic, diplomatic, and tourism centre generating value for the entire region. (see pp. 64-65). The Geneva airport and the quality of its aviation network play an important role in the development of the Lake Geneva Region, in particular. Connectivity should remain an advantage for the region, whose development is linked to that of the principal economic centres in industrialised and emerging countries. Numerous industries in the region benefit significantly from these air links.

The maintenance and qualitative development of air service must take impacts on the environment and local residents into consideration (see pp. 66-73). In particular, Genève Aéroport must use its influence to encourage all of its partners to limit their environmental footprints. Genève Aéroport is especially focused on encouraging airlines to use airplanes that create less noise pollution and consume less fuel. Over the last several years, growth in the number of passengers has been faster than growth in the number of flights. The growing use of larger capacity airplanes will enable the airlines to transport more passengers while limiting the impacts of their flights.

In that context, maintaining and increasing dialogue with stakeholders (see p. 21) is essential, in the view of Genève Aéroport, with the goal of working to develop a long term strategy, that takes everyone's expectations and concerns into account.

Air network



59 airlines

142 destinations

188,829 takeoffs and landings

15.8 million of passengers, of which only 5% are in transit

84 passengers / flight on average

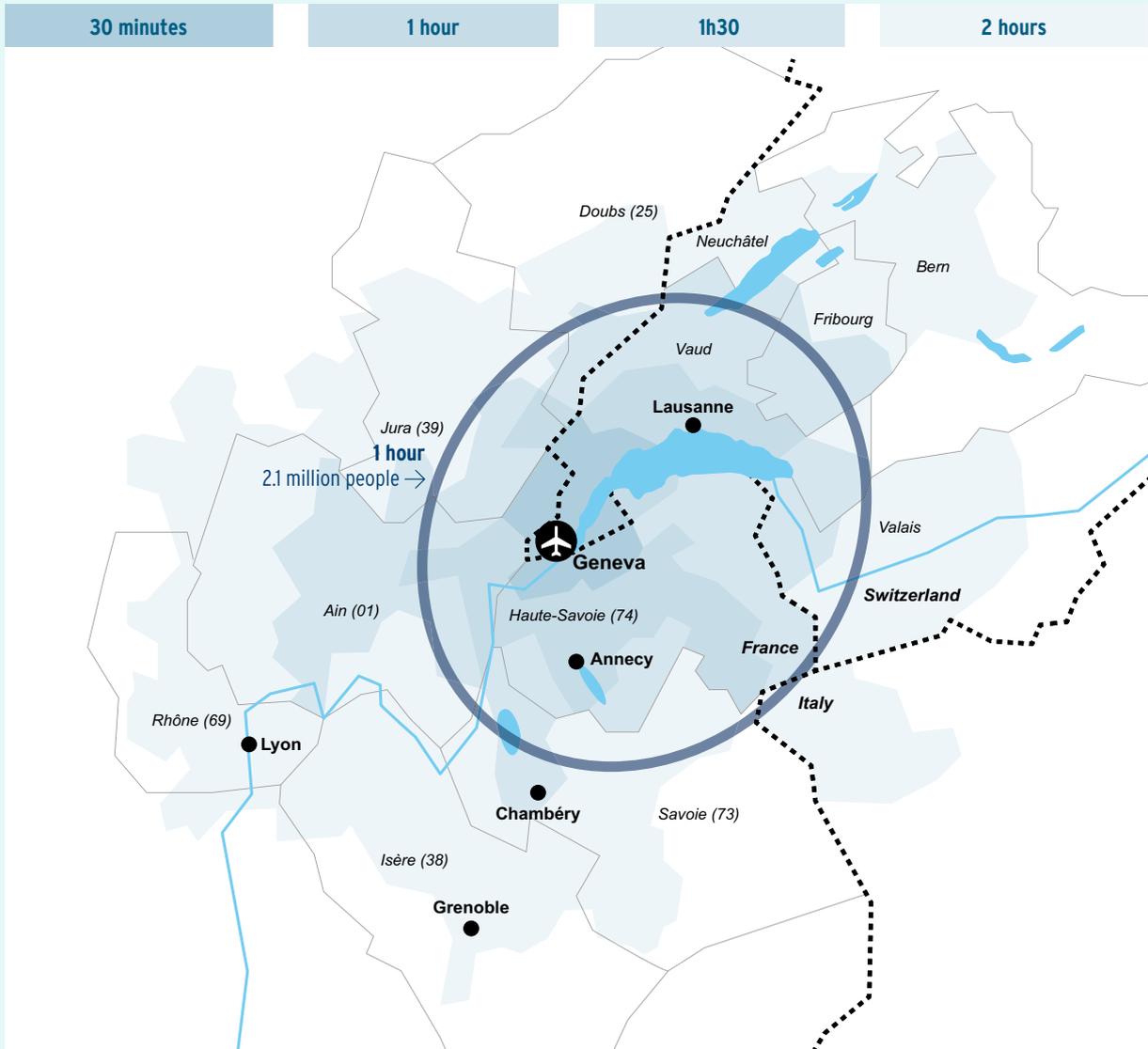
74% passenger load

70,418 metric tonnes of freight

Direct flights from Geneva.

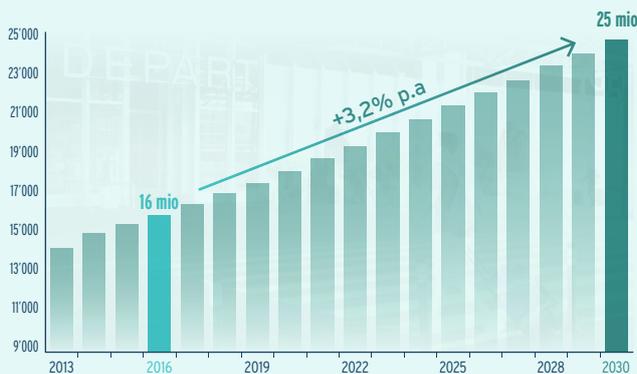
www.gva.ch/network

Airport catchment area



Estimated growth in connection with the SAIP coordination plan

Forecast growth in the number of annual passengers through 2030



Forecast growth in the number of annual flights through 2030



Sources: SAIP GVA coordination protocol dated 07/12/2016 and 2014 Intraplan study

Who we are

Questions for
Eve Rosenbach,
Infrastructure planner

“Infrastructure development should be rational and implemented gradually.”



— **How does Genève Aéroport define its development strategy?**

— *To fulfill its primary mission, Genève Aéroport must be able to anticipate. For that reason, we have a 15-year master plan that accounts for the foreseeable growth in demand. On that basis, we prepare scenarios that will enable us to respond to any circumstances. Among other things, the plan must respect the SAIP framework and provide a consistent vision through 2030. Updated annually, it is conservative, because the parameters chosen are based on the difference between the current situation and future predictions. Using this information, we are able to adequately plan airport infrastructure and services. This enables Geneva’s airport to remain competitive and to better satisfy the needs of the region and the country.*

— **What are the sustainable development objectives in infrastructure upgrade projects?**

— *It is essential that improvements to infrastructure make our facilities more user-friendly and better adapted to current and future needs. But it is also important for our development to be rational and implemented gradually. In that way, we can limit and plan investments, and at the same time understand the impacts of our growth on the environment, local residents, passengers, and on-site workers. Planning should also enable us to prevent delay in meeting needs for capacity or, in the other direction, overcapacity.*

— **What major projects will be unveiled in the coming years and what decision-making bodies will be involved?**

— *The major projects will principally affect the areas dedicated to processing passengers and baggage, such as the check-in desks, boarding areas and the baggage sorting system. Each of these projects involves various stakeholders in decision-making processes and is carried out at various levels, from the Confederation, the Canton and society at large to our internal divisional operations. At a certain point, they must be approved by the Board of Directors.*

Sizing the terminal



Sectoral Aviation Infrastructure Plan

Genève Aéroport's development framework will be defined in a Confederation planning and coordination document called the "SAIP Document." This document, which is specific to Genève Aéroport, is a component of the country's Sectoral Aviation Infrastructure Plan, the general portion of which was approved by the Federal Council in 2000. The general, conceptual portion, was supplemented by a specific document for each of the country's aviation facilities (the SAIP Document).

For Genève Aéroport, the process of adopting the SAIP Document began in the fall of 2016 with a first phase including consultation with authorities and public participation. This formal process was preceded by a preparatory phase of coordination between administrative authorities, namely the relevant federal offices, the competent cantonal offices, and the airport operator. The results of this coordination were set forth in a coordination memorandum, published on the website of the Federal Civil Aviation Office. The FOCA will prepare the SAIP Document for the Geneva airport on the basis of that coordination memorandum.

www.bazl.admin.ch/psiagva



19 coordination meetings

SAIP brings together FOCA, the cantons of Geneva and Vaud, and the operator.

9 meetings of the SAIP steering committee

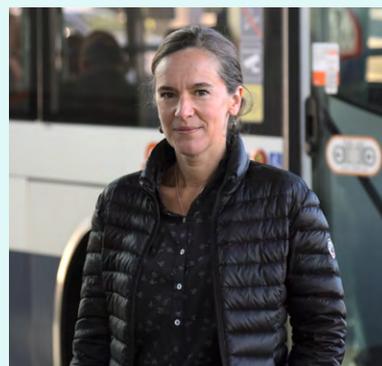
Coordination of construction projects

The Geneva airport has published a set of technical rules and directives for on-site construction. Depending on the type of project, the technical and functional specifications must be fully taken into account. Specifications regarding infrastructure accessibility for people with disabilities and reduced mobility, energy consumption, waste, and cleaning are mandatory.

A systematic identification of the environmental, operational security and personal safety impacts is conducted before every infrastructure renovation project. Depending on the project's size, more in-depth studies may be carried out, such as environmental impact studies, safety assessments, etc. These studies help identify measures that would attenuate specific impacts of the construction phase and the final operational status of the new infrastructure. They are then integrated into the project specifications. During the construction phase, environmental and safety experts supervise compliance with specifications (see pp. 45 and 80).

The selection of consultants and contractors is carried out in accordance with the framework set by the Project Coordination and Procurement Process unit (procurement policy, directives on public tenders, etc.) (see p. 44).

Questions for
Virginie Marche,
Accessibility and environment project manager



“Genève Aéroport’s strategy is to work towards a significant modal shift towards sustainable transportation modes.”

— **Why is accessibility important to the airport?**

— *Airport accessibility is a strategic challenge, given the expected growth in the number of passengers in a zone where the canton plans to expand numerous other activities. Airport access is an integral part of the travel experience and an important part of its attractiveness. It is therefore essential to define the services and infrastructure to implement in the short, medium, and long term, in cooperation with the cantonal government, with a view to ensuring rapid, comfortable, safe accessibility while minimizing environmental impact.*

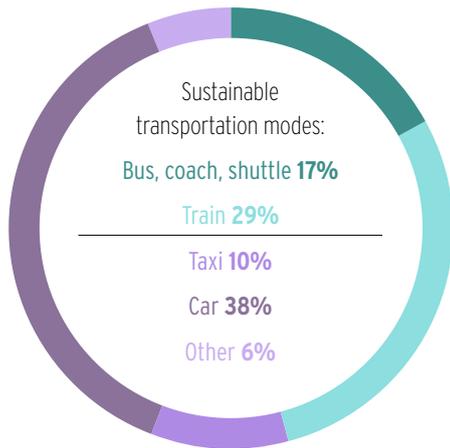
— **What is Genève Aéroport’s strategy in terms of employee and passenger mobility?**

— *Genève Aéroport’s strategy is to work towards a significant modal shift towards sustainable transportation modes (public transit, bicycles, walking, and car sharing). In order to encourage this modal shift, an ambitious employee mobility plan is in place and is strengthened on a regular basis. For passengers, more than 2,500 free public transit tickets are distributed every day, and additional services are planned in the future.*

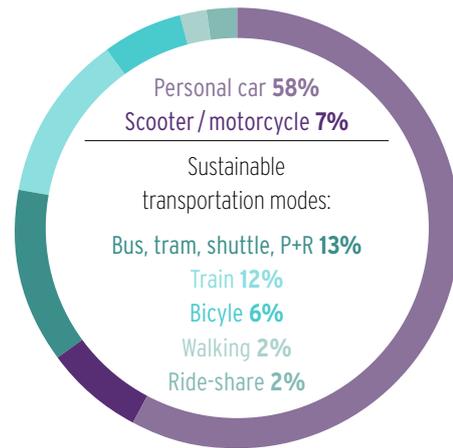
— **What are the airport’s goals in terms of modal shift and what are the limiting factors?**

— *In 2015, 46% of passengers and 34% of airport-site employees reached the airport using sustainable transportation modes. Genève Aéroport has committed to increase this share to 45% for employees by 2020. Achieving ambitious objectives for reducing private motor vehicle transport, however, will require a significant and ongoing improvement in public transport infrastructure and service. The airport is easily accessible by public transportation from Geneva and the other principal Swiss cities and tourist areas, but access remains insufficient for travelers coming from peri-urban areas or from France. The hours and frequency of public transportation do not meet the airport’s needs, especially early in the morning and late in the evening. For that reason, the airport maintains an ongoing dialogue with the public transportation operators (CFF, unireso and TPG) and with the cantonal government to continue to improve the availability and frequency of service.*

Modal share (passengers) 2015



Modal share (employees) 2014 (survey every three years)



Ensuring the airport's accessibility over the long term

Located a few kilometers from the downtown and 6 minutes by train from Geneva's central train station, the airport is well situated, but its location is not without limi-

tations. The highways serving the airport are used, since the area is crowded and there are many activities located nearby. The airport access roads and car parks are saturated during peak hours, which can cause a high level of passenger dissatisfaction. The growth of the metro area and the significant number of activities planned within its borders will further increase the transportation needs in an already congested zone.

The airport zone is a major hub of the urban and regional railway network, which must provide rapid, comfortable and efficient links to the principal commercial, touristic and residential centers. Improving the airport's accessibility by public transportation, whether in terms of geographic coverage, service, or infrastructure, is essential to the functioning and development of the airport. Road planning must ensure that the airport site is easily accessible, in particular by facilitating access to the highway and by reducing non airport related traffic along the airport's access roads and ramps.

On the airport platform, management and organization measure to optimise road traffic are regularly undertaken. Prioritizing the use of space as a function of users and sectors and freeing up availability in the car parks are also priorities that the airport's site managers work towards daily. The airport also plans to play a key role in developing innovative mobility solutions.

Airport accessibility by public transportation

186 trains per day 

6 bus lines serving the airport and of **110,000 seats** each day (-6% since 2013) 

5 lines and **15 zones** served by shuttles for staff working early in the morning or late at night 

Regular **coach links** to Lyon, Annecy, Chambéry, Grenoble 

Parking

 **11,000 spots** for cars

352 spots for bicycles (+9% since 2013)

 **2 self-serve bike stations** since 2016

www.gva.ch/acces-transport

Management of long-term strategic issues

In 2016 Genève Aéroport modified its operations to meet the challenges of the future. The internal governance rules were clarified, and a dialogue was begun with external partners on projects to upgrade the airport's infrastructure and on the framework for the period through 2030.





Strong and transparent governance

The conditions for carrying and supervising our future projects rely on a longterm economic vision. A vision that ensures the sustainability of the airport's operations and of air traffic in Geneva.

The precautionary principle is an important guide in planning projects. Economic concerns, environmental impact, and impact on local residents are all central to the airport's priorities. On a daily basis, the Geneva airport communicates to serve the needs of relevant groups (users, passengers, local residents, and others).

In all that it does, Genève Aéroport respects the values set out in its charter



Consultation at every level

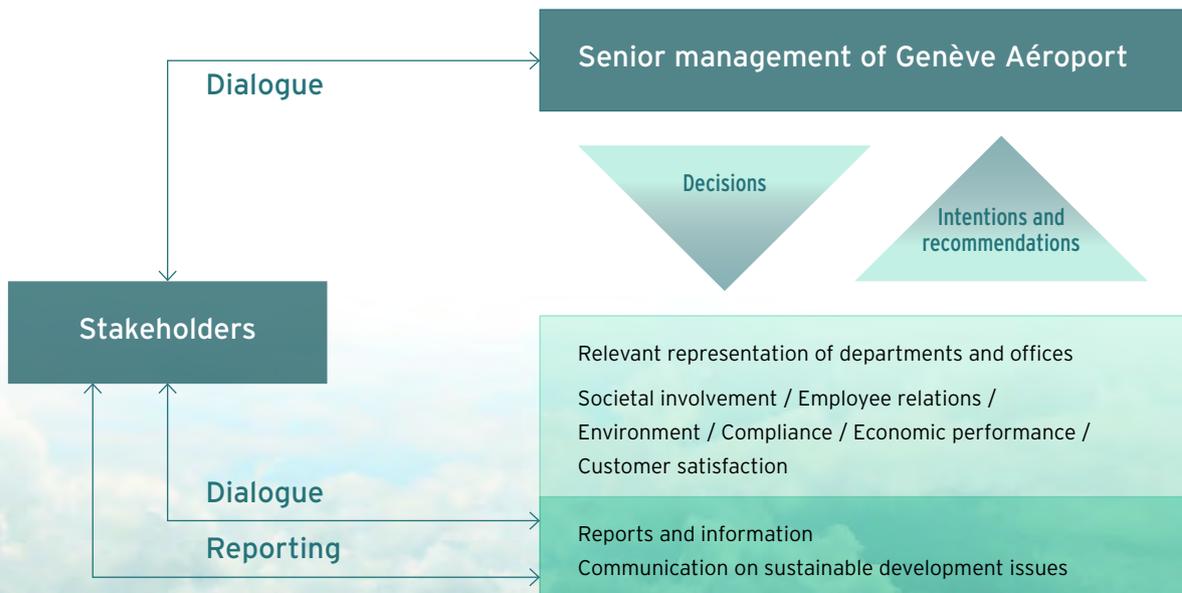
Genève Aéroport is organised into 10 divisions, which work closely together to find appropriate solutions to the challenges that the airport faces.

The company has numerous committees and working groups that provide responses on a daily basis to the issues the airport encounters. The committees and working groups are composed of representatives of the various divisions and include, as needed, airport and other partners. Consultation ensures that an airport functions well. It also enables it to integrate requirements relating to social, economic, and environmental imperatives (the three pillars of sustainable development). The actions taken by Genève Aéroport are thus in line with the company's values.

Using targeted indicators, management is able to improve the company's performance.



Since 2015, a sustainable development committee composed of employees from Genève Aéroport's various offices (environment, workplace health and safety, human resources, infrastructure planning, risk management, and airport duty managers) has met quarterly to work towards consolidating the sustainable development process within Genève Aéroport. The committee seeks innovative solutions, and its work creates a real culture of sustainable development within the company.



Governance, dialogue, and goals

Risk management

Genève Aéroport maintains a risk management system that provides a methodology to enable the company to identify, assess and manage internal and external risks that could slow or prevent achievement of the company's strategic objectives.

Risk management is present throughout the organization. It governs Genève Aéroport's internal control system, and also helps it identify missed opportunities, in order to improve decision making in the future.



The principal risks are assessed and solutions are submitted to senior management, which steers the company. The Board of Directors is involved annually, as are the risk management bodies of the State of Geneva. Management of other risks is performed directly by the relevant offices or divisions, depending on their level of criticality.

Risk management is part of the continual improvement existing processes. It is therefore a powerful tool to aid senior management in its decision-making. It permits a more efficient allocation of available resources.

Ongoing dialogue with stakeholders

Genève Aéroport promotes dialogue with its principal partners, including through numerous commissions (such as the personnel commission and the consultative commission on the harmful effects of air traffic), workers' committees (including environment, workplace health and safety, and operational security), working groups, information and discussion sessions, etc. In addition, investigations and surveys are carried out to measure the satisfaction of the airport's partners and users. These exchanges lead to better understanding of the expectations and concerns concerning Genève Aéroport. They promote the search for balanced solutions. The richness of the company's dialogue with its partners lies in the diversity of participants involved. For many years, Genève Aéroport has published annual reports, environmental reports, and social reports. In accordance with the Global Reporting Initiative (GRI) guidelines, the first sustainable development report was published in 2014. The data contained in this report has been verified by an external auditor.

Exchanges with peers

Genève Aéroport also works to exchange good practices and share experiences in the area of sustainable development with the large companies in the region (HUG, Rolex, IMAD, EPFL, CHUV, Nestlé, EHL, and SIG). The companies exchange thoughts on various topics, including sustainable procurement, energy, mobility, and waste management. In addition, Genève Aéroport maintains close relations with the principal European airports. This consultation enables participants to discuss common challenges in the areas of the environment, economic development, and impact on local residents and society at large. Genève Aéroport actively participates in conferences on sustainable development in the aviation industry, which are regularly held in Geneva.

www.atag.org and www.enviro.aero

Stakeholders with whom Genève Aéroport maintains dialogue

Society

- Economic actors and international organisations
- Tourism sector
- Local communities, neighbouring municipalities, and their representative associations
- Other associations
- Media

Partners

- Aviation concessions:
 - > ground handling
 - > catering
 - > fuelling
 - > aircraft maintenance
- Commercial concessions:
 - > shops
 - > food and bars
 - > services
- Service providers (services, goods, construction)
- Subcontractors
- Air navigation
- Customs
- Police
- MeteoSuisse (weather)
- Public transport providers

Authorities

- Confederation
- State of Geneva

GENÈVE
AÉROPORT

Employees

- Airport Staff
- Unions

Clients

- Airlines
- Passengers, people accompanying them, and visitors
- Forwarders
- Aircraft owners

Governance, dialogue, and goals

Material aspects of sustainable development

Since 2014, significant aspects relating to economic, environmental, and social impacts have been assessed and formalized. They have now been consolidated and verified by an external auditor. This verification takes into account information that is specific to the industrial sector, in accordance with the GRI reference. It is performed using tests that rate the reliability and precision of the data presented. Criteria used for benchmarking are also verified.

The relevant subject reflect the challenges that airport operators and their partners face on a daily basis, in order to act consistently with the exigencies of sustainable development. A report on each of these aspects is presented on page 23, as well as an index of the pages on which strategy and progress relating to these topics is discussed. The importance of each of these aspects for Genève Aéroport's stakeholders will be assessed and will be the subject of a consultation campaign in 2017. A consolidated relevance matrix will then be published on our website.



Satisfaction survey following publication of the previous report

Following publication of our first sustainable development report in 2014, a satisfaction survey was conducted online. Sent to more than 20,000 people representing various stakeholders, the survey addressed, in particular, the subjects discussed and the report's clarity. The results showed the advisability of publishing such a report at regular intervals, in addition to the annual report. Topics relating to the environment were particularly interesting to readers, followed by general information about the airport ("Who we are") and aspects relating to human resources.

To subscribe to the satisfaction survey about this 2016 report, please contact us:

developpement.durable@gva.ch

Genève Aéroport and the United Nations' Sustainable Development Goals

In September 2015, the 193 countries of the United Nations adopted a set of 17 sustainable development goals to define worldwide priorities between now and 2030. Genève Aéroport seeks to harmonize its objectives with the UN goals and has begun the process of publicizing those goals. Concretely, this means pursuing its commitments in the nine areas in which the contribution of airports is especially significant (health and well-being; industry, innovation and infrastructure; action against climate change; etc. -see illustration below) and Genève Aéroport's support for the #YouNeedToKnow campaign. The campaign consists of a series of installations and initiatives beginning in November 2016 and intensifying throughout 2017 to participate in the drive to inform and mobilize a maximum number of people in support of the UN goals. The campaign is organized by the United Nations' Perception Change Project in Geneva, in cooperation with Genève Aéroport and Duty Free Geneva.

www.youneedtoknow.ch

SUSTAINABLE DEVELOPMENT GOALS



The nine goals identified as the most important for Genève Aéroport



Relevant aspects of sustainable development

	Topics	2015 report	Strategy, goals, performance and projects
	Competitiveness	<ul style="list-style-type: none"> › 15.8 million passengers › 142 destinations › 59 airlines › 65,000 tonnes of freight 	pages: 10, 18, 36, 64
	Security, safety and efficiency of operations	<ul style="list-style-type: none"> › 3.3 security reports per 1,000 movements (average) › 79% of flights with under 15 minutes' delay › Terminal wait times increasing 	pages: 37, 40, 42, 43, 54-57
	Changes to infrastructure	<ul style="list-style-type: none"> › Renovation of the hydrant system (kerosene) › Renovation of the platforms at the front of the terminal › Planning stage for construction of East Wing › Construction of parking for passenger buses › Construction of temporary boarding areas 	pages: 12-13, 45, 52
	Airport accessibility	<ul style="list-style-type: none"> › 46% use of public transportation by passengers › 34% use of public transportation by site employees › 4.5 million public transportation tickets financed by Genève Aéroport for passengers since 2009 	pages: 14-15, 34-35, 39, 58, 82
	Customer satisfaction	<ul style="list-style-type: none"> › Grade of 3.89 on customer satisfaction surveys › 663 complaints 	pages: 22, 48-52, 54-55
	Economic performance	<ul style="list-style-type: none"> › CHF 423.7 million in turnover › CHF 74.6 million in profit 	pages: 9, 44-45
	Creation of value for the region	<ul style="list-style-type: none"> › CHF 37 million paid to the State › CHF 241 million in supplier expenses › CHF 145 million in personnel costs › CHF 800,000 sponsorship budget 	pages: 9-10, 65, 74-75
	Fair and ethical employment practice	<ul style="list-style-type: none"> › 27% of employees are women › 19% of people hired in 2015 through the Cantonal Employment Office › 7 apprentices 	pages: 27-28, 37, 44
	Workplace health, safety, and well-being	<ul style="list-style-type: none"> › 33 work accidents / 1,000 perm. employees › 6.2% absentee rate › 5.8% turnover rate 	pages: 26, 31-34, 41, 45
	Continuing education	<ul style="list-style-type: none"> › CHF 1 million training budget 	pages: 29-30, 41, 54
	Transparency and dialogue	<ul style="list-style-type: none"> › Maintaining and developing dialogue with stakeholders 	pages: 19, 20-22, 35, 41, 43, 45, 49, 51, 53, 67, 70-71
	Noise abatement	<ul style="list-style-type: none"> › 22,500 people exposed to aircraft noise › 88 complaints about noise › 3,270 homes soundproofed since 2004 › CHF 51 million allocated for soundproofing homes since 2004 	pages: 41, 59, 66-72, 82
	Air quality, climate change and energy efficiency	<ul style="list-style-type: none"> › 21% electric vehicles on the tarmac › 13.4 kg of CO₂ - equiv. emitted per passenger or 100 kg of freight › 101 GWh of energy saved since 2002 › 11,000 square meters of solar panels › 100% of electricity from renewable sources 	pages: 38-40, 43, 58-59, 73, 78-80, 82-83
	Waste water, natural resources, and biodiversity	<ul style="list-style-type: none"> › >90% of pollution from de-icing products treated › 40% rate of overall waste sorting › 13.7 litres of water consumed per passenger or 100 kg of freight › 190 protected flower species preserved on worksites 	pages: 38, 53, 57-59, 80-81, 84

Putting people at the heart of our business

Employees, partners, suppliers, all are committed to a common goal: making sure that the passenger experience is positive, pleasant, satisfactory, and safe. Genève Aéroport works to ensure that each individual and corporate partner is able to pursue this goal every day in a work environment that is safe, pleasant, fair, open to dialogue, and respectful of the environment.

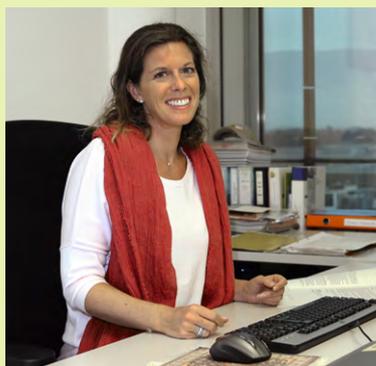




Genève Aéroport's employees

Interview with
Marie Guérin,
Human resources manager

“We must provide a safe, pleasant and motivating work environment.”



— **What are the major issues and challenges faced by your department?**

— *Genève Aéroport's business has been consistently growing over the last several years. For all of our operations to run smoothly, we must provide adequate human resources, by hiring staff and by continually developing skills internally. At the same time, we must ensure a safe, pleasant, and motivating work environment. Meeting these two challenges simultaneously helps us anticipate future needs and prepare for turnover by having the right skills in the right place at the right time. With a low 5.8% turnover rate in 2015, the staff must be able to develop its knowledge and skills, but also its “employability” in the larger sense.*

— **What are your main goals between now and 2020, in addition to projects already underway?**

— *We would like to add a communication dimension to our human resources management policy, both internally and externally. Our strategy as a company is to attract and retain talent by offering desirable working conditions and career-advancement opportunity. In the next few years, we will emphasize visibility by conducting more sustained communication of Genève Aéroport's “employer” branding as a whole. We will work with the Marketing and Business Development Division and the Communication Department to do so, while taking advantage of the planned overhaul of Genève Aéroport's website.*

— **What new tools will you use in this campaign?**

— *We will analyze the relevance of online recruiting and will be more present on social networks.*

Genève Aéroport, a socially responsible employer

Strong growth in airport activities and workforce

In 2016, Genève Aéroport passed the threshold of 1,000 employees (including auxiliaries). The growth in air traffic, the work already underway and the transformations to come, including the planned new East Wing, go hand in hand with a dynamic human resources policy focused on raising the level of employee qualifications.

The human resources department wishes to accomplish this mission in a spirit of equity and respect for people. In particular, it is working closely with the Cantonal Employment Office to promote employment and inclusion in Geneva.

Promoting gender diversity and ensuring equal treatment

The aviation industry includes many jobs that have been strongly perceived as masculine, in both technical and operational fields. Hiring women for these traditionally male jobs is strongly encouraged and has yielded positive results. In 2014 and 2015, Genève Aéroport recruited female paramedics, ramp agents, project managers, and engineers in various technical areas.

In 10 years,
the fixed-staff
workforce grew
by 48%,
with an average
of **30 new jobs**
added per year

Equal treatment is an integral part of the company's values. In 2015, Genève Aéroport conducted a self-evaluation on the monitoring of equal pay for men and women. The company's data was processed using the Logib software, developed at the request of the Federal Office of Equality between Men and Women. The results formally confirmed that the company practices salary equality.

Genève Aéroport, as an autonomous institution, participates in the State's social report, which gathers the principal quantitative data in this area.

[ge.ch/etat-employeur/service-public/
bilan-social](http://ge.ch/etat-employeur/service-public/bilan-social)



The "1+ pour tous" label

Since 2012, Genève Aéroport has been designated a "1+ pour tous" employer. This label is awarded to companies that hire (all skills being equal) applicants who have been unemployed for a long time or have lost their unemployment benefits. In 2015, **14** people were hired through the Cantonal Employment Office in areas as varied as security, administration, and operations.

www.ge.ch/unpluspourtous



Genève Aéroport's employees



Gender distribution

Women 27%

Men 73%



Women make up **27%** of Genève Aéroport's workforce. They also represent **20%** of management positions and **15%** of senior management positions. Of the **23** positions (fulltime equivalent) created between 2014 and 2015, **10** were offered to women. **50%** of the operational workforce on the ground within the Passenger Security department are women.

Age	Women	Men
61 and +	10	14
56-60	26	50
51-55	34	83
46-50	36	109
41-45	37	99
36-40	39	116
31-35	33	114
26-30	25	63
25 and -	6	14

Workforce distribution at the end of 2015 (permanent employees)



NATIONALITIES	Domicile			Total
	GENEVA	OTHER CANTONS	OUTSIDE SWITZERLAND	
Swiss	47.2%	18.8%	14.5%	80.6%
EU	8.1%	1.1%	8.8%	18.1%
Other	1.3%	0.0%	0.0%	1.3%

Nationality and domicile

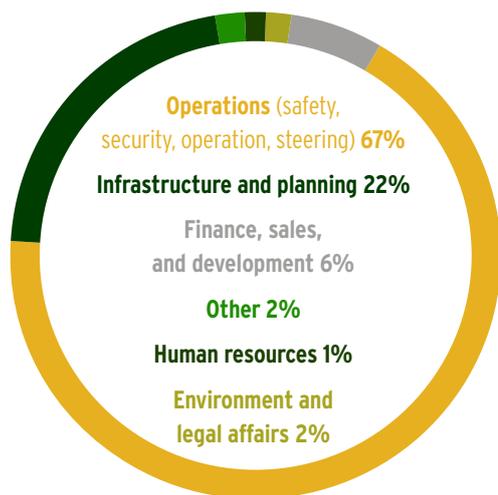
More than 80% of Genève Aéroport staff have Swiss nationality. Over half of these reside in the Canton of Geneva, and close to 20% live in other Swiss cantons.

Genève Aéroport staff are of 23 different nationalities.

Maintaining and developing skills

Genève Aéroport's employees are loyal, and job descriptions are constantly evolving. Many jobs require strong specialization and targeted training, both at the time of hire and on an ongoing basis. Increasingly numerous constraints have appeared in response to work standards and methods that are continually changing. For the last few years, the airport's infrastructure has begun undergoing transformations to absorb the increased traffic and to offer passengers quality services. These are the key elements on which Genève Aéroport's skills-management and continuing education policy are based.

Workforce distribution by division



CHF 1,040,000.-
training budget (+20% since 2013)

More than 200 different occupations at Genève Aéroport

Average age 42

Average of
11 years' seniority

Human Resources Information System

The human resources department ensures that employees have a high level of professionalism and provides them with training that meets the needs of their jobs. In pursuit of that objective, a skills profile including behavioural skills and professional skills was developed with the active contribution of the staff.

Today, almost all positions have a skills profile in addition to a job description. The information thus referenced was integrated into an information system to enable each employee to access his or her personal data, the training completed, and the profiles of jobs available within the company.

In the future, the company intends to energize career management in the broad sense of the term and to encourage internal promotions and transfers. In 2015, 22 people, including 8 women, were promoted.

Skills evaluation

Since 2016, skills reviews have been conducted separately from annual performance reviews. Staff managers received specific training in how to conduct the new type of review. The goal is to encourage employees to take charge of their individual career paths, while responding to the requirements of each position through training.



Genève Aéroport's employees

Genève Aéroport, a teaching company

Many of the occupations specific to Genève Aéroport require complete training at the time of hire, which is always conducted by the company.

Thus, the Operations, Safety, and Security departments, in particular, maintain a manager fully dedicated to managing and planning instruction and the maintenance of skills over time.



Genève Aéroport's occupations:

In 2015, **7** young people completed **apprenticeships**. Six separate technical functions were included: carpentry, electricity, heavy vehicle mechanics, information technology, metal construction, and advertising.

The **Surveillance and Passengers Safety** offices bring together more than 300 employees who complete a onemonth, full-time training program before they can become operational on the ground. The X-Ray certification conferred by the Federal Civil Aviation Office is granted at the end of a certain number of theoretical and practical training hours.

The title of **professional firefighter** is only conferred after obtaining the related Federal Certificate and completing 18 months of training in fire-fighting school.

Ramp agents must hold commercial driver's licenses (Cat. C) or for-hire driver's licenses (Cat. D). These employees are operational on the ground following internal training of close to 6 months.

Ground traffic controllers must complete 18 months of training, split between Dübendorf (delivered by Skyguide, which also trains air traffic controllers) and Geneva. The training is conducted both at the workplace and in simulators before the Federal Civil Aviation Office will grant a ground control license, which must be renewed every two years.

Since 2016, all new hires have undergone an **initial training** lasting one week. This training gives an overview of the functioning and occupations that are specific to Genève Aéroport. Topics such as workplace health and safety, fire safety, and environmental protection are addressed.

In November 2015, the 15th '**Futures of all Kinds**' day was held, in which 35 children aged 10 and 11 participated in a workday with their parents or another adult close to them.



Occupational health, safety, and quality of worklife

Genève Aéroport is convinced that its employees contribute actively to its success and performance. To ensure that their commitment lasts and that the absentee and accident rates decline, the company has been committed for years to systematic occupational health and safety management using voluntary measures.

An occupational health and safety committee including members of senior management defines the related strategic and operational objectives. Working conditions and the work place environment are developed in order to promote health and well-being and to maintain safety.

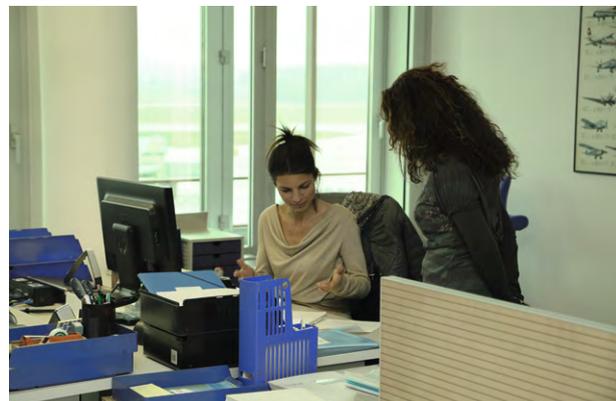
As a result of the company's ambitious and proactive policy in this area, in 2013 Health Promotion Switzerland awarded Genève Aéroport the **Friendly Work Space** label.

This step is part of a process of continual improvement, as there will be a new assessment in 2017.

www.friendlyworkspace.ch/fr

A company that listens to its employees to reduce absentee rates

Regular monitoring and analysis of the causes of absences enable the company to implement the necessary preventive and corrective measures. This policy is already having an effect, with a significant decrease in absentee rates since 2013.



Management of absences in the Security Department



With 305 employees, the Security Department is Genève Aéroport's largest department.

Mr. Ruben Jimenez, head of the Security Department, explains how the problem of managing absences is approached given the heavy demands on the security staff.

"In our department, technology is everywhere, but the human being behind the machine is essential, while the reverse is not true. For that reason, the human being is the focus of our attention. For several years statistics revealed a high rate of absenteeism in our department. In cooperation with human resources, we have rethought our internal organisation, which now relies on strengthened support and smaller working teams of 12 people, forming tight-knit groups with solidarity among members. This system naturally encourages the individual to take responsibility for his or her mission and colleagues. Thanks to the better supervision created by reinforced support for and proximity to the staff, the absentee rate has declined significantly. At the same time, communication was reinforced through an internal informational journal, working groups, and biennial meetings with the security staff. As the head of this department, I keep my door open to anyone who expresses the need to share a problem encountered at work."

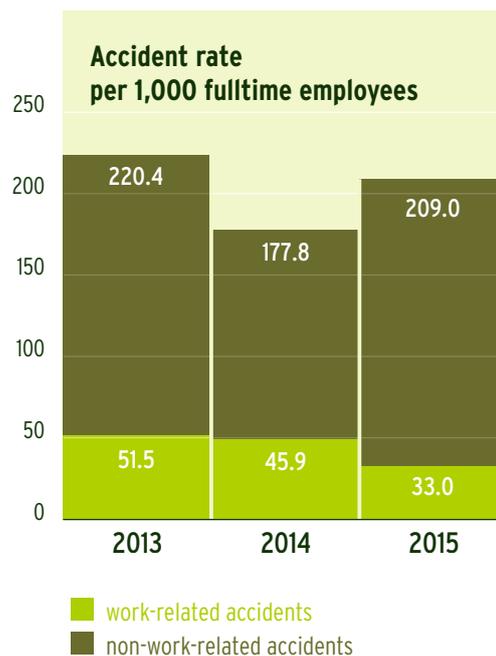
Genève Aéroport's employees

Preventing and avoiding accidents

The reduction in risk factors and the implementation of numerous preventive actions and actions to promote occupational health and safety had an immediate effect on the rate of occupational accidents. The rate of occupational accidents per fulltime worker has declined each year since 2013. In addition, the average seriousness of Genève Aéroport's occupational accidents is below the average for companies active at airports.

In 2015, only 14% of accidents were work-related

Work-related accidents	Non-work-related accidents
30	190
Total 220 accidents	



I Feel Good... in three stages

Directly inspired by work-related and non-work-related accident statistics, the health promotion campaign "I Feel Good" is being conducted over several years.

In **2015**, various workshops on balance and coordination were offered in order to reduce same-level falls, the leading cause of accidents both in and out of the workplace. In addition, individual coaching sessions helped employees improve the ergonomics of their workstations.

In **2016**, the second stage of the campaign opened with the theme of nutrition and movement, in particular through actions as varied as personalised nutrition advice (including irregular working hours), cooking classes, monthly deliveries of fresh fruit to every department, and the promotion of drinking tap water.

In **2017**, the last stage of the campaign will specifically cover well-being and relaxation.



*Good habits
on a daily basis*





A workplace physician on-site two days per week

In active collaboration with the Safety Office, a workplace health specialist is charged with identifying at-risk occupations and preparing a list of dangerous phenomena. He is also in charge of medical exams of new hires, periodic check-ups for occupations considered to be especially difficult (due to their hours or physical or psychological stress), and following absences longer than 30 days.

An infirmary open 7 days a week on-site at the airport

Available to both employees and passengers, a nurse provides care and can call an outside physician if necessary.

Addiction support

Genève Aéroport has formalised its policy with respect to managing addictions and problematic consumption. Beginning on 1st January 2016, specific training as been provided to all management-level employees by Addiction Switzerland, in conjunction with the workplace physician, in order to explain the process of support and monitoring.

15,000 km covered by bike through the annual "Bike to Work" program

The health and environmental benefits of biking are well known. An ever-increasing number of employees participate in this national campaign, the goal of which is to make at least half of home-to-work and work-to-home trips by bicycle for at least one month.

www.biketowork.ch/en

Number of Genève Aéroport participants in Bike to Work



A Sports and Leisure commission that is gaining popularity

In recent years, as enthusiasm for walking and foot racing have increased, many employees have become very active in popular races in the Canton and surrounding areas. Thirteen different activities have

been organized, including by-night ski slalom and snowboarding, a grand prix of karting, and two bowling and bocce ball tournaments.

Work-life balance



20% of employees work part time

Part-time work is encouraged to the extent that the proper functioning of the department so permits. Women are the principal beneficiaries and requestors of such accommodations although the arrangement is also available to their male colleagues.



Paternity leave of 5 days or more

On 1st January 2014, Genève Aéroport adopted a five-day paternity leave, with the option of taking unpaid leave for an additional 10 days. Maternity leave is 20 weeks long (as compared with the 16 weeks required by law).

6th week of unpaid vacation

Employees have the option to purchase (pro rata to their salaries, and when the proper functioning of their department so permits) a sixth week of vacation. In 2015, 140 employees opted to use this benefit.

More than 1,200 work-from-home hours in 2015

At the initiative of the staff advisory committee, Genève Aéroport approved a policy authorising employees to work from home on occasion. The policy entered into effect on 1st January 2015, and during its first year, more than 150 business days of work were performed at home. Sixteen offices benefited from this arrangement, including, primarily, the department of Information and Communications Technology.

Employee benefits

Early retirement

Seven employees took advantage of the early retirement benefit in 2015, including three after 35, 36, and 38 years of service.

Medical insurance

A contribution to medical insurance is paid to all staff members, who may also take advantage of various price reductions for supplemental liability and vehicle insurance.

Encouragement for job retraining

The company's quality partnerships with the disability and loss of earnings insurance office enable close monitoring of work-related disability and the implementation of measures to encourage retraining for a new occupation.

Encouragement for sustainable mobility

34% of employees use public transportation or soft mobility to get to work and receive subsidies from Genève Aéroport for sustainable transportation modes (+60% since 2013).

Employees may also take the bus at no charge in the airport zone and use Mobility car-sharing cards. A shuttle link circulates on the apron and several bikes, including electric ones, are available to staff.

www.gva.ch/mobilite



Communicating vessels' between management and staff

Two bodies enable the staff to make their voices heard by management. The first is the three staff members elected by their peers to the Board of Directors. The second is the staff advisory committee ("ComPers"), the members of which are also elected by their colleagues. This committee is included in the staff rules. It is intended to relay to senior management various problems raised by their peers.

Contact persons

Given the wide geographic spread of the various departments over the site, 20 people were trained and confirmed in the beginning of 2015 in the role of 'PerCo' (contact person). They act in a bidirectional manner, intended to be responsive to the staff while optimising exchanges, in particular with the engineer in charge of occupational health and safety and the environmental department.

Staff commitment survey

Since 2008, a specialised provider has conducted periodic staff commitment surveys with the goal of improving quality of life at work and increasing the attractiveness of Genève Aéroport as an employer.

Mediation of disputes

In the event of a dispute between management and its employees, the staff advisory committee serves as the appointed intermediary. The human resources department acts in the majority of cases by taking on the role of mediator, although each employee has the right to request external mediation.

Dialogue with unions

Although the staff advisory committee remains the appointed intermediary with senior management, Genève Aéroport is willing to enter into discussions with any unions that so request.

Staff information sessions

Genève Aéroport's senior management organises information sessions four times per year intended for management and staff dealing with current issues facing the airport, such as changes in traffic, construction progress, the company's goals, and projects that are in progress.

I carpool, you carpool, we all carpool



Laurent, Irini, Charles, Franck and Christelle formed a group of employees who occasionally or frequently carpool to work. They share their experiences.

"With good communication between us and a little flexibility, we were able to rapidly establish trusting relationships and understand the many advantages there are in sharing our commute with our colleagues. Even through our hours may vary occasionally, it is never a problem. Carpooling has enabled us to meet people who work in other departments and therefore to learn more about the activities and careers that are specific to Genève Aéroport. Our conversations make the trip seem shorter. Using this means of transportation as often as possible allows us to break up the monotony and fatigue of driving. It is also better for our budgets and for the environment, so it is all good, as far as we are concerned."

To learn more about the carpooling program and the benefits offered by Genève Aéroport:

www.gva.ch/covoiturage

Concessionaires and service providers: valued partners

Raising awareness, informing, and acting together so that all of Genève Aéroport's partners can offer passengers the best possible experience are the guarantees of prosperity for the region and for all of the companies active on-site. Genève Aéroport organises these actions by relying on dialogue to build a common vision of an international, urban, responsible and sustainable airport.

Establishing and cultivating quality relationships with partners

Some 200 different companies and bodies maintain close relations with Genève Aéroport: aviation and commercial concessions, freight forwarders, air navigation services, police, customs, etc. The thread of conversation is continually being woven with each partner, in order to address general and specific topics relating to the airport's sustainable development under the best possible circumstances.

200 companies
on-site, including more than
80 shops
and restaurants



Carefully selected partners

Genève Aéroport updates its specifications and evaluation criteria at the time of each renewal or grant of a new concession. Between 10% and 15% of the evaluation criteria for commercial concessions relate to corporate social and environmental responsibility. Restaurants are encouraged to use regional products, such as those labelled "Genève Région Terre d'Avenir".

In October 2015, Genève Aéroport launched a call for tenders for the renewal of its ground support provider concessions. In accordance with the European directive, which is applicable in Switzerland, at least two concessions are open for tenders. This approach avoids the formation of a monopoly and guarantees liberty of choice for the airlines. The chosen providers commit for a period of seven years. Bidders answering the call for tenders are evaluated by a multidisciplinary committee composed of internal experts. The evaluation of candidacies includes the methods used to respond to quality, continuity, security, safety, and environmental criteria. Environmental criteria alone represent 7% of the weighted total.





Socio-environmental requirements imposed on concessionaires

The companies must be parties to a Collective Bargaining Agreement applicable in Geneva or must have signed an undertaking with the cantonal government to respect the practices of the profession in the canton (in particular, practices relating to ground assistance to airlines).

Since 2016, a social report is required at the time of every renewal or new grant of a commercial concession.

Environmental specifications must be complied with, including limiting energy consumption in the airport's commercial areas and regulating waste management.

An emphasis on worker protection

Companies that have received concessions are subject to systematic monitoring of their compliance with applicable collective bargaining agreements in cooperation with the Cantonal Labour Inspection Office (OCIRT). In 2014, an "airport" working group including representatives of the companies, unions, Genève Aéroport, and the State (Department of Solidarity and Employment and OCIRT) was created under the aegis of the Employment Market Supervisory Board. This working group examines working conditions in the companies present on the airport site.

At the end of 2015, their work resulted in the introduction of a clause permitting Genève Aéroport to impose penalties on any concessionaire found guilty of a serious violation of its obligations with regard to working conditions.

Security inspection of people and merchandise

Security inspections are carried out when moving from a public area to a critical zone (such as the apron, a transit zone, etc.) in order to ensure that only authorised persons, vehicles and merchandise are able to pass.

Employees of any company with a need for access to critical areas must have passes (laissez-passer). These passes are issued by Genève Aéroport to individuals who have provided the necessary documentation (in particular, a copy of their criminal record) and who have passed a security test online. Background checks are also conducted by verification with the police. Genève Aéroport is currently developing an online pass-request system, which should be operational in 2017.

In 2014, the safety department implemented a new inspection process for merchandise delivered to critical areas, which improved security and flow.

Maintaining a high level of security at the airport site is a priority for Genève Aéroport. The FOCA carries out regular surveillance activities to verify satisfactory implementation of applicable regulations.

"Le Prêt-à-Manger" restaurant receives Ecocook® certification

Jessica Austin, Brand Manager

"Sustainability is one of the Gilles Desplanches Group's fundamental values. For that reason, in 2015 we decided to introduce the Ecocook® program at our restaurant "Le Prêt-à-Manger" at the Geneva airport and at our principal production laboratory, located in Petit-Lancy. The Ecocook® certification guarantees sustainable practices at all operational and manage-



ment levels and among all of our stakeholders. This process highlights our efforts to improve our sustainability performance and also helps us manage our restaurants more efficiently, which leads to a reduction in operating costs: a tool designed for the user and for the environment!"

www.gillesdesplanches.com/partenaires

Genève Aéroport's partners

Cooperating actively to reduce environmental impact

In 2016, Genève Aéroport organised inter-company workshops to examine the notion of industrial ecology, with the goal of reducing the environmental impact of the activities carried out on the site. Inspired by the functioning of natural ecosystems, industrial ecology proposes moving the economic system towards greater robustness and competitiveness while at the same time minimising environmental impacts.

Through this project, co-financed by the Federal Office of Civil Aviation, airport companies are encouraged to share their successes and to become involved in the development of synergies in an active and innovative way. Mutualisation of services, sharing of infrastructure, development of joint products – all these measures tend to improve productivity and competitiveness by reducing

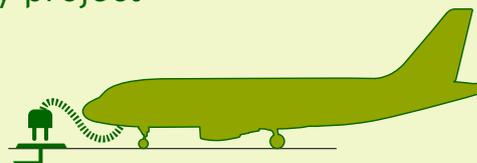
costs (such as procurement, production, and logistics costs).

This project reinforces many others that Genève Aéroport has already carried out in the areas of industrial ecology and corporate responsibility.



Solid bases for an ambitious industrial ecology project

36 aircraft parking positions are equipped with fixed energy and air conditioning supply systems (6 new stations since 2015).



All companies doing business at the airport have signed the **"Energy Charter"** and have committed to the energy savings program **"Watt Else"** run by Genève Aéroport.



8 systems for the production of **100% biodegradable and non-toxic** cleaning products available to Genève Aéroport and private cleaning service providers help reduce environmental impacts caused by the delivery of new products and management of empty packaging.

A **complete network** of heat and electricity meters offers a dynamic view of the various locations where energy is being consumed and **enables specific invoicing of costs**.



Large-scale mobility plan for airport site staff, including an extensive network of **free shuttles** for employees working outside the hours when public transportation is open.

Pooling of sorting infrastructures, waste removal and treatment as well as re-invoicing of the costs related to incinerated waste to the companies.



New construction by Genève Aéroport for the benefit of its partners

2015: Installation of 22 charging stations for electric vehicles belonging to on-site partners.

2016: Construction of a new noise abatement facility to reduce the noise from reactor tests, which must be performed after aircraft maintenance operations (cf. p.66).

Reducing the impact of mobility on the city side and the apron side

Within the framework of its mobility plan, Genève Aéroport strongly encourages the use of sustainable modes of transportation. Full-time parking passes are

issued only to employees who live in areas that are not well served by public transportation. In 2015, the application of criteria for awarding parking passes to all staff (previously applied only to new requests) led to the withdrawal of **300** parking passes, including **120** from employees of Genève Aéroport. In order to support this action, Genève Aéroport increased its subsidies for purchases of public transportation passes for employees.

9,000 tonnes of kerosene and **29,000 tonnes** of CO₂ saved each year thanks to the use of fixed electrical ground power systems

101 GWh of cumulative energy savings since 2002



280,000 litres of biodegradable cleaning solutions produced at the airport site

100% renewable electricity, including **12%** certified "naturemade star"



50,000 users of shuttles financed by Genève Aéroport each year

1,800 tonnes of recycled waste

34% of employees use public transportation or soft mobility to commute

1,416 employees receive subsidies paid by Genève Aéroport to encourage them to use public transportation or soft mobility (+9% since 2013)

Employees

Soft mobility (Genève Aéroport only)	43
Train	93
Bus	1,280
Total	1,416 employees

Genève Aéroport's partners

On the apron side, Genève Aéroport is investing in non-polluting or low-polluting vehicles and is committed to reducing the average age of the airport fleet. The fee paid for authorisation to drive on the apron is adjusted as a function of the vehicles' environmental impact. The funds generated by these authorisations are used to

finance air-quality improvement measures. Rigorous criteria govern the introduction of new vehicles on the apron. Since 2015, vehicles more than 20 years old have been prohibited and ground power units are always equipped with particulate filters.

32% of diesel vehicles
equipped with particulate filters
(+10% since 2013)

21% of vehicles are electric,
hybrid, or natural gas
(+2 since 2013)

59% of vehicle are less
than 10 years old (+9% since 2013)



Introduction of a point-based apron permit

Since 1st January 2016, in order to improve safety, the apron-driving permit starts with 12 points. The *Airport Authority* office ensures compliance with the various rules on the apron and is authorised to note traffic infractions. A loss of points due to a serious infraction may result in being banned from driving on the apron or having to retake the driving test for the permit issued by Genève Aéroport.

Swissport increasingly runs on electricity



Gabriel Guye,
GSE Manager, Swissport
(Ground handling assistance service)

"In line with our environmental policy and following changes at the operational level, we decided to acquire 22 electric cars. 17 have been operational since 2015, and the 5 others will be shortly. Genève Aéroport's incentive policy to reduce emissions from airport vehicles and engines, as well as the airport's installation of the necessary charging infrastructure, contributed to favourably guide our decisions. In the future, we plan to replace some of our diesel motors (airport ladders, baggage carousels, etc.) with electric motors. The development of this type of equipment is advancing rapidly and gives us a larger and larger choice at competitive prices. Currently, 40% of our vehicles and motors are electric. Finally, between 2015 and 2016, the majority of our ground power units (GPUs) were equipped with particulate filters, for which one-third of the price was financed by Genève Aéroport. The process is underway."



Actions taken by the Safety and Environment Group

Bringing together the heads of the environmental and safety departments of the airport's principal partners, the Environment, Health and Safety GVA Group meets several times a year to discuss problems common to safety, occupational safety, and the environment. In 2015, the group coordinated a study on apron air quality, promoted fully safe soft mobility, and discussed tools for ensuring health and safety, such as alarm mechanisms for people working alone.

Support for implementing environmental policy

Genève Aéroport maintains on-going communication with its principal airport partners in order to support them in complying with environmental requirements. The partners may thus share their operational constraints and obtain advice so that realistic solutions can be put in place, in particular with regard to waste management, the rational use of natural resources, and energy savings. Training sessions on sorting waste are regularly offered to concession holders and lessees at the terminal, in order to remind them of applicable rules and to help them reduce their costs. Genève Aéroport also prepares and updates guides and leaflets on environmental rules.

Noise abatement campaign

Following an upsurge in complaints about operational noise at the airport, a campaign was launched to raise awareness and control noise levels. Flyers reminding employees of procedures for reducing noise, such as prohibitions against using thrust reversers during landing and limiting the use of auxiliary engines on parked aircraft, were presented and distributed to all relevant

partners. Companies carrying out engine testing were specifically targeted. An awareness campaign on noise from night-time worksites will be completed in 2016 with the relevant parties.

24 days to inform and raise awareness about sustainable development

Raising the awareness of all airport-site employees is part of a global strategy to help each person understand, feel involved, and to commit to the momentum towards sustainable development. Beginning on that foundation, a large-scale awareness campaign was organised in December 2015: the Sustainable Development Advent Calendar. Each day on the extranet, airport-site employees would find a sustainable development topic applied to airport activities. Filled with concrete examples and good practices to implement, the calendar also provided cause for celebration by awarding responsible gifts each day by lottery, including an electric bicycle on Christmas Day.

3,924 employees
of **33** different
companies visited
the Sustainable Development
Advent Calendar



Genève Aéroport's partners

Questions for
Thomas Romig,
Head of the Airport Steering department

“We want to be able to guarantee operational safety, optimise on-time operations and limit environmental impacts by working with all actors involved.”



— **How do you approach the question of operational efficiency in a context of construction and growth in air traffic?**

— In 2014, we launched a joint operational platform called the Airport Operations Center, which is intended to continuously supervise and manage operations among the various partners. It enables us to closely coordinate airplane movements, passenger flows, and merchandise (freight and cargo) in real time, in particular in the event of a deteriorating situation or a crisis. The coordination center includes the airport's principal partners, with whom coordination and communication connections are important. A first deployment phase is planned at the end of 2016, and we expect the center to be operational by mid-2017.

— **What areas are you focusing on as you set up the new operational coordination center?**

— The first area concerns the development of infrastructure and information systems, including the implementation of a platform and process for collaborative

decision-making. A second area, more organisational, will determine the ways of working together, as well as the necessary positions to be filled to conduct operations. These collaborations extend to all Geneva airport actors. The goal is to increase efficiency and to be able to anticipate the impacts generated by any change, by working on a daily basis in a fully transverse and coordinated way. That will also enable us to better manage situations within the scope of the Genève Aéroport Emergency Plan.

— **What objectives motivated the development of this collaborative platform?**

— We want to be able to guarantee operational safety, optimise on-time operations and limit environmental impacts related to air traffic by working with all actors involved. Particular attention is also paid to the consistency of the operational capacity of the airport, fluidity, and operational efficiency. All of this aims at delivering higher quality services to our customers and to passengers, despite numerous current or upcoming adaptation works.

Ensuring first-rate operational performance

Due to its geographic placement, the European Network Management Operations Center (NMOC) has identified Genève Aéroport as a strategic location at the heart of European air transportation. Beginning in 2014, Genève Aéroport therefore began local implementation of a coordination tool with the objective of optimising air traffic fluidity in the European skies and reducing the time airplanes spend waiting on the ground. In 2016, Genève Aéroport joined a group of close to 40 continental airports that use an automated process for communicating flight-related data, called "Airport Collaborative Decision Making" (A-CDM). When a potential or actual change in traffic is predicted, the tool implemented at Genève Aéroport informs all locally affected parties, as well as the NMOC. All parties concerned are able to manage their movement-related activities in a coordinated manner.

All stakeholders benefit from implementation of the A-CDM. In particular, improving operational efficiency increases airport capacity and reduces delays. The decrease in the amount of time airplanes spend taxiing on the runway leads to a decrease in kerosene consumption and therefore to lowered environmental impacts and costs.

For more information: www.gva.ch/a-cdm and www.euro-cdm.org

Collaborative management of air traffic for the benefit of all



2,355 tonnes of CO₂/year saved through shortening airplane taxiing time on departure from Geneva through the A-CDM process*

* Source: The Confederation: Exemplary in Energy, Annual Report of the Swiss Federal Office of Energy, 2005.

Finding joint solutions to environmental challenges

Genève Aéroport has implemented the **Collaborative Environmental Management** process, which enables airport partners to discuss topics relating to the environment and aviation operations strategically to find joint solutions. Eurocontrol provides airports, airlines, and aviation navigation services with a protocol that facilitates formalising arrangements between stakeholders, to help them in their joint, on-going efforts to limit their environmental impacts.

For more information: www.eurocontrol.int/environment



Genève Aéroport's suppliers

Interview with
Dominique André,
Procurement process manager



“In 2015, Genève Aéroport instituted a directive on ethical procurement.”

— **What are the challenges for procurement management?**

— Currently, Genève Aéroport does not have a central procurement office. As a result, the various departments and employees acquire the goods and services that they need on their own. That means that a large number of people are involved in making purchases. Genève Aéroport is constantly working to harmonise processes and rationalise procurement.

To do this, we need a change in the culture, which is achieved mainly through training and raising awareness of the people involved of the various rules involved in procurement.

— **How are social and environmental imperatives integrated into your supplier relations?**

— Through our general terms and conditions, our contractual partners undertake to comply with the provisions relating to worker protection, equal pay, and environmental requirements communicated by Genève Aéroport. They must also demonstrate ethical integrity, in particular by establishing measures for the prevention of corruption.

In 2015, we hired someone whose job includes ensuring that our suppliers and their subcontractors comply with the OCIRT's rules on integrity and social contributions. That same year, Genève Aéroport instituted a directive on ethical procurement. The directive gives the framework for purchasers and suppliers to

maintain relations that respect the values and interests of the company and of the law. The themes of corruption and potential conflicts of interest are discussed. During calls for tenders, evaluation criteria relating to bidders' training capacities and environmental policies are sometimes used, although that is not yet mandatory.

Genève Aéroport's general terms and conditions: www.gva.ch/CG-achats

— **What are the projects that you hope to work on in the medium term?**

— With respect to sustainability, the goal is to identify the priority segments and contracts and to draft a directive explaining how to integrate the principles of sustainable development into each stage of the procurement process. Today, many purchasers would like to be able to apply these principles, but they lack a harmonised methodology for doing so.

1,200 suppliers

241 million paid to suppliers and service providers

61 people trained in procurement processes

Encouraging buyers and suppliers towards sustainability

Genève Aéroport is one of the largest purchasers in the region. It therefore has the duty to constantly ensure responsible procurement, to see to the good use of resources, and to comply with the competition rules relating to public sector procurement.

Consolidating the procurement process

Defining clear framework for employees making purchases of goods or services (procurement policy, procurement directives, etc.).

Getting suppliers committed to sustainability

Defining our requirements and communicating them through documents and discussions. Evaluating suppliers using social and environmental criteria.

Developing employees' procurement skills

Training and raising awareness among relevant staff members about rules and good practices in this area.



The Purchasing Projects and Process Coordination Unit is in charge of continually improving the process, rationalising procurement, and training staff on good practices in this area. It fosters awareness of compliance with procurement policy and internal directives, without neglecting other aspects, such as the traceability of purchases and the on-going pursuit of balance between economic, environmental, and social goals.



Participation in the "responsible procurement" working group of the "Grand Etat" (Geneva and its autonomous public institutions)

In collaboration with the HUG (University Hospitals of Geneva), SIG (Industrial Services of Geneva), the TPG (Geneva Public Transportation), and large private sector companies in Geneva, Genève Aéroport works to develop responsible procurement programs, by sharing analytic tools, good practices, indicators, etc.

Partnership for IT procurement in French-speaking Switzerland (PAIR)

Calls for tenders for any IT product or service are prepared in collaboration with PAIR, an organisation that brings together many public sector and para-public sector institutions in French-speaking Switzerland. The partnership gives its members access to competitive prices, while integrating environmental criteria (regarding waste) and social criteria (in accordance with the recommendations of the International Labour Organization), which correspond to the commitments made by approved suppliers.



Construction site supervision

Genève Aéroport has issued directives for construction highlighting the legal obligations and specific terms required of its service providers in terms of security and environmental protection on construction sites. These directives are included in Genève Aéroport's general terms and condition.

Construction site inspections

The workplace health and safety team carried out **228 construction site visits** in 2015 to inspect the work and determine what measures were needed to improve safety. Contractors were requested to take **319 measures**, including ensuring that workers wear reflective yellow vests and personal protective equipment (PPE) and taking safety measures for work performed high off the ground.

Serving passengers together

An airport is a nerve centre where travellers from all over the world cross paths. Comfortable infrastructure, high-quality services, and a warm welcome - in conjunction with operational efficiency, safety, and security - combine to provide passengers a pleasant experience. Each day, Genève Aéroport and its partners meet these expectations, all while limiting environmental impact.





Interview with
Denis Mastrogiacomo,
Head of the Operations Department



“SatisPAXion is the link that allows us to optimise consistency between passenger expectations and our actions on the ground.”

— How do you pay attention to passengers in addition to your sector responsibilities and sustainable development objectives, among others?

— Our daily challenge is to be one of our passenger’s favourite airports, while ensuring operational efficiency and taking safety considerations and environmental issues into account. It is also a fantastic opportunity for our airport, which has been modernising its facilities over the last several years and is preparing for a major infrastructure transformation. For several years, passenger satisfaction has stagnated here while other airports have made progress in their customer satisfaction surveys. In order to remedy this situation, the senior management has formed a transversal working group and launched the “SatisPAXion” initiative. Until 2015, passenger satisfaction surveys were conducted and one-off corrections were implemented without being part of a global context. SatisPAXion is the link that allows us to optimise consistency between passenger expectations and our actions on the ground.

— How is this new approach applied on the ground?

— One of the first projects to come out of this initiative was to give a new look to construction site protection panels. The passenger environment is strongly affected by the on-going construction. In order to minimise unpleasantness, the walls surrounding worksites at the check-in level are being used to direct passengers and advertise the services offered by Genève Aéroport. We also took advantage of this opportunity to highlight the actions implemented to limit the environmental impacts of airport activities.

Shortly, a multi-disciplinary team will be redesigning the boarding areas of a satellite terminal, a pilot project that will take into account the needs of passengers, the Genève Aéroport departments, and the airlines. Once completed, the changes will be evaluated to create a full set of “passenger” specifications for the coming updates to our infrastructure.

Welcoming and satisfying all passengers

Each day, an airport is a representation of the world and its diversity. Satisfying all types of travellers and guaranteeing excellent service and a warm welcome are major strategic priorities for Genève Aéroport. Tourists and families; business travellers, diplomats and VIPs; people with disabilities - Genève Aéroport works to continually improve their level of satisfaction.

In 2015, Genève Aéroport's passenger satisfaction index stood at 3.89 out of 5. A slight stagnation in satisfaction had been measured for the last several years, due in particular to the many construction projects underway to modernise the airport's infrastructure. Management's goal was to achieve a grade of 4 out of 5 and to rise from 14th to 8th place in rankings of European airports in the 15-25 million-passenger category. The ambiance, the feeling of safety, the comfort of the waiting areas (including connectivity needs), availability of information, and waiting times at the various key locations in the terminal are some of the criteria that strongly influence passenger experience. In order to increase customer satisfaction, Genève Aéroport works to continuously improve the quality of its services and infrastructure.

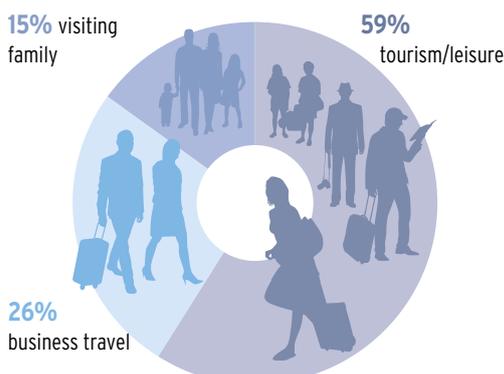
Overall passenger satisfaction



An approach to quality anchored in periodic satisfaction surveys

Passenger satisfaction is continually assessed using various surveys of arriving and departing passengers. The results help Genève Aéroport define its action priorities and manage improvements consistently so as to ensure the best possible service. **"Smiley box"** were installed in various shops and key points throughout the airport, such as in restrooms and at security checkpoints. This tool for monitoring customer satisfaction in real time enables the airport to take immediate corrective measures if needed. Genève Aéroport was the first airport to install this system, developed by a Swiss start-up and now used in 15 European airports.

Types of travellers



9,500 passengers interviewed in satisfaction surveys

120 Smiley box installed in the terminal,

2.1 million votes recorded in real time

Customers

Lively and animated spaces

Each year, Genève Aéroport's management defines a goal that each employee must pursue. For the last two years the goals concerned passenger welcome. In 2014, with "a smile upon arrival," employees focused on welcoming and guiding passengers while construction was carried out on in the "Arrivals" area. In 2015, site employees created 13 activities in different areas of the airport, including a flash mob, curling with suitcases, a tango demonstration, a basketball demonstration, and three activities to raise passenger awareness of environmental, humanitarian and health issues.

A wide range of services offered

In line with contemporary trends, in selecting shops the airport aims for a wide range of prices, styles, and products. In terms of restaurants, trends and passenger expectations are rapidly evolving. For that reason, the restaurant choices are reviewed regularly (see p. 36). Particular attention is paid to the use of local products by businesses operating at the airport, like the restaurant "Le Chef," where the menu is chosen by young Chef Benjamin Luzuy, a rising star of local gastronomy and a passionate advocate for local products of the Geneva region and lake.

www.gva.ch/shopping



A game of Basketball Sorting playfully addressed the topic of recycling waste

e-services and connectivity

Genève Aéroport has developed many **e-services** to help passengers prepare at home for their arrival at the airport. Services such as reserving a parking space stress-free, saving time at security by using the priority lane, or relaxing in a lounge may all be reserved online directly on our website. www.gva.ch/eservices



GVApp, our free app for smartphones and tablets, provides all information that travellers need about their flights and airport services. In 2015, GVApp was named *Best of Swiss Apps* and won the *Meilleur du Web* (Best of the Web) prize in the 'usability/UX' category. www.gva.ch/gvapp

In the terminal, passengers and airport visitors have access to **free wifi** 90 minutes per day (30 minutes longer than in 2014). www.gva.ch/wifi

At the end of 2016, **business corners** with 4 to 6 seats will be installed in zones located after security, in connection with the SatisPAXion initiative. These spaces will enable passengers to remain connected and active by providing electrical outlets and USB ports.



A centralised system for managing complaints and suggestions

At the end of 2015, Genève Aéroport implemented a centralised system for managing complaints and forwarding them to the proper departments when they are recurring and do not correlate with known situations (construction, high-volume periods, or otherwise). Response times for simple complaints are 72 hours and 10 days where a more thorough investigation is necessary. Moreover, an email address was created in 2016 to gather suggestions for improving passenger satisfaction. (satispaxion@gva.ch).

www.gva.ch/reclamation

663 complaints and suggestions for improvement received by email, completed form, letter, telephone, or social networks

Children's areas

Time can seem to pass slowly when waiting to board an airplane, especially for families with small children. To make the waiting time more pleasant, an airport employee welcomes families with children ages 0 to 5 in a children's area located in the transit zone. The area has a nap room with small beds, games, a kitchenette, a nursing area, and a bathroom. Since its creation in 2013, the area has been used more and more frequently, and passenger surveys show a very high level of satisfaction with the service. A game area is also available between gates A5 and A8, and zones for children and families are planned for the future East Wing.

11,682 children have used the dedicated area in the transit area

Passengers with reduced mobility

Genève Aéroport, through GVAssistance, provides free assistance for passengers with disabilities or reduced mobility. In order to facilitate their journey through the airport, handicapped parking spots, call points for support outside the terminal, and special reception and boarding areas have been installed and are also planned for the new East Wing.

www.gva.ch/pmr

91,600 passengers with reduced mobility assisted through GVAssistance

Official welcomes

The airport has several Protocol Rooms used each day to welcome diplomats. Genève Aéroport maintains a dedicated team to handle official welcomes of heads of state, prime ministers, foreign ministers, members of royal families, and high-ranking military.



4,483 official welcomes

Asylum seekers

Due to the inspections and formalities that the Swiss authorities must perform, the arrival of asylum seekers requires specific arrangements. In 2015 new areas were completed north of the airport. These areas provide adequate facilities and enable asylum seekers to access the public transit zones while their requests to freely enter Swiss territory are processed.

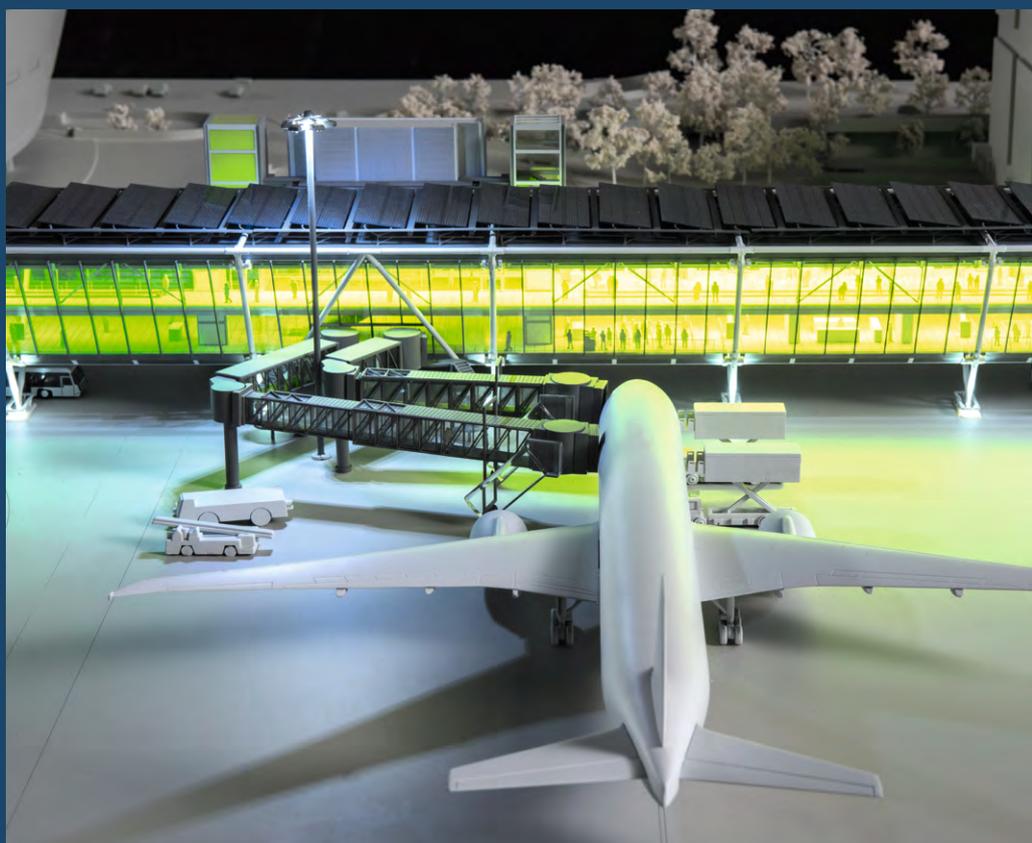
Customers



The East Wing: a long-term vision for long-haul flights

The future East Wing will offer passengers on intercontinental flights a modern, comfortable, and well-lit space. The building will have spacious waiting areas, suitable for relaxation or work, as well as shopping and restaurant areas. Priority will be given to fluidity, with an optimised traffic-flow plan integrating safety needs. Airplanes will taxi to the gate, and passengers will board and disembark through jetways, decreasing the need for bus shuttles on the apron. Special attention was given to the building's energy efficiency. For example, the building will have an excellent envelope thanks to triple-paned glass. The most efficient technical equipment was chosen. Heating will be geothermal, and electricity will be generated by numerous solar panels. Finally, a rainwater catchment system will be used to provide water for bathrooms.

www.gva.ch/aileest



6,400 square meters
of solar panels
100 geothermal probes
for heat pumps

Coexistence of general aviation and business aviation

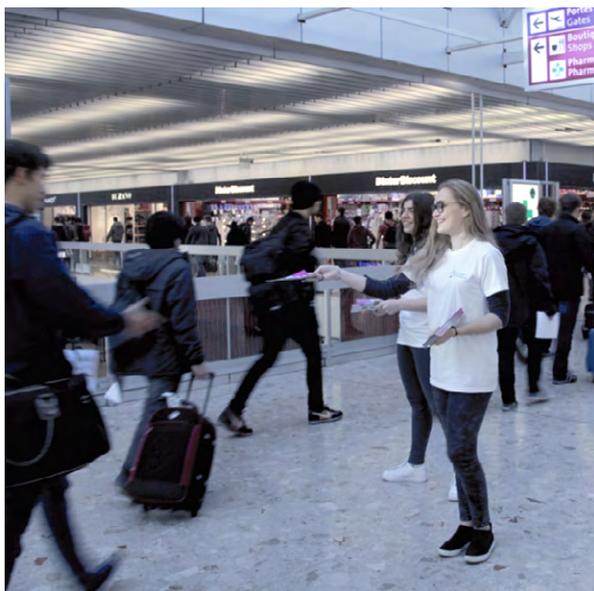
Business aviation is an important sector for the region. It contributes to the economic development of the Lake Geneva region and the expansion of Geneva's influence as an international city. CEOs and diplomats are the primary users of business aviation. But private jets are also used for medical evacuations, repatriations, and organ transport. Business aviation companies represent more than 700 jobs at the Geneva airport, which is the second largest platform in Europe for this type of traffic, after the airport of Paris-Le Bourget. The airport's operational regulations give priority to scheduled flights; business aviation companies must submit an authorisation request in advance. As the airport's capacity is limited to 40 movements per hour, the hours available for non-scheduled flights are limited.

Genève Aéroport therefore works closely with business aviation companies to ensure the peaceful coexistence of the two types of traffic in the interest of all involved. The Geneva Business Aviation Association (AGAA), created in 2015, is Genève Aéroport's primary interface for contact with business aviation companies. With respect to authorisations for flights between 10:00 PM and midnight, Genève Aéroport uses a different approach depending on the type of aviation. Business aviation represents only a small percentage of night-time movements.

11% of total traffic
represented by business aviation

Raising passenger awareness about responsible tourism and child protection

Since 2015 Genève Aéroport has partnered with ChildSafe, a child protection programme that aims to raise tourist awareness about the best ways to help and protect children in the countries that they travel to. For Genève Aéroport, this consists of several measures: distributing brochures, broadcasting advertisements on screens in the arrivals area, and conducting a three-day dialogue with passengers, in cooperation with the organisation Friends International. This organisation disseminates ChildSafe's "seven tips for travellers," educating passengers tourism that respects children's rights.



For the second consecutive year, Genève Aéroport has sponsored the first prize in a competition at the Paléo Festival - a trip to Cambodia. In this way, the airport helps to educate more than 1,000 festival attendees about respectful tourism and child protection. This action will be supplemented by displaying posters for the new ChildSafe campaign along the walls of the airport's shopping area over the course of 2016.

www.friends-international.org



The fight against the illegal wildlife trade

In March 2015, in connection with World Wildlife Day, Genève Aéroport hosted a conference organised by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) on the conservation of species threatened with extinction. In addition to Genève Aéroport, the event brought together representatives of the United Nations, of Geneva's natural history museum, and of the Swiss Federal Customs Administration, which plays an important role in the fight against the illegal wildlife trade.

In Switzerland, several hundred specimens per year (living animals and plants, leather products, etc.) are confiscated either because they are contraband or because the necessary proof of their legal origin is missing. At the Geneva airport, customs agents seized a total of 209 packages in 2014 and 2015 and confiscated 89 shipments.

In order to raise passenger awareness about this illegal trade, which weakens the Earth's precious biodiversity, Genève Aéroport displayed a slide show on various information screens on World Environment Day, 5 June 2016.

www.cites.org

Interview with
Ruben Jimenez,
Head of the Security Department



“Our goal is to provide the best possible service to passengers while maintaining a high level of security.”

— How do you pay attention to passengers in addition to your sector responsibilities and sustainable development objectives, among others?

— In our department, we are directly involved with the most stressful moment for passengers: when they go through security. It is at these transition points between the public zones and the secure zones that our employees actively contribute to passenger confidence and to improving passenger flow. Our goal is to provide the best service possible to passengers while maintaining a high level of security.

— How do you evaluate passenger experience?

— In 2015 a system for evaluating passenger satisfaction in real time – the Smiley box – was installed after the security checkpoint. More recently, “mystery passengers” also evaluated the work done by my teams in connection with the SatisPAXion initiative. In recent months, passenger evaluations have been quite positive. We know that there is more than the question of waiting times behind that result. An attitude of respect for our guests, whatever their national origin, gender, or beliefs, is also essential.

— In your approach to continued improvement, what actions are still to come?

— In addition to specific training to improve passenger satisfaction, our department is also working on sensitive topics relating to current events, such as the fight against discrimination and the risks of radicalisation of staff members active on-site. In order to be able to detect problems and respond intelligently, specialised training will be offered beginning in the fourth quarter of 2016. Following a test phase, all employees of the security department will be trained.

Maintaining optimal operating conditions at all times

Making sure that all airport operations run smoothly is the best way to ensure punctuality. “Effectiveness and efficiency” are the watchwords of the employees in charge of coordinating operations at Genève Aéroport. Employees are also motivated by the desire to ensure safety and protect the environment.

The fluidity of passenger travel through the airport

Genève Aéroport works continuously to improve passenger flow and to decrease waiting times at the various points along the passenger journey through the airport, for both departures and arrivals.

For checking in baggage, various time-saving services are available to passengers: baggage check-in at the train station, automatic check-in (or self-bag drop), and check-in kiosks. With respect to security, new equipment added in 2015 improved the flow of passengers from the public zone to the secure zone. By the end of 2016, scanning “rugs” that will allow passengers to anticipate, or even avoid, taking off their shoes and belts will be installed.

In boarding areas, waiting times depend significantly on aviation operations. Coordination between the various people involved leads to on-time departures (see p. 43). Upon arrival, Genève Aéroport and its partners work to continuously improve the flow of baggage from the time it is unloaded from the airplane until the time it is delivered to passengers. The use of the baggage claim carousels is optimised depending on the flights.

In connection with the project to transform the baggage claim area, new carousels dedicated to long-haul flights will be installed and will provide increased capacity. In 2015 complaints concerning passenger flow decreased.

Maintaining a high level of safety

The Safety Office is in charge of managing the safety of aviation operations at the airport. It ensures compliance with international standards and the airport’s safety policy. It is also in charge of supervising the continuous improvement in operational safety, with the support of the departments involved in operational procedures. It maintains a system open to all airport employees for reporting safety-related events. The Safety Office informs the FOCA within 72 hours of significant events occurring at the airport. The system’s objective is to understand where the fault lines are and to remedy them, while protecting staff members through a nonpunitive culture. At the same time, the Safety Office has developed various tools to ensure compliance with safety standards during infrastructure renovation and construction projects that have an impact on aviation activities. Certified under the standards of the International Civil Aviation Organization, Genève Aéroport underwent an audit by the FOCA in 2016 in order to obtain the Aerodrome Certificate issued by the European Aviation Safety Agency (EASA).

Average waiting times



3.32 safety reports made per 1,000 movements (-5% since 2014)

Professional firefighters

Genève Aéroport has its own Airport Safety Service (SSA), which ensures safety on the airport site 24 hours a day, 365 days a year, thanks in particular to around 100 professional and “centralistes” firefighters.

The firefighters receive eight days of aviation-specific training per year, including exercises in fighting kerosene fires on-board aircraft, tunnel fires, and aircraft lifting, and spend at least two hours per day on maintaining and expanding their skills.



Emergency plan

The Genève Aéroport Emergency Plan (PUR-GA) enables the airport to deploy organisational and operational means to handle degraded operational situations. Ten categories of dangerous events covering around 70 different degraded situations were identified and described in the PUR-GA. Examples include airplane crashes, building collapse, violent storms, and epidemics.



Aircraft lifting exercise

The on-site construction currently underway and the on-going transformation of airport infrastructure makes it essential for the SSA to continually revisit its response procedures. Each year, the SSA gives numerous courses in fire safety and first aid to airport staff.

www.gva.ch/secureite

8,511 responses by
the SSA

250 participants
in fire safety courses given
by the SSA

In May 2015, a general emergency drill involving a simulated airplane crash at the runway threshold was conducted to test the implementation of procedures with respect to alarms, mobilisation, and management of the crisis situations defined in the PUR-GA. In addition, coordination and communication among the various airport and cantonal partners were tested. The exercise showed many positive areas, and measures for improvement are underway. Exercises are regularly held to test and improve the emergency plan and procedures.

The Emergency Plan's coordinator plays an important role in developing and updating the

plan. In so doing, he relies on the events that occur daily and on the information obtained through emergency drills. Events that occur at other airports are also analysed.

Crisis units in the event of an accident

In the event of an aviation accident, crisis units are necessary, including the Welcome Unit, which can be put in place to receive the victims' families and loved ones. In that context, "Care Team" volunteers were recruited from among airport-site employees and were trained in 2015 and 2016 to help emergency professionals take care of victims' loved ones. The unit is operated by Genève Aéroport and by other airport and cantonal partners.

135 bird species
spotted to date on the airport site

233 nest boxes
installed on the airport site

71 wildlife
strikes recorded



Balancing safety and the natural environment

Genève Aéroport's goal is to ensure operational safety while enabling local flora and fauna to coexist with aircraft. The presence of animals on the airport site is constantly monitored by agents from the Wildlife Hazard Prevention Unit.

This unit sedentarizes birds to remove risks to aircraft (for example, by installing artificial nest boxes) and deters those that come too close to the runway. To respond to security goals while preserving grassland biodiversity, a differentiated grassland management plan is maintained.

www.gva.ch/nature



Limiting passengers' environmental impact

At the Airport, quality rhymes with sustainability. Along with the measures put in place to ensure the safety and well-being of an ever-growing number of passengers, Genève Aéroport aims to limit their environmental impact.

In the terminal and around

The airport's management is committed to promoting the use of public transportation (see p. 14). Public transportation tickets subsidised by Genève Aéroport are distributed free of charge to passengers landing in Geneva. In the terminal, sorting bins (paper, plastic bottles and aluminium cans) are available to passengers to increase the percentage of waste that gets recycled. In 2015, bins for recycling plastic bottles were installed on the security level leading to the boarding areas. The electricity consumed by the airport is 100% from renewable sources (see p. 80). The 11,000 square meters of solar panels installed on the site cover a portion of the airport's energy needs.

4,500,000 public transportation tickets offered by Genève Aéroport to passengers since 2009

46% of passengers use public transportation

45% of waste in the main terminal is recycled

Limiting water consumption



Particular attention is paid to decreasing water consumption during renovations or new construction. Some airport bathrooms are equipped with waterless urinals. This technology enables Genève Aéroport to save about 4,000 litres of potable water per day, the equivalent of the daily consumption of about 8 Swiss households.

43.6 millions litres of potable water consumed in the main terminal

On the apron

For several years infrastructure upgrades, the increasing number of passengers, and greater airplane capacity have generated an annual 20% increase in passenger movements by bus on the apron. With this in mind, the decision was made to acquire two new electric buses in 2016 and to convert two diesel buses in the current fleet into electric buses. In the future, Genève Aéroport will give preference to electric buses, and more diesel buses will be converted. These investments will reduce emissions of atmospheric pollutants while improving passenger comfort.

The "Follow me" vehicles used by runway services are also highly sought after. They circulate continuously to monitor the runway (4 to 6 times per day) and to guide airplanes on the ground. In 2016, a new electric vehicle was tested for conducting these activities. If the results are convincing, these vehicles will gradually be replaced with electric models. The feasibility of using a driverless electric shuttle on the apron is also being studied. The objective is to achieve a 40% share of electric, hybrid, or natural gas vehicles at Genève Aéroport. The increase in the share of eco-friendly vehicles contributes to reducing emissions of atmospheric pollutants and greenhouse gases, while decreasing the exposure of employees working on the apron.



23% of electric, hybrid, or natural gas vehicles at Genève Aéroport (+2% since 2013)

On board aircraft

Until 2015, almost all waste produced on-board airplanes was incinerated, specifically for health reasons. Following a loosening of the applicable rules, a pilot programme for sorting waste on-board airplanes was put in place with easyJet at the end of 2015. The results of this project were conclusive, as in 2 months more than 5 tonnes of waste were recycled. Genève Aéroport has modified its sorting infrastructure and worked in close cooperation with the ground handling agents, cleaning service providers, and airlines to offer all airlines that so desire, as of the end of 2016, the option to sustainably sort the waste produced on their airplanes.

1,700 tonnes of waste removed from airplanes



Promoting the least noisy and least polluting airplanes

Genève Aéroport incentivises the airlines flying into and out of Geneva to use the most modern and least polluting airplanes. This incentivisation takes the form of fees collected on each landing, and a specific noise fee for take-offs after 22:00, the amounts of which are tied to the equipment's performance.

In 2013, more than 90% of airplanes were in the least noisy class (class V). Fees are revised regularly to maintain their incentive effect. The most recent update was introduced in April 2014, following a negotiation process with the airlines covering all airport fees. In 2015, the airplanes operating in Geneva had changed little, but the class V noise now represents no more than 19% of movements. The airlines are therefore re-incentivised to improve their fleets.

	Mouvements (%)	2013	2014	2015
more noise ↓	Noise I + II	0.2	2.5	3.1
	Noise III	1.6	6.7	8.6
less noise ↓	Noise IV	3.2	54.8	69.4
	Noise V	95.0	36.0	19.0

easyJet continually seeks to improve the environmental performance of its aircraft

“easyJet takes its environmental responsibilities very seriously and seeks to reduce its impact on the local towns near the airport. For several years, our airplanes have used one-engine taxiing on the apron, which reduces noise on the ground as well as the emission of atmospheric pollutants and CO₂. Our Airbus A319 and A320 aircraft (noise class IV) comply with the most rigorous noise standards issued by the International Civil Aviation Organization for this class of airplane. Nevertheless, we are constantly seeking to improve our performance and we are working with all aviation-sector participants to comply with and exceed noise reduction requirements. In that context of research, innovation, and investment in the newest aviation technologies, we decided to equip all of our airplanes with 'vortex generators'. By installing them on the vents located under the wings, we are able to reduce the whistling generated by these openings by 4 to 6 decibels. The vortex generator installation programme was launched



Jean-Marc Thévenaz,
Managing Director at easyJet Switzerland

on 15 November 2015 with a goal of equipping 100 airplanes by June 2016. The entire fleet will be equipped by the spring of 2018. Moreover, we plan to acquire 130 new generation A320neo airplanes in the next few years. These airplanes will come equipped with vortex generators and will emit a total of 15 decibels less than the current A320s. These airplanes will be delivered between 2017 and 2022.”

<http://corporate.easyjet.com/corporate-responsibility/our-commitment>

Serving society and listening to local residents

A direct and indirect job creator in the France-Vaud-Geneva basin, a contributor through its business and its sponsorship policy to the national and international influence of the canton, the second-largest airport in Switzerland contributes substantially to the strength of the regional economy. The airport's development goes hand in hand with the region's development. Genève Aéroport therefore maintains a close dialogue with the federal, cantonal and municipal governments, as with local residents. Genève Aéroport develops initiatives to improve its environmental footprint and listens to its neighbours' concerns.





Joint interview with:

Marc Mounier (MMO),
Head of the
Environment and Legal
Affairs Department,
Genève Aéroport



“Genève Aéroport must take technical and operational steps to reduce nuisances in all areas.”

— **Geneva airport is a national airport. What does that mean?**

— (MMO) *As a link in the chain of the national aviation infrastructure, it is the responsibility of the Geneva airport’s operator to maintain and develop the country’s air service. The region’s economy and residents benefit from the air traffic network into and out of Geneva; at the same time, local populations experience the disadvantages in terms of nuisances. Genève Aéroport must therefore implement a national policy (the Swiss transportation policy), taking into account the impact of air traffic on the local environment and on local residents.*

— (VVE) *Geneva airport is one of the three largest airport infrastructures in Switzerland. The airport thus plays a central role in providing international services. The canton of Geneva has a long tradition of welcoming international organisations. However, over the last several years there has been increasingly strong competition to attract international organisations and conferences. As a result, the canton has redoubled its efforts to maintain and reinforce Geneva’s international position. Among other things, this includes providing good accessibility to international and non-governmental organisations, permanent missions, and*

consular and diplomatic representations. The presence of an international airport is an essential framework condition.

— **How can national interests be reconciled with those of the canton and of the local population?**

— (MMO) *Since the role of Geneva’s airport is defined in the national aviation policy, it is the responsibility of the canton and of the airport operator to take all useful measures, each in its own area of authority. Genève Aéroport, for its part, must take technical and operational measures to reduce nuisances of all kinds. Economic incentives, through fees, must also be considered in compliance with federal legislation.*

— (VVE) *Airport activity generates significant territorial and environmental impacts for the canton. It is important to find a balance among economic needs, the needs of an international Geneva, environmental protection, the health of the local population, and the need to respond to the housing crisis. Since 2013 the canton has been involved in the process of preparing a document relating to the Sectoral Aviation Infrastructure Plan (SAIP) relating specifically to the Geneva airport, working together with the Confederation and the airport. This initiative aims to coordinate*

Vassilis Venizelos (VVE), Assistant Director of the Office of City Planning, State of Geneva



“To enable the airport to continue to grow while taking into account the health of local residents and the maintenance of building rights, the canton wishes to cap the volume of noise generated.”

infrastructure growth between now and 2030 with land-development and environmental requirements, and to reconcile the various competing interests.

— **How can you reach the best possible balance?**

— (MMO) *Several public policies are in play: Swiss transportation policy, national and cantonal economic policy, land development policy, housing policy (particularly in Geneva), environmental policy, etc. These policies are not fully compatible with each other, and compromise solutions carry consequences. The current process of drafting the SAIP document allows us to take each of these interests into account to the extent possible. The coordinated work between the Confederation, the canton, and Genève Aéroport accomplished thus far and published on the FOCA's website* serves as a basis for preparing the SAIP document, the future operational and development framework for the airport through 2030. Local residents will have the opportunity to give their opinions on the document in 2017. The final decision will belong to the Federal Council, in light of all the opinions that will have been expressed.*

— (VVE) *To enable the airport to continue to grow while taking into account the health of local residents and the*

maintenance of building rights, the canton wishes to cap the volume of noise generated. The advantage of such a measure is to guarantee affected populations that a maximum noise level will not be exceeded, while preserving some room for manoeuvre for the airport and its operators. This system will also make it possible to incentivize the airlines to use the most efficient airplanes possible with respect to acoustics.

* www.bazl.admin.ch/psiaqva

SAIP drafting process

19 SAIP coordination meetings bringing together the FOCA, the cantons of Geneva and Vaud, and the airport operator

9 meetings of the SAIP Steering Committee

5 dialogue sessions between the canton and the municipalities

High-quality air network and regional prosperity

Located geographically at the heart of the European continent, Geneva is a canton-city that has for centuries cultivated exceptional ties with the rest of the world. It is an international city par excellence, an innovative region rich in know-how, an international crossroads of diplomacy and commerce, and the gateway to the Alps, where the lakes and countryside attract tourists from the world over. Activity in the canton is increasing rapidly. Over the years, a culture has been built up surrounding the airport. Furthermore, the need for connections to the rest of the world have become indispensable to the economic, cultural, and diplomatic prosperity of the entire region.

More than 3,000 multinational corporations are present along the banks of Lake Geneva. Approximately two-thirds of guests spending the night in Geneva's hotels arrive by airplane. More than 180,000 delegates from other countries come to Geneva each year in connection with diplomatic activities. As a result, the airport plays a significant role in the region's economic development and way of life. With more than 140 direct destinations, the airport contributes directly to the region's appeal. A recent study from ACI Europe ranks Genève Aéroport among the top 20 European airports for the quality of its aviation network. www.gva.ch/b2b

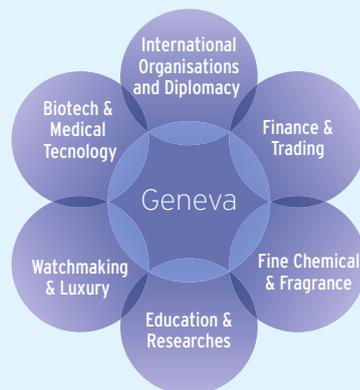
950,000 residents
in the Greater Geneva Area

6 million residents
live less than two hours from the airport

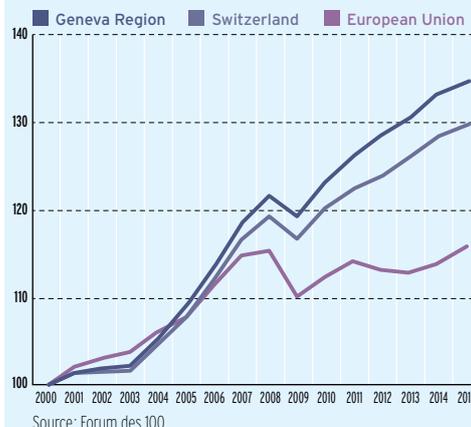
95 international
organisations and
250 non-government organisations
with international reach

Approximately **130** multinational
corporations have their headquarters
in Geneva

The most dynamic major industrial sectors



Growth in indexed GDP



A European study shows that a **10%** increase in connectivity has a positive per capita influence on GDP of **0.5%**, and that on average, 35% of value added merchandise in Europe is transported by airplane (interVIS-TAS, January 2015).

Importance of freight transport

The transport and delivery of merchandise play a role in the health, growth, and economic development of Genève Aéroport's entire catchment area. The region benefits economically from air transport, which enables merchants to deliver a wide range of products and raw materials to their customers from all over the world, and to do so quickly and frequently. In addition, due to the available infrastructure for processing air freight for export, local industries enjoy opportunities to sell products manufactured in Switzerland on foreign markets. The market value of the freight exported from Geneva represents close to two-thirds of total freight value. The ability to do business in both France and Switzerland makes Genève Aéroport a commercial platform with many possibilities, whether the merchandise is delivered to or from the European Union or Switzerland. Arriving from many regions of the world, air freight also contributes to the maintenance and development of new airlines by improving flight profitability.

www.gva.ch/cargo

Creation of jobs and value through the air transport chain

Air traffic creates employment throughout the value chain. Genève Aéroport alone directly employs 1,000 people and creates value of more than CHF 450 million. The direct and

65,000 tonnes of freight
for a total value of **42,000** million
(import and export)



29 freight forwarders and
1,000 people work in the cargo hall

indirect jobs generated by the airport represent a fraction of the jobs generated overall by all of the actors providing air service to Geneva and the region. Globally, the air transport chain in Geneva generates close to 47,000 jobs and CHF 7,200 million in added value in the region.

Creation of value for Genève Aéroport stakeholders (direct impact in millions of CHF)

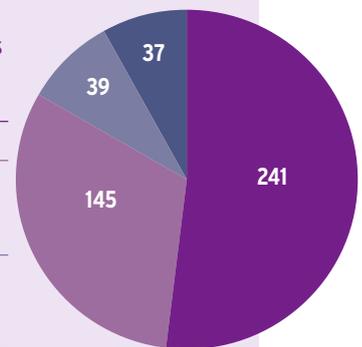
Supplier and service provider expenditures
(investment and operations)

Personnel costs

Banks
(repayment and bank fees)

Payment to the State of Geneva
(public contribution)

Source: 2015 Annual Report



Close to 47,000 direct and indirect jobs tied to air traffic in Geneva

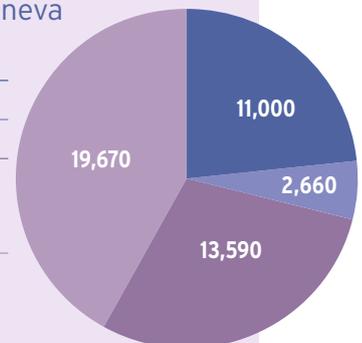
Direct jobs

Indirect jobs

Induced jobs

Jobs catalysed by passenger and merchandise traffic

Source: Infras Study 2011



Close to 7.3 billion in added value to the regional economy

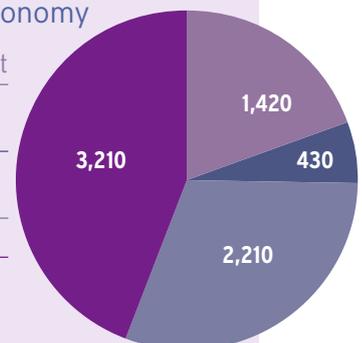
Direct economic effect

Indirect economic effect

Induced economic effect

Catalytic effect

Source: Infras Study 2011



See also:

www.aviationbenefits.org

Limiting impacts on local residents

The impact of air transportation on the environment and on the residents of neighbouring communities is a reality of which Genève Aéroport and its partners are very aware. We take measures to objectify the situation and minimise nuisances due to air traffic and airport operations. Moreover, Genève Aéroport maintains on-going dialogue with local elected officials and the population to understand their expectations. Globally, the air transportation industry contributes at every level to minimise the impact of airplane movements and activities on the ground.

New noise abatement hangar

Observers will have noticed that a new building was built at the airport in 2015, to the southwest of the main terminal. Simple in appearance, in reality it is a highly efficient, soundproofed enclosure for testing airliner reactors.

These tests are essential for ensuring safety. In the event of a technical problem, they are sometimes necessary for discovering the source of the malfunction. Once the repair is performed, procedures usually require that the reactor on which the mechanics worked be tested before the airplane is put back into service. Engine tests are also required in connection with regular maintenance operations.

Engine testing is a significant source of ground-based noise emissions. The construction and entry into service of the new noise absorber will make it possible to conduct these tests in a soundproofed hall rather than outside. The benefit for people who live near the airport is clear. From the standpoint of operational safety, the new noise absorber is also a benefit, as there is a decreased risk of accidents relating to the whistling of reactors. The absorber is expected to be put into service during the second quarter of 2016.

The new soundproofed hall is state of the art. Its cost is on the order of CHF 15 million. The roof and walls will be covered with 1,600 square meters of photovoltaic solar panels.

428 engine tests
in the southern area

-20dB, or 100 times
less noise for engine tests
conducted in the noise absorber





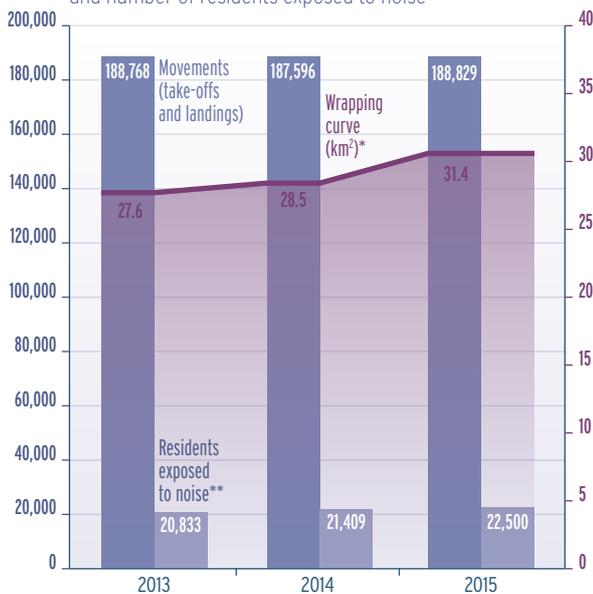
Air traffic's noise footprint

Each year, an independent organization, the Swiss Federal Laboratories for Materials Science and Technology (EMPA) calculates the noise footprint from air traffic based on real traffic data in Geneva (number of movements, types of airplanes, and actual flight times).

The surface area thus determined allows to track the evolution over time of the noise load due to air traffic and to calculate the number of residents exposed to airplane noise.

The number of residents exposed to noise increased slightly from 2014 to 2015. This increase was due to the increase in air traffic and also to growth in the number of residents in zones exposed to airplane noise. The increase in the number of take-offs and landings was offset in part by technological improvements to engines and other airplane parts, which contribute to making aircraft movements less noisy, especially on take-off.

Number of movements, wrapping curve, and number of residents exposed to noise



* Surface area exposed to a noise level greater than the maximum exposure thresholds, within the meaning of the ordinance on protection against noise, for the degree of sensitivity DSII, all times of day combined
 ** Number of residents exposed to a noise level greater than the maximum exposure thresholds

Consultative Commission for Action to Combat the Troublesome Effects of Aviation Traffic (CCLNTA)

The CCLNTA's mission is to facilitate dialogue and cooperation among Genève Aéroport, neighbouring municipal governments, resident associations, environmental protection associations, and the airlines. The commission gives its opinion on the environmental actions undertaken within the framework of Genève Aéroport's environmental management system and provides advance notice of the use of environmental funds. The commission meets four times a year.

For more information on the commission's composition and to view meeting minutes, go to www.gva.ch/cclnta

Dialogue with municipalities and associations

Genève Aéroport regularly meets with executives of neighbouring municipalities and maintains relationships with the main resident association, neighbourhood associations, and various associations for the protection of the environment. Management is thus informed of the concerns and expectations of the various stakeholders. Numerous airport site visits are organised each year by Genève Aéroport.

20 working sessions
with CCLNTA and its sub-commissions
(2014-2015)

49 presentations
made to local governments and
resident associations (2014-2015)

2,700 residents,
members of local governments,
and students participated
in airport visits

Society

Night movements

Airlines must plan with careful restraint any flight departing from Geneva after 22:00. The interest for airlines and their customers of putting a flight on their schedule departing from Geneva during the second half of the evening must be balanced with the inconvenience that such movements cause for local residents. This balancing of interests has led Genève Aéroport to refuse most departures after 22:00. Currently, only one connecting flight from Geneva after 22:00 is planned during the summer season.

A certain number of take-offs continue to occur after 22:00. These are flights planned for prior to 22:00 and behind schedule. After 22:00, the large majority of movements are landings. These are airplanes returning to their base or that will remain in Geneva for the night to carry out the first wave of service the next morning.

Restriction in the use of reverse-direction landings in the late evening

In connection with the on-going dialogue that Genève Aéroport maintains with local residents, a pilot programme was conducted over the course of a year concerning landings between 22:00 and midnight.

In order to increase the tranquillity of people living close to the airport and at their request, landings that reverse the direction of the runway are limited to the extent possible during these hours. As a reminder, under certain conditions evaluated by the air controller (Skyguide), landing airplanes may land opposite the usual runway direction in order to avoid an approach that costs more in time and fuel.

However, this procedure results in noise pollution on both sides of the runway, perturbing all who live near Genève Aéroport (Bellevue/Versoix and Meyrin/Vernier). Limiting the use of the procedure will help to better protect certain residents beginning at 22:00.

In order to measure the advantages and disadvantages of this pilot project, a joint evaluation of the situation will be performed at the end of 2016.

Années	2013		2014		2015	
	movements	%	movements	%	movements	%
22:00-22:59	7,208	3.8	7,455	4.0	7,260	3.8
23:00-23:59	1,775	0.9	2,026	1.1	2,702	1.4
00:00-00:29	126	<0.1	133	<0.1	160	<0.1
00:30-05:59 Medical flights, emergencies, and exceptions	79	<0.1	65	<0.1	81	<0.1

Overall, the number of night movements increased by 0.3% in 2014 and by 0.2% in 2015. New flights from new destinations, essentially landings, between 22:00 and midnight contributed to this increase, as did the increase in the number of delayed flights after 22:00. Between 22:00 and 23:00, one out of four flights was scheduled for before 22:00, which creates a movement after 22:00 (whether a take off or landing). Between 23:00 and midnight, this proportion is one flight out of two.



For more information: www.gva.ch/mouvements-nocturnes



Flights not subject to night-time restrictions and exception in the event of unusual, unforeseen circumstances

There were 198 movements after midnight in 2014 and 241 movements after midnight in 2015. Between midnight and 12:30 AM, commercial flights that are behind schedule are permitted to conduct movement on the runway (133 movements in 2014 and 160 in 2015). Organisational measures and close collaboration with airport operators reduce these occurrences to the extent possible, but they still occur, in particular when earlier incidents have disrupted evening traffic.

After 12:30 AM, a certain number of airplanes are still moving at the airport. These are essentially medical flights

or relate to other urgent circumstances (65 movements in 2014 and 81 movements in 2015). By necessity, these flights are not subject to any restriction.

Genève Aéroport may grant exceptions for movements beyond 12:30 AM in the event of unforeseen one-off circumstances. Once more, good communication with operators and rigorous adherence to practices can drastically limit the number of such movements, to circumstances that are fully justified. Thus, in the last three years (2013-2015), 60% of exceptions were granted over three days in particular ("black" days).

Years	2013	2014	2015
	movements	movements	movements
Exceptions after 12:30 AM	14	12	6

Society

Dialogue with residents

The noise from aviation traffic in local communities raises questions and complaints. Genève Aéroport pays close attention to these demands. Each one is investigated in order to put together and communicate a useful response.

In 2015, 88 complaints and questions were transmitted to the airport. 47 different people made these demands: the complaints concerned the inconvenience caused by airplanes in flight (take-off, landing, flying overhead), but also noise on the ground due to airport operations (ground handling assistance operations, technical equipment maintenance, on site construction, etc.) Complaints relating to visual flight rules (VFR) movements and to helicopters decreased.



Subjects of noise complaints (2015)

IFR noise

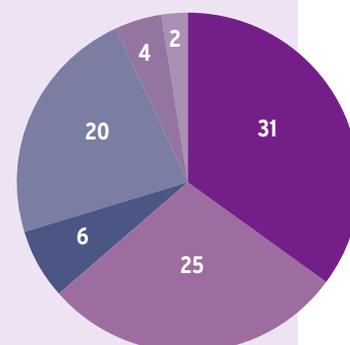
IFR flight path

VFR helicopter

Operational noise

Drones

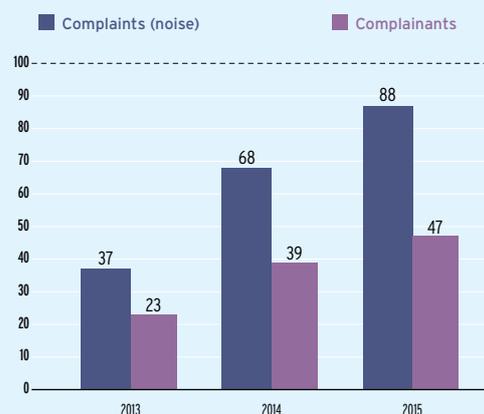
Other



In the course of the previous period, the process of complaint management was optimised, in particular with respect to processing demands that arrive at the airport in the middle of the night. An internal procedure for monitoring calls to the call centre was instituted. Callers can therefore receive information 24 hours a day.

Complaints caused by airport noise, in particular at night, has been analysed in depth. The result of the analysis showed the advisability of conducting a targeted awareness campaign for the departments and external providers that work on the apron at night, during the quiet period. Worksite directives that apply to all companies active at the airport, and in particular at night, were revised.

Complaints from local residents

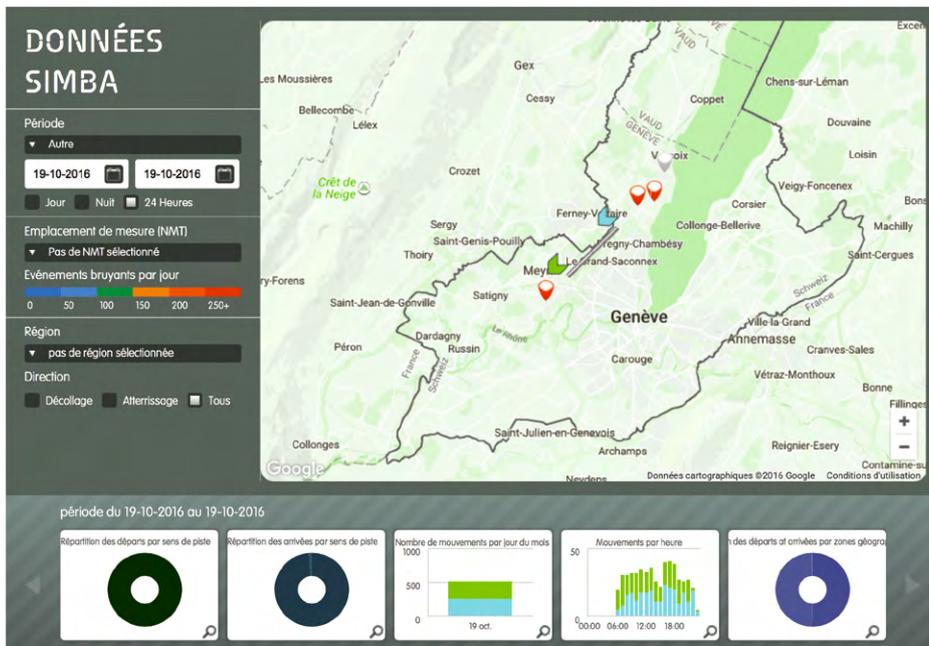


For any question or complaint concerning noise caused by airplanes or by airport activity:
+41 22 717 71 11 - environnement@gva.ch - www.gva.ch/bruit



A new system for measuring noise from airplanes

Genève Aéroport has been measuring airplane noise since the 1970s. Measurement systems have been regularly improved. The system in place since 2004 needed an update. The consultative commission for action to combat the troublesome effects of aviation traffic (CCLNTA) is composed of representatives of Genève Aéroport and of the Canton. It also includes local residents and an expert in acoustics. The commission formed a working group charged with examining the updating of the system to measure noise and to supplement it with a web-based interface for the public.



Following a diagnostic phase on the existing system, recommendations were issued. In 2015 a new system was selected following an international call for tenders. Later, new measurement stations were installed. At the end of 2016, a new Genève Aéroport website will inform citizens specifically about noise emissions. This new tool will be simple to use and will enable interested persons to obtain information about the aviation traffic noise recorded by the measurement stations over which the airplanes fly. Finally, it will give people more information about airplane movements, particularly at night.



Society

Programme to soundproof housing

Genève Aéroport has continued its programme, begun in 2003, to soundproof local housing. As at the end of 2015, 3,273 homes had received soundproofing financed by Genève Aéroport in local Swiss municipalities, as well as in the neighbouring French municipality of Ferney-Voltaire.



A new soundproofing concept is currently under development. It was submitted to the authorities, presented to local residents, and then published for public comment in 2016. The current soundproofing programme will continue under the aegis of the new concept once approved by the Confederation. Financing for the soundproofing of homes is subsidised by the aviation transportation industry, by collecting aviation fees allocated to this programme from the airlines operating in Geneva.

For more information:

www.gva.ch/insonorisation

3,273 homes
soundproofed
between 2004 and 2015

CHF 51.3 million
allocated for
soundproofing
housing since 2004
(including 4.6 million in France)

Satisfied residents



Mr. and Mrs. Arpin-Dumoulin, residing in Vernier

"Genève Aéroport paid for soundproofing the windows in our living room and bedrooms. The level of noise in the house has quite noticeably decreased, in particular when airplanes pass overhead, and the temperature also became more comfortable near the windows. The installation was rapid and professional and the work was fully supervised by Genève Aéroport's representative. Everything went very well and we are very satisfied with the result."



Genève Aéroport is one of 33 airports worldwide to be certified at level 3 (optimisation)

www.airportcarbonaccreditation.org

Air quality and climate protection

The airport is at the intersection of air, road, and rail traffic. It is a location with intense activity that unavoidably creates an impact in terms of air quality and greenhouse gas emissions. In order to limit the impact of its activity and that of its partners, Genève Aéroport has for many years implemented targeted measures in close collaboration with the relevant governmental authorities.

Through an incentivizing fee on greenhouse gas emissions, airlines have been encouraged to acquire lower-pollution aircraft (see p. 59). In addition, the locations where airplanes are parked are equipped with fixed energy-supply facilities (see p. 38). An ambitious mobility plan promotes the use of sustainable transportation modes by passengers and employees (see pp. 58 and 39).

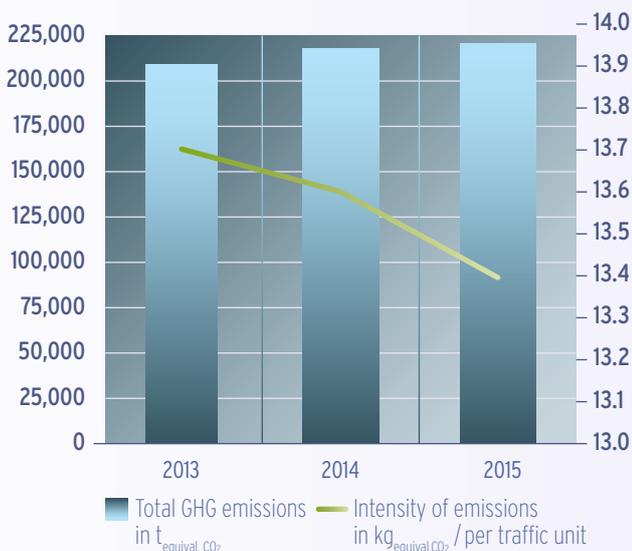
Numerous measures are in place to increase the share of electric and low-emissions vehicles (see pp. 40 and 58). An energy policy based on economy, efficiency, and the use of renewable energy sources is pursued in order to limit the use of fossil fuels (see pp. 78 to 80). Finally, the airport is involved in the OPair action plan, the canton's air quality improvement plan.

Genève Aéroport has stated its desire to limit greenhouse gas emissions and has maintained its Level 3 Airport Carbon Accreditation since 2011.

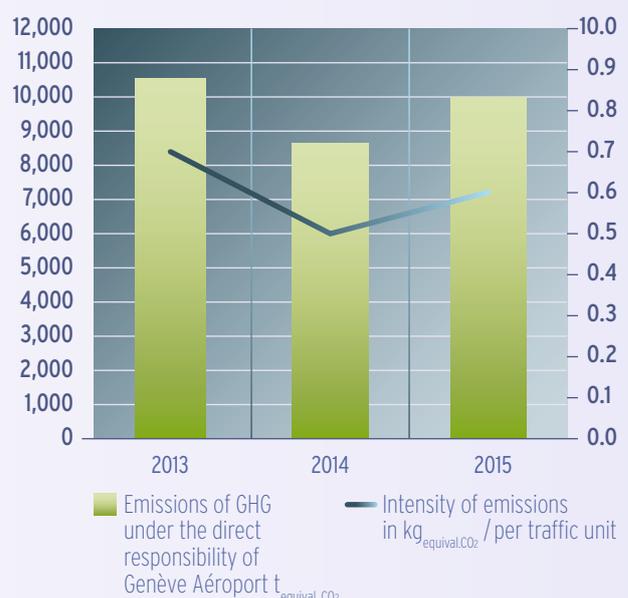
In that connection, the airport's efforts to reduce its greenhouse gas emissions are verified and formally approved by an independent third party. Level 3 certification indicates that Genève Aéroport includes the carbon emissions from aircraft movements (take-offs and landings), induced traffic (passengers and employees), and its employees' professional travel in calculating its carbon footprint. All of the airport's partners are involved in the effort to reduce emissions.

For more information: www.gva.ch/air

Emissions of greenhouse gases (GHG)



traffic unit = 1 passenger or 100kg freight



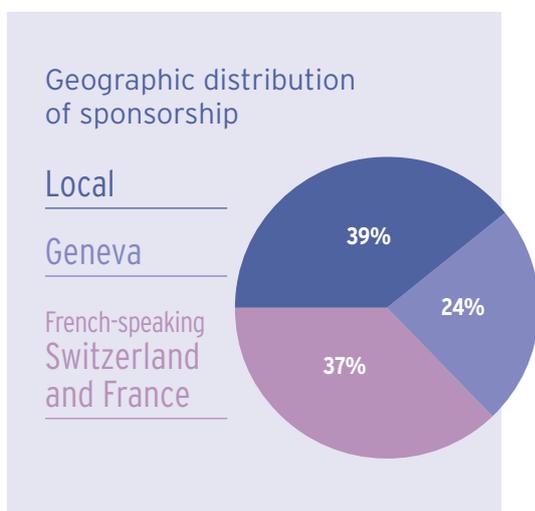
Society

Contributing to regional sport, cultural and social associations

For the last decade, Genève Aéroport has actively and deliberately supported associations and projects in the areas of sport, culture, tourism, and humanitarianism. Geneva and the surrounding region are the centre of an enormous number of cultural and sports activities, with which Genève Aéroport wishes to be associated through partnerships.

Sponsorships allow the airport to maintain links with a large number of organisations

active in local municipalities, as well as in the other French-speaking cantons and even in cross-border regions. The regional anchoring of the activities to which Genève Aéroport lends its support is one of the criteria for selection. Each year, Genève Aéroport contributes more than CHF 800,000, which is distributed among non-profit organisations meeting the distribution criteria in accordance with the company's values. In this way, Genève Aéroport demonstrates its commitment to serving the region, in addition to its primary mission of connecting the region and the country to the large political and economic centres, as well as to the international aviation transportation network.



Primary commitments

- ▶ **Sport** Lions de Genève, Genève Servette HC and all of the local football clubs, Team Genève, Geneva Regatta Training Centre, the Mandement footrace, the Foulées Automnales footrace
- ▶ **Culture** Carouge Theater, Meyrin Forum, Geneva Chamber Orchestra, Annecy International Animated Film Festival, Caribana Festival, Geneva International Film Festival Tous Ecrans, Vernier sur Rock
- ▶ **Tourism and economy** Forum des 100, Geneva Festival, Versoix Chocolate Festival, Alfa ACI, Foundation for Geneva, GE200.ch
- ▶ **Charity** Red Cross Geneva, Terre des Hommes, Association Le Bateau Geneva, ASED, Friends International, various donations



Geneva meets the Swiss

In 2015, Genève Aéroport participated in the travelling exhibition that criss-crossed the country in celebration of the 150th anniversary of Geneva's entry into the Swiss Confederation.

Participation in the humanitarian missions of the ICRC

The International Committee of the Red Cross (ICRC) is the second largest transporter of freight from the airport. In 2015, the ICRC exported 1,583 tonnes of emergency supplies to conflict zones. For such flights, Genève Aéroport waives airport fees and facilitates the implementation of these operations.

8,400 km on foot or by bicycle on the apron and runway during the nightly quiet period. They raised more than CHF 64,000 to be donated to the Geneva Red Cross.

Partnerships with charitable organisations

Genève Aéroport has developed several partnerships with organisations active in the area of occupational reintegration. For example, it partners **Partage** association, which collects unsold but still consumable foodstuffs from various sales outlets and redistributes them to organisations and cantonal social services. Numerous textiles are delivered to the **Coordination des œuvres d'entraide genevoise** and toner cartridges and electronics equipment to the **Établissements publics pour l'intégration**. Since 2016, used mobile phones have been collected for the Solidarcomm campaign run by Terre des Hommes Switzerland.



A joint commitment to the Red Cross

Four giant collection boxes are located throughout the terminal. Genève Aéroport matches the amount collected from passengers. Since 2009, these collection boxes have raised close to CHF 250,000 (including CHF 41,289

in 2015), which was delivered to the Red Cross. Genève Aéroport's management and employees regularly choose a citizen challenge to be issued. The joint objective for 2016 is the "Aerothon". On 15 September, airport site employees covered

Gifts to charitable organisations

3.9 tonnes of foodstuffs

3.2 tonnes of textiles

4.2 tonnes
of toner cartridges
and electronics equipment

Building and operating efficient infrastructure

The environment is a transversal issue. Genève Aéroport's projects and performance in combatting noise, improving air quality, and managing waste have been described in earlier chapters. This chapter discusses in greater detail the environmental issues linked to the construction and operation of airport infrastructure. More specifically, it describes a construction project that limits impacts on water.





Airport infrastructure and the environment

Joint interview with:

Sophie Meisser (SPM),
Head of the Environmental Department

Pierre-Yves Diserens (PDS),
Head of Development and Energy

“We wish to eliminate the use of fossil fuels for heating and cooling by 2025.”



— **What is the connection between climate protection and infrastructure management?**

— *SPM: Genève Aéroport has maintained a carbon certification for several years, which speaks to the efforts that we have made to reduce greenhouse gas emissions from airport activities. Infrastructure operation, due to the energy that it consumes, is a non-negligible source of greenhouse gas emissions. In connection with its certification, Genève Aéroport has committed to decrease its CO₂ emissions from buildings by 5,000 tonnes by 2030 as compared with 2012. With a view to meeting that goal, Genève Aéroport maintains a strong and voluntary energy policy.*

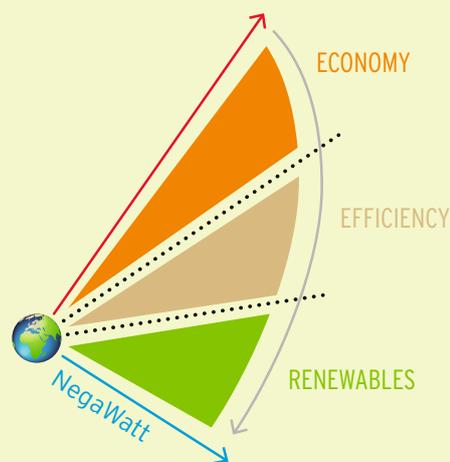
— **What are the main components of Genève Aéroport’s energy policy?**

— *PDS: Genève Aéroport’s energy policy is based on the NegaWatt principles: economy, efficiency, and use of renewable energy. Concretely, we have worked for several years on three well defined areas: reducing the airport site’s energy needs, optimising resources consumption, and using renewable energy, whether purchased or self-produced. We are also conscious of limiting energy-related costs. The “smart meters” measuring our partners’ electricity consumption are now fully operational, which allows for a precise analysis of consumption and automatic billing.*

— **What goals are you pursuing with respect to energy?**

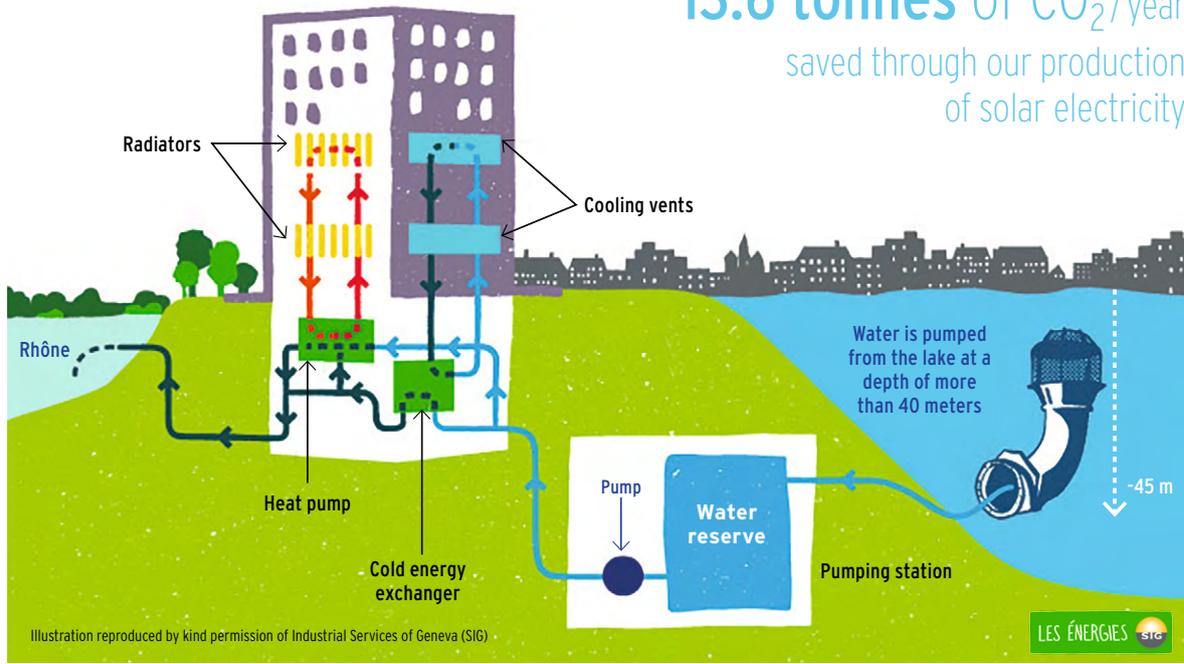
— *SPM: Our goals for 2018 are to reduce electrical energy consumption by 2% and thermal energy consumption by 4% as compared with 2015. These goals are in the context of a growth in activity. For many years, 100% of the electricity we consume is renewable; our goal is now to eliminate the use of fossil fuels for heating and cooling by 2025. In order to accomplish this goal, we plan an increased use of geothermal energy, and the airport’s boiler will be replaced with heat pumps operating on lake water in 2022 (the GeniLac® project of Industrial Services of Geneva).*

www.gva.ch/energie



101 GWh saved since 2002
100% renewable electricity
11,000 m² of photovoltaic and thermal solar panels
13.6 tonnes of CO₂/year saved through our production of solar electricity

GeniLac[®], a renewable heating solution at the forefront of innovation



Energy saving

In 2015, energy consumption on the airport site was close to 94 GWh. This is 8% less than 10 years ago, despite the fact that the area used for operations grew by 6% over the same period. Energy efficiency measures put in place since 2002 currently lead

to annual savings of close to 13 GWh (certified pursuant to the international protocol IPMVP), or the equivalent of the annual consumption of more than 3,000 Swiss households.

All new construction at the airport must comply with a set of precise energy specifications that define strict limits on energy consumption and insulation in new construction.

Evolution of energy consumption



Airport infrastructure and the environment

Solar roofs at the airport

All of the electricity consumed at the airport is from renewable sources, of which 12% are certified "naturemade star". More than 11,000 m² of photovoltaic and thermal solar panels have been progressively installed on the roofs and facades of seven buildings. Their energy production covers 2% of the airport's heating and electricity needs. The solar panels that will cover the new East Wing will enable to nearly double our production of solar energy on the airport site (see p. 52).

Worksite environmental monitoring

In 2016, three large worksites opened on the airport site (the East Wing, aircraft stands 50, and the Vengeron retention basin). An external consulting firm monitors each of these worksites to verify compliance with environmental requirements during construction (protection of soil and air, limitations on noise, management of water and waste, etc.)

To avoid interfering with these projects, various actions have been taken for the preservation of rare plants growing in the areas covered by the worksites. For example, in 2015, more than 190 flower species, including many orchid varieties, were removed from the construction zone and transplanted into areas of the airport where these species are naturally present. Seed transplantation was also coordinated with the Conservatory and Botanical Garden of the City of Geneva.

In the spring of 2016, an artificial pond was installed north of the airport, to introduce the eggs of an endangered species of toad (*Epidalea calamita*). This work enabled us to replace a temporary water table threatened by a worksite. All of these measures are monitored over time to ensure their effectiveness.



West Wing: 1,140 m² of ultra-vacuum thermal solar panels (the largest solar installation of its kind in Europe. It heats buildings in the winter and cools them in the summer).



Distribution station for de-icing products and fuel: 4,820 m² of solar panels on the walls and roof



New noise absorber: 1,630 m² of solar panels on the walls and roof



Renewal of the Nature and Economy label

In 2014, Genève Aéroport renewed its certification issued by the Nature and Economy Foundation for a period of 5 years. This quality label is granted to businesses that contribute to the protection of biodiversity through exemplary site planning and maintenance.

www.natureteconomie.ch

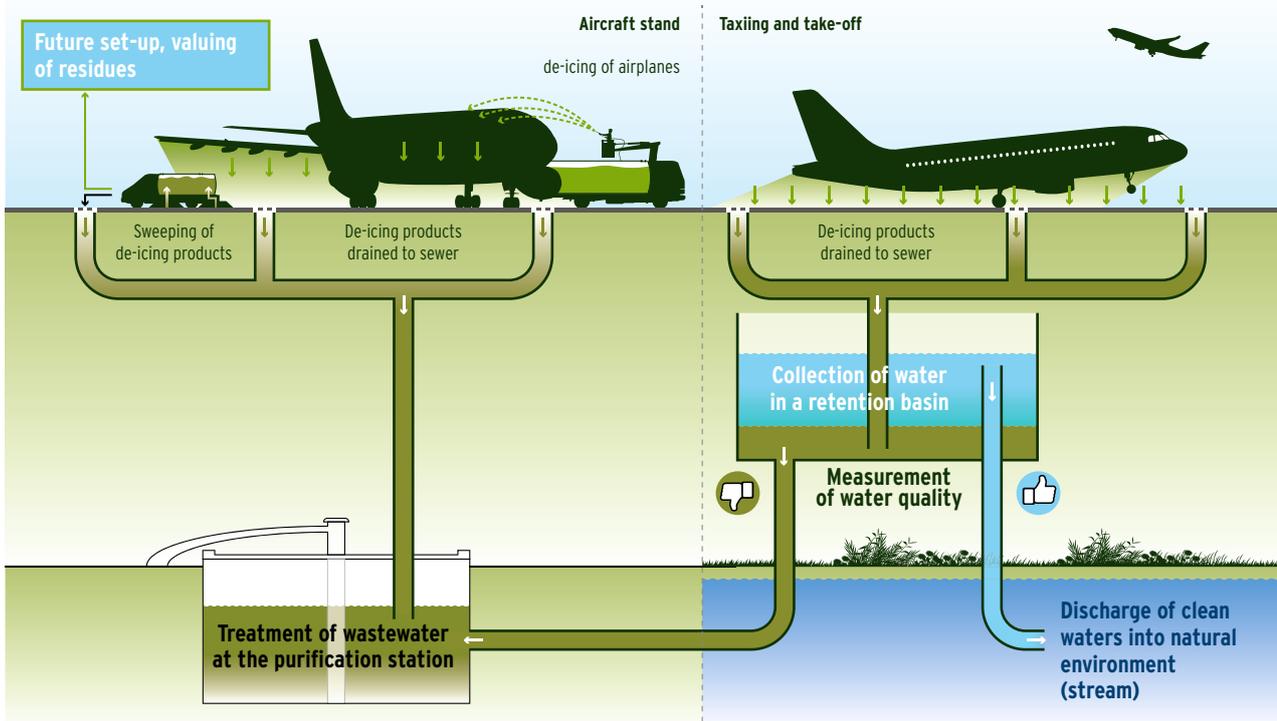
New facilities for managing water that contains de-icing products

When airplanes taxi and take off, some of the de-icing products used on them run off onto the taxiway and runway. These products are then discharged into the storm drains. In the summer of 2016, construction began of a new network of pipes and a 9,500 m² retention basin on the Vengeron watershed. This system will limit the discharge of pollutants

into the natural environment and the risk of stream overflow. The system will cost a total of CHF 25 million and will be operational by the winter of 2018-2019. Similar projects are planned in the medium term for the airport's second watershed.

www.gva.ch/eaux

Implementation of the general water drainage plan for the Vengeron watershed



Capture of de-icing products (glycol)

The de-icing products (glycol) used in de-icing tests are fully captured and sent through the recycling process. During the winter of 2015-2016, Genève Aéroport vacuumed 57% of the de-icing products and water residue pulverised on parked aircraft (+30% since 2013). Currently, these residues are discharged into the wastewater network. A study on the possibility of re-using them is underway.

447,000 litres of glycol and **644,000** litres of water pulverised on airplanes

623,000 litres of glycol and water residue vacuumed by Genève Aéroport's sweepers

93,000 litres of pure glycol from de-icing tests recycled



Table of environmental indicators



INDICATORS	unit	2012	2013	2014	2015	Target* 2016	Notes
Air traffic							
Number of movements (landings + take-offs)	[nb]	192,944	188,768	187,596	188,829		
Number of passengers	[mio]	13.899	14.436	15.153	15.771		
Number of passengers per movement	[nb]	72	76	81	84		



Noise reduction							
Calculated noise of aviation traffic							
6:00 to 22:00 VLI DSII (Lr > 60dB)	[km ²]	15.0	15.3	15.3	15.5		
22:00 to 23:00 VLI DSII (Lr > 55dB)	[km ²]	26.2	27.4	28.4	28.5		
23:00 to 24:00 VLI DSII (Lr > 50dB)	[km ²]	17.1	17.6	21.2	31.0		
Number of residents exposed to noise	[nb]		20,833	21,409	22,500.0		Actual population
Soundproofing programme							
Total homes soundproofed CH + FR	[nb]	2,552	2,860	3,042	3,273	3,300	Cumulative since 2003
Homes soundproofed annually in Switzerland	[nb]	537	152	35	49		
Homes soundproofed annually in France	[nb]	-	78	147	182		
Total amount spent since 2003 (CH + FR)	[mio CHF]	41.8	45.7	48.6	51.3		
Complaints by residents (noise)	[nb]	45	37	68	88		



Accessibility							
Bus frequency	[buses/day]	1,034	1,040	964	928		
Bus service capacity	[seats/day]	115,442	116,650	112,340	109,706		
Sustainable modal share of passengers	[%]	45	47	46	46	45	Public transport and soft mobility
Passenger satisfaction with accessibility	[%]	75	79	80	80	80	
Public transportation tickets distributed to passengers	[nb]	669,410	761,054	867,793	904,084		Financed by Genève Aéroport
Sustainable modal share of employees	[%]	-	-	34	-	40	Public transport and soft mobility
Airport staff subsidised by Genève Aéroport	[nb]	1,176	1,302	1,314	1,416		Public transport and soft mobility
Users of the airport staff shuttle	[nb]	38,836	41,814	43,052	51,241		Financed by Genève Aéroport



Air quality, climate change, and energy efficiency							
Emissions of pollutants							
Nitrogen oxides (NO _x)	[t]	643	638	783	791		Genève Aéroport and partners
Carbon monoxide (CO)	[t]	492	450	629	617		
Volatile organic compounds (VOC)	[t]	256	241	264	271		

*Target 2016 set in 2013

INDICATORS	unit	2012	2013	2014	2015	Target* 2016	Notes
Fine particulates (PM10)	[t]	25	24	32	30		
Emissions of greenhouse gases (GHGs)							Certified Airport Carbon Accreditation
Total GHGs	[t _{eq,CO₂}]	211,239	207,611	216,783	220,560		Adjusted data / calculated with new methodology
Intensity of GHG emissions	[kg _{eq,CO₂} /TU]	14.4	13.7	13.6	13.4	13.2	TU = 1 passenger or 100 kg freight
Direct GHG emissions	[t _{eq,CO₂}]	8,612	8,783	7,215	8,337		GHG under the direct responsibility of Genève Aéroport
GHG emissions relating to energy	[t _{eq,CO₂}]	1,635	1,807	1,439	1,634		
Other indirect GHG emissions	[t _{eq,CO₂}]	200,991	197,021	208,129	210,590		
Emissions measured at the airport							
Nitrogen dioxide (NO ₂)	[µg/m ³]	26	27	28	27	30	Target = limitation set by law
Ozone (O ₃)	[nb]	6	6	4	5	0	Times limitation set by law is reached
Sulphur dioxide (SO ₂)	[µg/m ³]	3	3	3	3	30	Target = limitation set by law
Fine particulates (PM10)	[µg/m ³]	19	20	16	17	20	Target = limitation set by law
Total energy consumption	[MWh]	112,458	114,211	116,374	112,460		Electricity, heating, fuels
Energy intensity	[kWh/TU]	7.7	7.5	7.3	6.8		TU = 1 passenger or 100 kg freight
Electricity	[MWh]	60,403	59,879	58,075	58,152	58,000	100 % renewable
Certified renewable electricity	[%]	12	12	12	12		Naturemade star label
Thermal energy	[MWh]	33,744	37,236	27,930	33,088		
Thermal energy (corrected for degree days)	[MWh* deg j]	34,790	36,342	33,460	35,504	35,000	
Heating oil	[MWh]	21,747	23,127	17,573	21,542		
Natural gas	[MWh]	7,420	8,432	6,656	7,071		
District heating	[MWh]	4,577	5,677	3,701	4,475		
Energy saving	[GWh/an]	11.2	11.4	12.1	12.7		Cumulative since 2002
New energy saving measures	[MWh]	1,328	227	732	572		IPVMP certified thermal and electric
Solar energy							
Total photovoltaic surface area	[m ²]	3,340	8,164	8,164	8,164	9,792	
Annual photovoltaic solar production	[MWh]	470	1,097	1,097	1,097		Planned production
Total thermal surface area	[m ²]	32	1,221	1,221	1,221	-	
Annual thermal solar production	[MWh]	19	627	627	627	-	Planned production
Vehicle and machine fuels	[m ³]	1,594	1,666	2,283	1,741		Genève Aéroport and partners
Diesel	[m ³]	1,304	1,372	1,994	1,437	-	
Unleaded gasoline	[m ³]	289	293	288	304	-	

*Target 2016 set in 2013



INDICATORS	unit	2012	2013	2014	2015	Target* 2016	Notes
Airport vehicles and machines	[nb]	1,011	1,058	1,036	1,113	-	Genève Aéroport and partners
Vehicles and machines less than 10 years old	[%]	34.9	49.9	54.5	58.8	60	Euro4, Euro5, Euro6, Com3 and Com4 standards
Diesel vehicles and machines with particulate filters	[%]	10.4	22.2	25.7	31.6	25	
Electric, hybrid, and natural gas vehicles and machines	[%]	19.5	19.0	18.9	21.3	25	
Effluents, waste, natural resources, and biodiversity							
De-icing of aircraft	[m³]	1,455	1,068	920	447		Genève Aéroport and partners
	[m³ intervention]	0.32	0.36	0.29	0.15		
Type I	[%]	38	50	50	43		
Type II	[%]	19	0	0	0		
Type IV	[%]	43	50	50	57		
Dilution water	[m³]	1,742	1,056	1,017	644		
Collection of de-icing products + dilution water	[%]	35	27	35	57		Genève Aéroport
De-icing of movement areas							Genève Aéroport
Potassium formate	[m³]	140	65	192	105		
Sodium formate	[t]	28	0	10	5		
Site waste	[t]	5,488	5,387	5,335	5,292		
	[kg/TU]	0.37	0.35	0.33	0.32	0.30	TU = 1 passenger or 100 kg freight
Sorting rate (recycling + treatment)	[%]	37	41	40	41	43	
Incinerated waste	[%]	63	59	60	59		
Recycled waste	[%]	29	34	32	34		
Treated waste	[%]	8	7	8	7		
Natural resources							
Total water consumption	[m³]	202,327	201,640	215,201	226,356	-	Genève Aéroport and partners
	[l/TU]	13.8	13.3	13.5	13.7	-	TU = 1 passenger or 100 kg freight
Passenger water consumption in terminal	[m³]	36,175	39,111	38,910	43,606	-	
	[l/passenger]	2.6	2.7	2.6	2.8		
Paper consumption	[mio sheets]	1.49	1.49	1.62	1.72		Genève Aéroport
	[sheets/FTE]	1,827	1,787	1,856	1,895		FTE = full time employee
Recycled paper	[%]	97	90	99	99		
Non-recycled paper	[%]	3	10	1	1		
Surfaces close to their natural state	[%]	85	85	85	85		Certified Fondation Nature et Économie

*Target 2016 set in 2013

Thank you!

Thank you for your interest in our sustainable development report. Your comments on its quality, completeness, and clarity are very appreciated and help us to improve it.

Write to us at developpement.durable@gva.ch or on social networks: Facebook [@GeneveAeroport](#) and Twitter with the hashtag [#GeneveAeroport](#).

We also wish to thank all of the employees of Genève Aéroport, who, by their strong commitment, contribute to the successful conduct of the airport's activities and to the continual improvement in the airport's performance with respect to sustainable development.

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