

ANNUAL
REPORT

2022



GENÈVE
AÉROPORT





ANNUAL REPORT

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Key figures

46,3
million CHF in profit

60,4
million CHF
in investments



971,8
employees*

* Full-time equivalent



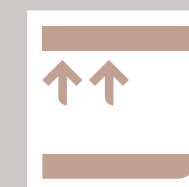
146
destinations



14'085'280
million passengers



423,1
million CHF
in turnover



70'566
tons of cargo



52
airlines



Successes, but the game is not won yet...



André Schneider
Chief Executive Officer

2022 will go down in world aviation history as an extraordinary year. After the pandemic crisis in 2020 and 2021, everyone involved in flying, from airports to airlines and travel service companies, saw a spectacular rebound in passenger traffic last year.

Once travel restrictions were lifted in February, Genève Aéroport enjoyed a strong recovery. This continued all through the summer and remained robust thereafter. It was a tidal wave that carried on despite the geopolitical turmoil of the war in Ukraine and the deteriorating macroeconomic landscape.

The recovery was supported by demand from passengers to visit families and friends, see new horizons and form new relationships. Everyone made use of their restored freedom to travel.

We take great satisfaction from two things.

First, we managed to rise to the challenge. In a particularly difficult environment with a shortage of capacity in European air traffic control and at major hubs, social tensions and weather issues, Genève Aéroport and its platform partners coped with the volume of activity without major incident, principally thanks to the strategic decision to hold on to almost all employees during the crisis with the assistance of the benefits provided for reductions in working time.

Second, we returned healthily into the black and were able to set about reducing the level of debt held by Genève Aéroport. Several measures taken during the crisis to lower the company's financial break-even point will continue to have a positive impact over the coming financial years.

The game has not been definitively won yet. A degree of prudent optimism is still called for. The aviation industry is facing a host of challenges: structural reductions by airlines, delayed deliveries of aircraft, staff shortages in some markets, general inflation, geopolitical tensions, etc.

At our level, as an airport, we have moved into a period of stabilisation. We have to continue to make essential investments so we are an airport that is efficient, welcoming, environmentally friendly and soon entirely carbon-free. In the short and medium term this means starting to use the baggage sorting system that has been installed (BLC), continuing to work on the GeniLac site so we can stop using fossil fuels and the CAP 2030 project to upgrade the main terminal and create a multi-modal platform encompassing buses, trains, private vehicles and aircraft.

An essential collective commitment



Pierre Bernheim
President of the
Board of Directors

Being President of the Board of Directors of Genève Aéroport is both a responsibility and an honour. Over the course of 2022 I have become increasingly aware of the scale of the duties involved.

First, I would like to thank my predecessor Corine Moinat Vité, who was President from 1 January 2015, for the energy, persistence and passion she displayed for our airport over an extended period. She was the first President who was not a member of the Council of State of Geneva and put in place the current governance of the airport. As a member and Vice President of the Council for many years, I witnessed her work at first hand.

Today we are led by an expanded team that took several new members on board during the year and collaborates closely with the Executive Board and the ministry across all the various members of the Board of Directors to defend our interests, raise awareness of what is at stake and develop Genève Aéroport.

For the Board of Directors, 2022 saw the completion of our work on updating governance after a five-year review. We also finished an in-depth project to re-examine why we exist and draw up our vision for 2040. Together with the Executive Board we set out to lay down in a few key sentences the strategic framework, the horizon for the company and our aspirations for its future development.

The vision unfolded at the same time as Genève Aéroport returned to the black after two years of heavy losses caused by the pandemic crisis. I am delighted at the recovery and our newly restored vigour. I would like to express my gratitude and that of my fellow directors to the Executive Board, all the employees of Genève Aéroport and everyone who works in our platform for the efforts they put in so we could emerge from the crisis. I would also like to thank the Council of State and the Grand Council of Geneva for their listening ear and support.

This collective commitment is crucial for maintaining the viability of an essential part of the infrastructure for the people of the region, the French and Swiss economies, tourism and Geneva as a major international city.

Having served as President for one year, the huge significance of this activity is at the heart of all my discussions with the principal stakeholders. I shall spare no efforts to raise the profile of the airport, both the way it operates and the way it inspires and guides us.

Essential investments are looming, starting with upgrading our terminal to meet the needs of tomorrow (CAP 2030). We must respond to the need to build something that is beautiful, efficient and sustainable. Striking this balance is at the heart of the vision the Board of Directors has for the airport and for our children's future.



Members of the Board of Directors

President of the Board of Directors

- Mr Pierre Bernheim

Members appointed by the Grand Council

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

Members appointed by the Council of State

- Ms Corinne Momal-Vanian
- Mr Pierre Bernheim (President)
- Mr Jean-Luc Favre
- Mr Jacques Jeannerat
- Mr Stanislas Zuin (Vice President)

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

- Mr Willy Creteigny
- Mr Bernard Taschini

Member of the Grand-Saconnex Administrative Council

- Mr Laurent Jimaja

Member of the Meyrin Administrative Council

- Mr Laurent Tremblet

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

- Ms Karin Perraudin
- Mr David Pignolet

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

- Ms Aurélie Charillon

Members elected by the employees

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

Representative appointed by the Council of State in an advisory capacity

- Ms Léonie Chevret

Change of President in 2022

On 2 March 2022 the Council of State of Geneva appointed Pierre Bernheim, formerly First Vice President, as President of the Board of Directors of Genève Aéroport. On 3 June 2022, in response to an application by Corine Moinat, the Court of Appeal rescinded the decree of the Council of State dismissing her from her post as President.

Four weeks later, at the official opening of the East Wing, Ms Moinat announced her resignation as President with effect from 30 June.

The Council of State issued a simultaneous press release stating that “with a view to respecting the higher interests of Geneva International Airport and ensuring smooth governance, the Council of State and Corine Moinat, President of the Board, have reached an agreement satisfactory to both parties.” Ms Moinat remained in position until 30 June 2022, at which point she stepped down from the Board of Genève Aéroport.

Pierre Bernheim was appointed by the Council of State and resumed the position of President from 1 July 2022. Mr Bernheim has been a member of the Board since 2010.

Vision 2040

In 2022 the Board of Genève Aéroport completed a long, interactive and iterative process of internal reflection seeking to draw up and formalise its strategic vision for 2040. Before the text was drafted

and structured in close collaboration with the Executive Board, the Board of Directors carried out a project to raise management awareness of the legislative and regulatory framework, the specific features of Genève Aéroport and the strategic issues it faces.

The Vision 2040 was eventually submitted to the Council of State of Geneva on 5 October 2022.

In 2040 Genève Aéroport will be a **competitive and welcoming centre of mobility**, providing aviation connections that meet the needs of the people and economic stakeholders of the international city of Geneva.

To ensure its viability, Genève Aéroport will **adapt** to social and technological changes and be an **energetic partner** to all with whom it is associated.

Genève Aéroport will be **exemplary** in collaborative sustainable development and innovation. Genève Aéroport is an **attractive and responsible employer**.

Changes on the Executive Board

Two new associate members joined the Executive Board in 2022: Ms Sandy Bouchat is now Head of Communications after a 13-month period when the deputy head ran the department, and Ms Nathalie Rossier-Iten was appointed Head of Environment and Sustainable Development. Nathalie Rossier-Iten replaces Marc Mounier, who has been given different executive responsibilities.





Members of the Executive Management

Chief Executive Officer

- André Schneider

Head of Communication

- Sandy Bouchat

Chief Technology Officer

- Massimo Gentile

Chief Commercial Officer

- Pierre Germain

Chief Technical Officer

- Philippe Moraga

**Head of Environment and
Sustainable Development**

- Nathalie Rossier-Iten

Chief Operations Officer

- Giovanni Russo

Chief Human resources Officer

- Susanna Swann

Chief Financial Officer

- Aline Vaglio

**General Secretary and
Legal Affairs**

- Christine Widmann



01
RETURN TO
A POSITIVE
RESULT

Genève Aéroport posted a profit of CHF 61.8 million in 2022 before the retrocession to the State of Geneva and CHF 46.3 million after the retrocession. At the height of the health crisis the company accumulated losses of CHF 218.4 million in 2020 and 2021.

Thanks to the combined effect of strict control of operating costs and higher aviation fees, Genève Aéroport is improving its profitability. The EBITDA margin is up 5.7 points from 2019.

Debt has peaked and started to fall in 2022, in line with the strategy approved by Board of Directors.

The State of Geneva is working with the airport to help it emerge from the crisis and has decided to limit the amount of the retrocession to 25% of profit for 2022, even though the agreement on objectives specifies 50%. This is a bold decision that will allow Genève Aéroport to control its level of debt and assist it in organising the investments planned to decarbonise the airport infrastructure by 2037.

Revenue rises 102.4%

Driven by the recovery in passenger traffic, revenue rose by 102.4% year on year in 2022 to reach CHF 423.1 million. By way of reminder, turnover was CHF 493.9 million at the end of 2019, before the crisis.

Aviation revenue increased 130.7% compared to 2021. This rise was caused by the higher traffic and the fee increase of CHF 4.45 per passenger for a full year. Passenger fees were put up in July 2021. This will make it possible to repay the heavy investments made in recent years to adapt the infrastructure, notably the construction of the new East Wing that came into service in December 2021.

Non-aviation revenue (retail, parking, rent, etc.) rose by 72.5%. As passengers returned, retail revenue increased CHF 46 million or 151.1%. The strongest recovery was in fees associated with catering. All outlets reopened by February 2022, after remaining partially or totally closed in 2021.

Aviation revenue as a share of the turnover of Genève Aéroport increased. This accounted for 58.6% at the end of 2022, having been 51.5% at the end of 2021. The change reflects the impact of the CHF 4.45 per passenger increase in aviation taxes.

2022 EBITDA up on 2019

The EBITDA margin was again positive at 37.4%, confirming the ability of Genève Aéroport to bounce back as traffic recovers. This confirms Genève Aéroport's resilience to the traffic recovery. The combined impact of higher fees and strict operating cost management pushed the margin up 5.7 percentage points from 2019, the year before the crisis, when it stood at 31.7%.

The positive shift in this indicator shows the improvement in the economic performance of Genève Aéroport, which was the fruit of a collective effort to optimise and control costs at every level of the company during and while emerging from the health crisis.

Operating costs under control and scarcely affected by inflation

Operating expenditure naturally went up as activity returned, reaching CHF 264.7 million at the end of 2022 (up 17.8% from 2021). Non-staff operating expenditure rose by CHF 20.1 million to CHF 119.3 million, an increase of 20.3% on 2021 but lower than budgeted thanks to the strict cost monitoring at all levels of the company.

Staff costs in 2022 were under control and rose by CHF 19.9 million from 2021 as the reduced working time system came to an end. This proved an effective measure for saving jobs at the peak of the health crisis.

At the end of 2022 Genève Aéroport employed 971.8 FTEs (full-time equivalents), the same as in September 2017. At 31 December 2021 there were 997.9 FTEs. This trend is the result of a very strict replacement policy and cuts to a small number of positions that no longer met current requirements.

Genève Aéroport was very little affected by the high inflation in energy prices in 2022, largely because it has multi-year contracts.

Retrocession to the State of Geneva

Because of the mandatory nature of the retrocession on 2022 profits, a provision for CHF 15.5 million was recognised in the 2022 financial statements; before the health crisis it was charged against equity.

In a decree dated 14 September 2022, the Council of State decided to set the 2022 retrocession on the profits of Genève Aéroport at 25% of profit before retrocession, even though the agreement on objectives specifies 50%. By reducing the amount of the retrocession, the Council of State will allow the airport to control debt and invest in projects contributing to the energy transition such as GeniLac.

Investments

Investments in 2022 came to CHF 60.4 million, lower than in the preceding years, and the emphasis was on completing key projects in the strategic planning to develop infrastructure, notably the replacement of the baggage sorting system.

Debt has peaked and Genève Aéroport is now cutting its borrowings

Genève Aéroport has started the process of reducing its debt, in line with the strategy approved by Board of Directors.

Debt net of liquidity and short term investments fell CHF 88 million to CHF 685 at the end of 2022, against CHF 773 million at the peak at the end of 2021.

Genève Aéroport returned to the bond market before yields rose to prefinance some of the repayment of the CHF 300 million bond loan taken out during the COVID crisis, which is due to mature in May 2023. With this in mind, a new loan of CHF 100 million was successfully issued in September 2022.

The CHF 200 million facility voted by the Grand Council of Geneva on 28 January 2022 has not been drawn. So far the State has not had to release these funds, which were seen and intended as a safety net to be used only in the event of another dramatic and extended downturn in traffic.

Given the prospects for traffic and the activity seen in January and February, 2023 should see a continuation of the repayment of debt that started in 2022.



Key figures

in million CHF

	2022	2021	2020
Turnover	423.1	209	191.2
EBITDA	158.4	-15.7	-59.7
Net profit	46.3	-88.9	-129.5
Operating cash flow	157.1	-26.2	-8.6
Investing cash flow	-61.2	-121.1	-126.5
Net debt *	684.7	772.7	619

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

Ratios

	2022	2021
EBITDA/Turnover	37.4%	-7.5%
Net profit/Turnover	11%	-42.5%
Operating cash flow/ Investing cash flow	256.6%	-21.7%
Net debt/EBITDA	4.32	na *

* not applicable

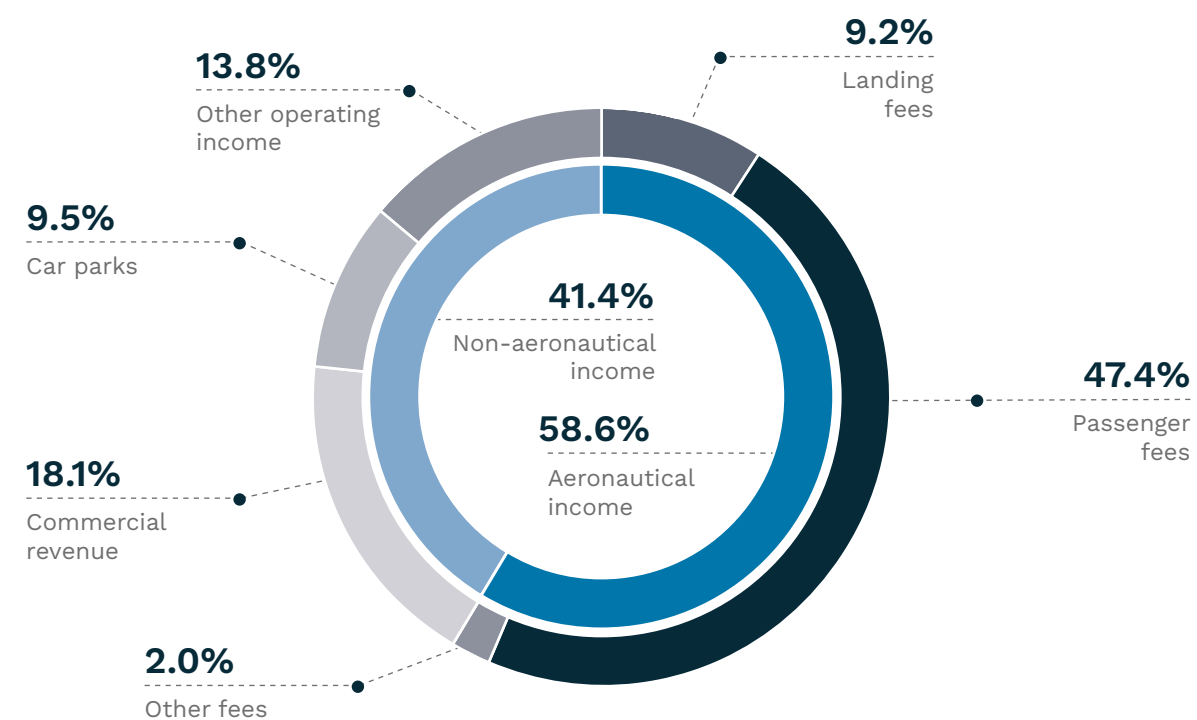
Balance sheet as at 31 December

	2022	2021
ASSETS		
Property, plant and equipment	1,274,956	1,303,618
Intangible assets	29,105	-
Assets under finance leases	-	483
Total non-current assets	1,304,061	1,304,101
Inventory	6,322	5,448
Prepayments and accrued income and other receivables	4,716	10,348
Trade receivables	72,932	37,481
Short-term investment	177,500	15,000
Cash and cash equivalents	64,832	39,988
Total current assets	326,302	108,265
Total assets	1,630,363	1,412,366
EQUITY AND LIABILITIES		
EQUITY		
Reserves	260,902	155,909
Net profit for the financial year	46,343	-88,900
Total equity	307,245	67,009
LIABILITIES		
Environment Fund	16,889	18,494
Non-current borrowings and other debts	626,591	826,811
Non-current provisions	70,197	42,000
Employee benefit obligations and other long-term benefits	185,614	368,162
Non-current derivative financial instruments	254	-
Other non-current liabilities	10,871	7,884
Total non-current liabilities	910,416	1,263,351
Current borrowings and other debts	300,426	875
Current derivative financial instruments	-	498
Retrocession due to the State	15,448	-
Accrual and deferred incomes	47,540	57,475
Trade payables	49,288	23,158
Total current liabilities	412,702	82,006
Total liabilities	1,323,118	1,345,357
Total liabilities and equity	1,630,363	1,412,366

Profit and loss account

	2022	2021
INCOME		
Landing fees	38,759	18,640
Passenger fees	200,423	82,167
Other aeronautical fees	8,944	6,755
Total airport fees	248,126	107,562
Commercial revenue	76,437	30,435
Revenue for car parks	40,290	24,018
Rent and surface rights	24,965	24,359
Ancillary rental income	7,479	6,679
Centralized infrastructure revenue	15,769	7,254
Other operating income	10,062	8,707
Total operating income	175,002	101,452
Total income	423,128	209,014
EXPENSES		
Salaries and allowances	-92,356	-78,267
Social security, health and accident insurances	-13,190	-12,982
Other employee expenses	-8,010	-3,922
Pension contributions	-31,873	-30,306
Total employee expenses	-145,429	-125,477
Fees, services and subcontracting	-28,715	-21,453
Security and safety subcontracting	-26,118	-18,445
Police fees for ground security	-10,340	-9,538
Energy, maintenance and rent	-46,578	-44,469
Commodities	-4,065	-3,439
Other operating expenses	-5,106	-4,196
Net levy on the environment fund	1,605	2,341
Total operating expenses	-119,317	-99,199
Total operating charges	-264,746	-224,676
Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA)	158,382	-15,662
Amortisation on tangible and intangible assets	-88,087	-64,831
Amortisation on assets under finance leases	-483	-725
Total amortisation charges	-88,570	-65,556
Operating result	69,812	-81,218
Financial expenses	-8,590	-7,689
Financial income	569	7
Total financial expenses	-8,021	-7,682
Result before retrocession	61,791	-88,900
Retrocession due to the State	-15,448	-
Net profit for the financial year	46,343	-88,900

Distribution of income



Key indicators

in million of CHF

	2017	2018	2019	2020	2021	2022
Turnover	466.4	490.2	493.9	191.2	209	423.1
Net profit	78.9	85.1	84.1	-129.5	-88.9	46.3
Share of profit paid to the State in Y+1	39.4	42.6	42	0	0	15.4
Land rights	4.9	5	5	5	5	5
Investment cash flow	-119	-143.8	-232.5	-126.5	-121.1	-61.2
Passengers (in million)	17.4	17.7	17.9	5.6	5.9	14.1





02
STRONG
RECOVERY OF
TRAFFIC

In 2022 Genève Aéroport welcomed 14,085,280 passengers, a rise of 137.8% on 2021 (5,923,035). This strong rebound marked a more than doubling of footfall over the year, but was still 21.4% fewer passengers than in 2019, the year before the pandemic. By way of reminder, Genève Aéroport welcomed 17,920,625 passengers in 2019. Total traffic (scheduled, charters, commercial and non-commercial) rose 64.4% over 2021 to 163,168 movements. Despite the strong increase in scheduled and charter traffic and major business aviation activity, the number of movements in 2022 was 12.3% below the 186,043 movements seen in 2019. Air freight activity rose 18.67% to 70,566 tonnes handled, supported by the return of capacity on heavy cargo aircraft.

An important recovery

After a very fragile beginning of the year because of the Omicron virus, which had hit traffic sharply in November and December 2021, the gradual removal of sanitary measures for UK citizens in mid-February allowed the winter season to get off to a delayed but vigorous start. In March 2022 Genève Aéroport saw the number of passengers heading for the ski slopes in Switzerland and nearby France rocket.

The sharp pick-up in passenger numbers at a time when the headcount at platform partners was still constrained by the economic crisis caused some difficulties. Learning from these sometimes chaotic experiences, measures were put in place to move into the summer season, primarily by training and strengthening teams.

And the forecasts turned out to be right! The healthy appetite for travelling was sustained throughout the Easter holidays and stepped up again over the summer. For the year as a whole 2022 saw passenger traffic almost on the level forecast in autumn 2021, i.e. down 21.4% from 2019. Genève Aéroport and all the platform partners showed themselves capable of coping remarkably well with a sustained recovery and providing a full service to customers.

There are several factors behind the strong growth in passenger traffic in Geneva in 2022 once virtually all barriers to travelling were lifted. First, a strong desire to travel, visit parents and friends and take holidays elsewhere. The need for mobility is particularly high in Geneva because of the significance of VFR (visiting friends and relatives) traffic as a consequence of the international nature of the population in the area

served by Genève Aéroport. Second, the recovery was sustained by the key economic importance of Geneva and its region, where a more significant portion of the population is affluent than in other European cities.

High capacity utilisation

Another important factor in 2022 was the high level of capacity utilisation, and hence a high number of passengers per flight. This saw a significant change. From an average number of passengers per flight of 112 in 2016 and 118 in 2017, the number rose to 123 in 2018 and 124 in 2019. It then fell back to 106 in 2020 and 105 in 2021 before recovering to 122 passengers per scheduled and charter flight in 2022.

Every year the number of stage 5 aircraft (the quietest ones) at Geneva rises. The share of scheduled and charter flights carried out by stage 5 aircraft rose from 22.25% in 2021 to 24.95% in 2022. The figure in 2019 was 18.75%. The top two categories together (stages 4 and 5) made up 90.98% of movements last year.

Long-haul network fully restored

Apart from the major recovery in passenger volumes, 2022 also saw the pre-crisis long-haul network from Genève Aéroport almost fully restored. With the exception of Air China, currently scheduled to return in February 2023, all primary destinations in North America, the Middle East and sub-Saharan Africa have been restored and flight frequencies are back to the level of before the pandemic. In some cases they are even higher than they were. Ethiopian Airlines has added a fourth weekly flight to meet the demand from diplomats and African communities.

The network has been expanded by the announcement that US airline Delta will be arriving in spring 2023 with a flight to New York, underscoring just how attractive Geneva and its catchment area are.

Passenger traffic to and from non-European airports reached 10.92% in 2022.

Genève Aéroport served 139 destinations in 2021; this rose to 146 in 2022. The number of airlines operating to and from Geneva went up from 48 in 2021 to 52 in 2022. Newcomers in 2022 included flights to Enfidha-Hammamet, Corfu and Izmir in summer, and Venice, Tenerife, Funchal (Madeira) and Kittilä (Lapland) in the winter season.

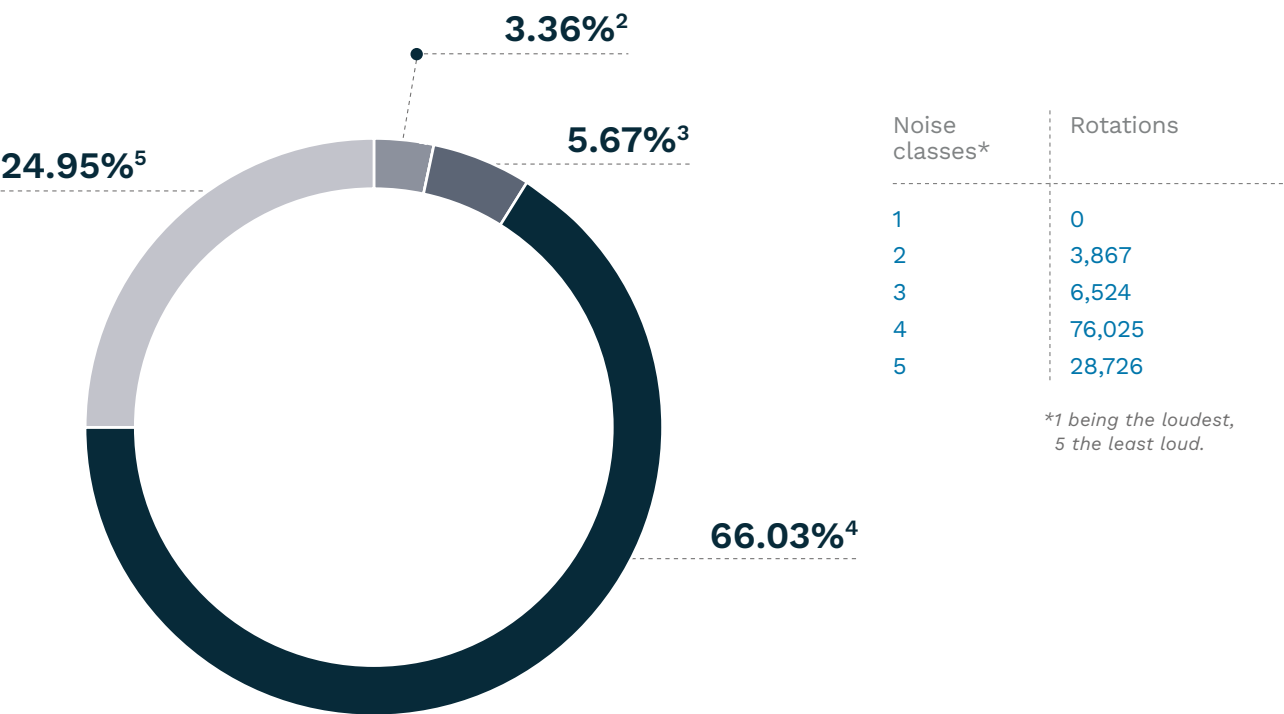
Overall traffic result

Passengers overall traffic	2022	2021	2020	Var. 22/2021	Var. 22/2020
Other commercial traffic	60,795	46,095	38,004	31.89%	59.97%
Total non-commercial traffic	27,196	22,595	15,619	20.36%	74.12%
Charter traffic pax	35,542	3,926	33,473	805.30%	6.18%
Scheduled traffic pax	13,961,747	5,850,419	5,513,798	138.65%	153.21%
Total pax overall traffic	14,085,280	5,923,035	5,600,894	137.81%	151.48%

Movements overall traffic					
Other commercial traffic	31,960	27,407	20,879	16.61%	53.07%
Total non-commercial traffic	16,066	15,870	13,289	1.24%	20.90%
Passenger charter traffic	290	88	272	229.55%	6.62%
Passenger scheduled traffic	114,852	55,884	51,914	105.52%	121.24%
Total movements overall traffic	163,168	99,249	86,354	64.40%	88.95%

Distribution by class of noise

Scheduled and charter, passengers only

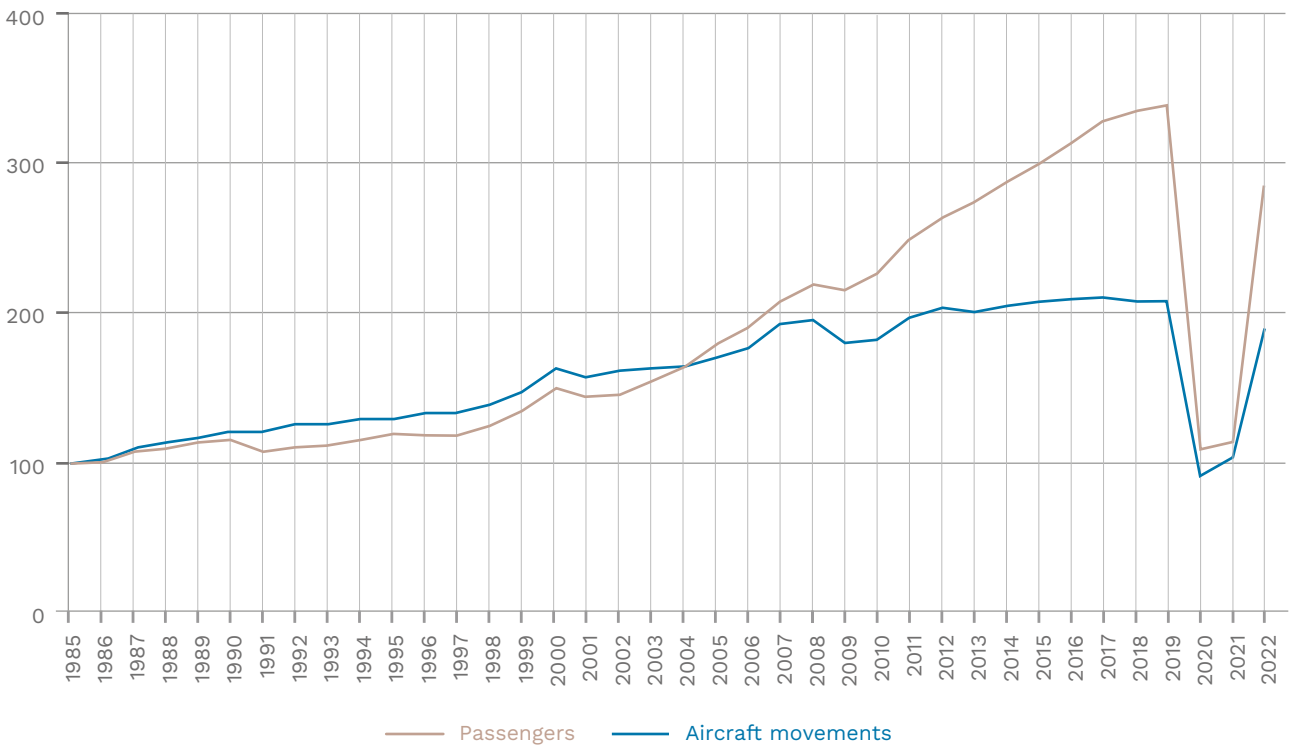


The leader in terms of market share remains easyJet at 49.6%. Then come SWISS at 11.5% and British Airways at 4.7%. The top 10 in 2022 also included Air France (3.9%), Iberia (2.9%), KLM Royal Dutch Airlines (2.3%), TAP Portugal (2.1%), Turkish Airlines (2%), Lufthansa (1.9%) and Emirates (1.6%).

Among the most popular cities, London, Paris, Porto and Amsterdam occupy four of the top five rankings, as before the pandemic. Lisbon was number three in 2021 and is now one of the five busiest destinations from and to Geneva. Barcelona has slipped to seventh place, behind Madrid. The top non-European destination in 2022 was Dubai, ranked number 15.

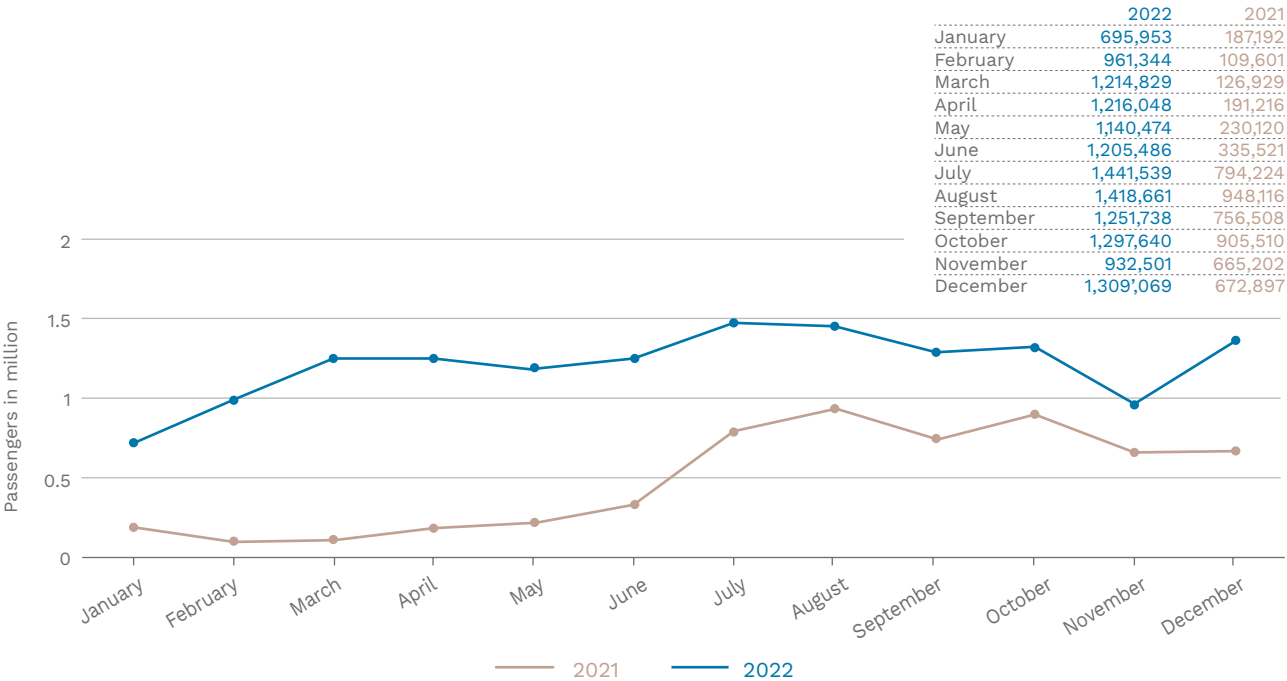
Evolution of the number of passengers and movements

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



Evolution of the number of passengers per month

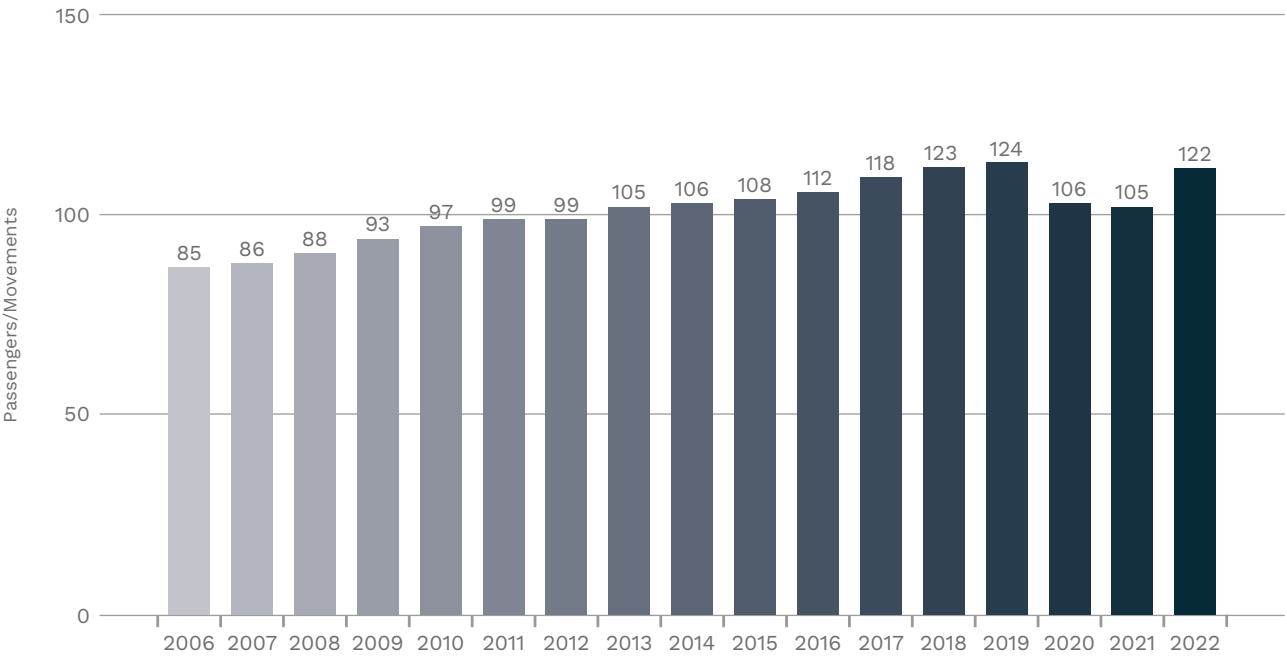
All types of traffic



	2022	2021
January	695,953	187,192
February	961,344	109,601
March	1,214,829	126,929
April	1,216,048	191,216
May	1,140,474	230,120
June	1,205,486	335,521
July	1,441,539	794,224
August	1,418,661	948,116
September	1,251,738	756,508
October	1,297,640	905,510
November	932,501	665,202
December	1,309,069	672,897

Evolution of the number of passengers by movement

Scheduled and charter, passengers only



War in Ukraine and stormy skies in Europe

The war in Ukraine and the geopolitical situation in that part of Europe had a real but moderate impact on passenger and flight volumes, with direct connections to Moscow and Kyiv cancelled and weaker passenger volumes to neighbouring countries. Before the war there were four flights per week between Kyiv and Geneva and about ten flights per week to Russia (SWISS and Aeroflot).

The conflict has had a particularly strong impact on air travel across Europe, with flight paths disrupted by military operations, causing significant extra work for the air traffic control centre in Karlsruhe (Germany).

One side-effect of the war, and especially the European sanctions imposed on Russia, was that an Aeroflot Airbus did not return to Moscow before European airspace closed to it. It has remained parked on the tarmac at Geneva since 27 February 2022.

On the positive side, Genève Aéroport saw clients from the Persian Gulf return in significant numbers and US clients returned to Europe as the dollar strengthened against the euro.

There were other challenges in the skies in 2022 that affected traffic and many European airports, quite apart from the geopolitical situation associated with the war in Ukraine. The change of air traffic control equipment, especially the integration of TopSky and 4-Flight systems, caused considerable disruption at control centres in Lisbon, Rheims and Marseille.

Development and connectivity

The Salon Envol was suspended during the pandemic, but in 2022 metamorphosed into a new event running over three days off the airport site. Held in the Balexert shopping centre in Geneva, this was a great success; twenty or so exhibitors (airlines, tour operators, tourism offices) and special guest Skyguide worked to attract and recruit new employees. Equally, with a view to raising the quality of connectivity, especially in terms of long-haul destinations, the teams from Genève Aéroport travelled to major professional events abroad as well as regional shows in Switzerland and France.

In 2022 Genève Aéroport launched a large-scale study of business travel by multinationals, international organisations and specialist associations in the region. This revealed a recovery in business travel in the second half, a limited share of trips replaced by video conferences (20%) and confirmation of the importance of travelling to meet clients in person, develop new prospects and take part in major conferences. The study also highlighted which long-haul destinations were seen as particularly desirable and favoured by companies in the region; Singapore was the clear winner, followed by Tokyo and Sao Paulo. In addition, it showed that the airport and the new East Wing enjoy a good image among these clients.

Passenger satisfaction score just under 4

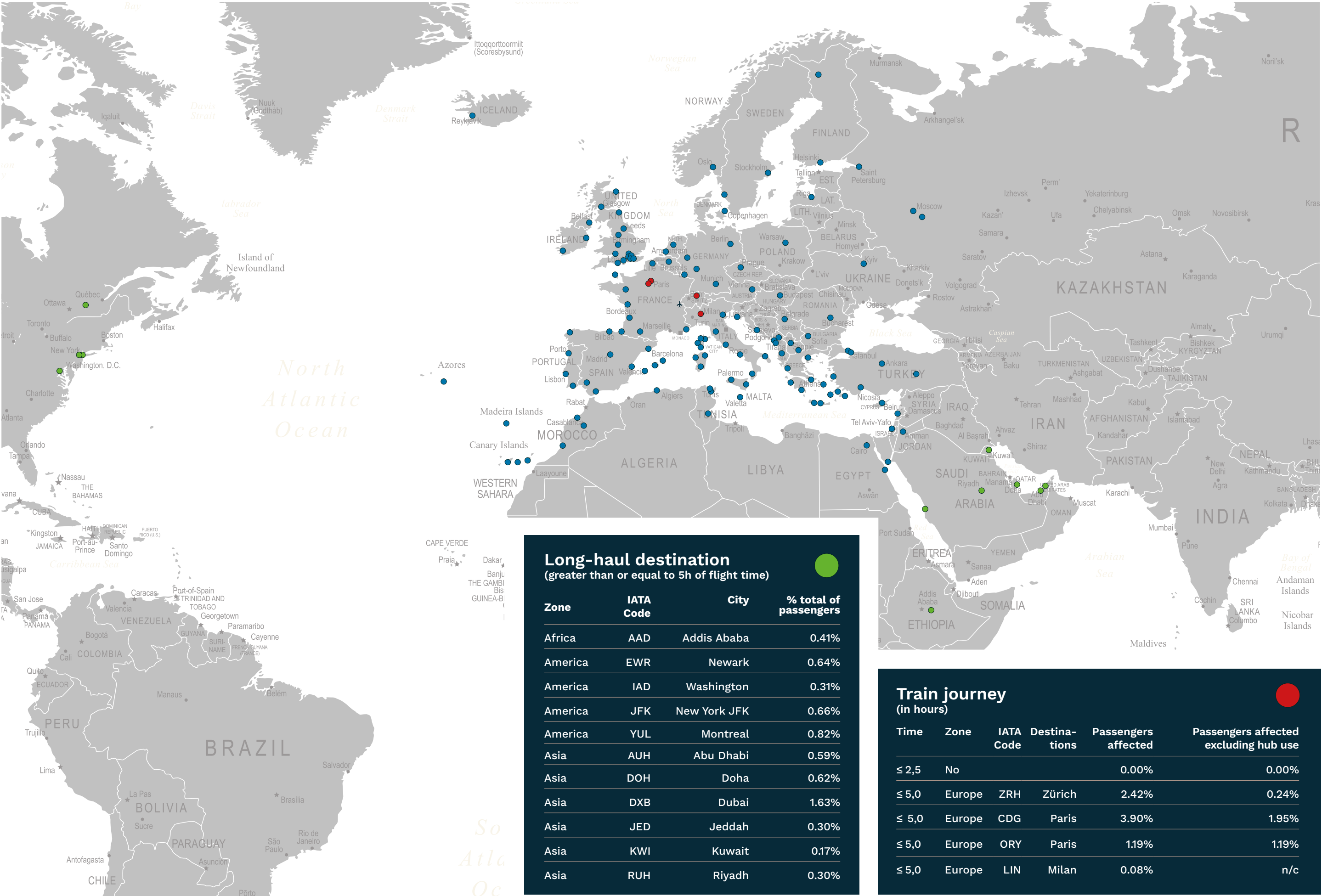
After the pandemic interruption, Genève Aéroport has resumed its quarterly satisfaction surveys, including the ASQ (Airport Service Quality) ranking. The rating scale for the ASQ, which is managed by the ACI and covers more than 280 airports, ranges from 1 (poor) to 5 (excellent).

Following very high satisfaction scores in 2020 and 2021, the ratings recorded in 2022 as traffic recovered approached those seen in 2019. Overall satisfaction was 3.94 in the fourth quarter of 2022, the same as in the comparable period in 2019.

These results confirm that the most important factor influencing satisfaction at Genève Aéroport is the number of passengers. This number affects the space available to move around in the terminal, check-in waiting times, the number of seats in the boarding lounge, etc. The lack of space in T1, a terminal built in 1968 for around 10 million passengers, is a constraint in Geneva that is reflected in declining scores at very busy periods. On less busy days, satisfaction is distinctly higher. Ultimately the CAP 2030 project will solve this challenge.

The study showed the very positive impact the East Wing has had on overall customer satisfaction. Also worth noting is the quality of service provided by airport employees; the figures for satisfaction with them are among the highest of all the criteria rated.





Scheduled traffic by region and by country

Destinations	Passengers	Variation
AFRICA	498,899	+116.39%
Algeria	29,148	--
Alger	29,148	--
Egypt	84,372	+57.17%
Cairo	38,651	+93.89%
Hurghada	41,228	+42.80%
Sharm El Sheikh	4,493	-7.87%
Ethiopia	57,257	+66.66%
Addis Ababa	57,257	+66.66%
Morocco	211,618	+117.11%
Agadir	24,830	+197.29%
Casablanca	86,280	+68.88%
Marrakech	100,508	+164.31%
Tunisia	116,504	+158.59%
Djerba	13,265	+109.99%
Enfidha	28,987	--
Tunis	74,252	+91.68%
AMERICAS	344,711	+678.83%
Canada	115,159	+301.11%
Montreal	115,159	+301.11%
United States	229,552	+1,376.22%
Newark	91,886	+794.09%
New York	93,830	+2,999.77%
Washington, DC	43,836	+1,851.74%
ASIA		
& MIDDLE EAST	680,016	+199.73%
Saudi Arabia	83,009	+217.76%
Jeddah	41,530	+225.42%
Riyadh	41,479	+210.45%
United Arab Emirates	309,292	+111.95%
Abu Dhabi	81,290	+229.08%
Dubai	228,002	+88.08%
Israel	106,421	+423.49%
Tel Aviv	106,421	+423.49%
Jordan	17,776	+746.88%
Amman Queen Alia	10,654	--
Aqaba	7,122	+239.30%
Kuwait	23,884	+201.99%
Kuwait	23,884	+201.99%
Lebanon	51,548	+110.55%
Beirut	51,548	+110.55%
Qatar	88,086	--
Doha	88,086	--
EUROPE	12,438,122	+132.54%
Albania	47,611	+91.86%
Tirana	47,611	+91.86%
Germany	610,813	+146.34%
Berlin	150,215	+246.05%
Düsseldorf	24,382	+232.09%
Frankfurt	274,368	+99.89%
Munich	161,848	+169.98%
Austria	120,601	+78.73%
Vienna	120,601	+78.73%
Belgium	427,308	+140.52%
Brussels	427,308	+140.52%
Bulgaria	27,215	+45.84%
Sofia	27,215	+45.84%
Cyprus	9,815	+65.49%
Larnaca	9,815	+65.49%
Croatia	72,751	+72.55%
Dubrovnik	18,946	+71.95%
Pula	4,467	+4,919.10%
Split	49,338	+58.87%
Denmark	172,002	+234.42%
Copenhagen	172,002	+234.42%

Destinations	Passengers	Variation
Spain	1,714,520	+84.58%
Alicante	116,941	+71.37%
Barcelona	464,387	+159.92%
Bilbao	25,179	+184.35%
Fuerteventura	8,015	+57.99%
Gran Canaria	6,067	+39.09%
Ibiza	68,604	+37.54%
Madrid	518,213	+94.79%
Mahon	21,498	+63.78%
Malaga	137,539	+18.85%
Palma	144,225	+51.40%
Saint Jacques		
of Compostela	92,885	+77.64%
Seville	46,333	+95.32%
Tenerife	36,050	+27.89%
Valencia	28,584	+46.88%
Finland	71,981	+333.80%
Helsinki	70,662	+328.62%
Kittilä	1,319	+1'132.71%
France	1,819,904	+121.16%
Ajaccio	49,723	+84.18%
Bastia	29,331	+72.94%
Biarritz	9,967	+7.43%
Bordeaux	206,759	+91.81%
Calvi	4,880	+7.25%
Figari	33,223	+55.27%
La Rochelle	8,819	+24.47%
Lille	66,050	+145.47%
Marseille	11,915	+14.50%
Nantes	192,128	+89.95%
Nice	379,544	+119.61%
Paris CDG	544,153	+145.87%
Paris Orly	165,711	+134.17%
Rennes	38,268	+230.55%
Toulouse	79,433	+473.03%
Greece	392,930	+54.18%
Athens	213,284	+76.47%
Chania	2,980	--
Corfou	25,485	+323.34%
Heraklion	52,175	+8.92%
Kalamata	1,427	+19.21%
Kos	8,555	+92.55%
Mykonos	40,151	+33.68%
Rhodes	11,170	+27.91%
Santorini	27,897	+1.85%
Thessaloniki	5,659	+65.23%
Zante	4,147	-14.39%
Hungary	93,814	+199.13%
Budapest	93,814	+199.13%
Ireland	122,663	+475.40%
Cork	1,421	+900.70%
Dublin	121,242	+472.54%
Iceland	22,374	+316.96%
Reykjavik	22,374	+316.96%
Italie	698,551	+119.27%
Alghero	7,516	+224.81%
Brindisi	96,026	+68.47%
Cagliari	37,180	+74.94%
Catania	85,629	+76.16%
Florence	6,157	--
Lamezia Terme	13,961	+143.31%
Milan LIN	10,060	--
Naples	121,002	+161.74%
Olbia	63,888	+96.13%
Palermo	24,048	+90.33%
Rome FCO	228,720	+148.00%
Venice	4,364	--
Kosovo	206,070	+48.95%

Destinations	Passengers	Variation
Pristina	206,070	+48.95%
Latvia	3,888	+274.21%
Riga	3,888	+274.21%
Luxembourg	30,791	+249.22%
Luxembourg	30,791	+249.22%
Northern Macedonia	37,135	+561.59%
Skopje	37,135	+561.59%
Malta	11,729	+64.16%
Malta	11,729	+64.16%
Montenegro	5,855	+8.77%
Tivat	5,855	+8.77%
Norway	30,958	+3,936.25%
Oslo	30,958	+3,936.25%
Netherlands	528,487	+119.11%
Amsterdam	525,177	+117.81%
Rotterdam	3,310	+3,577.78%
Poland	99,142	+117.57%
Warsaw	99,142	+117.57%
Portugal	1,368,065	+74.20%
Faro	89,562	+22.29%
Funchal	6,694	+61.30%
Lisbon	623,570	+88.13%
Ponta Delgada	3,174	+39.76%
Porto	645,065	+72.37%
Czech Republic	69,803	+321.11%
Prague	69,803	+321.11%
Romania	41,731	+86.43%
Bucharest	41,731	+86.43%
United Kingdom	2,609,894	+514.05%
Aberdeen	3,212	+22,842.86%
Belfast	15,130	+3,119.15%
Birmingham Intl	88,553	+1,909.37%
Bournemouth	16,230	+2,075.60%
Bristol	151,426	+865.60%
East Midlands	4,664	+5,879.49%
Edinburgh	157,819	+1,034.49%
Glasgow	13,167	+3,439.52%
Guernsey	241	--
Leeds Bradford	25,412	+5,388.55%
Liverpool	58,558	+3,292.70%
London Gatwick	601,377	+544.11%
London LCY	85,139	+2,013.15%
London LHR	885,928	+303.11%
London Luton	227,337	+713.37%
London Stansted	20,917	+3,854.06%
Manchester	238,614	+481.96%
Newcastle	6,847	+4,206.29%
Southampton	9,323	+2,548.58%
Russia	18,436	-77.50%
Moscow DME	2,963	+80.78%
Moscow SVO	13,161	-81.57%
Saint Petersburg	2,312	-73.91%
Serbia	45,498	+35.31%
Belgrade	45,498	+35.31%
Sweden	92,268	+205.00%
Göteborg	4,844	+1,117.09%
Stockholm	87,424	+192.84%
Switzerland	337,936	+81.49%
Zurich	337,936	+81.49%
Turkey	471,358	+77.25%
Ankara	787	-65.56%
Antalya	70,143	+103.22%
Istanbul IST	262,563	+76.94%
Istanbul SAW	100,709	+34.85%
Izmir	36,584	+789.91%
Kayseri	572	-70.53%
Ukraine	4,226	-63.64%
Kyiv	4,226	-63.64%

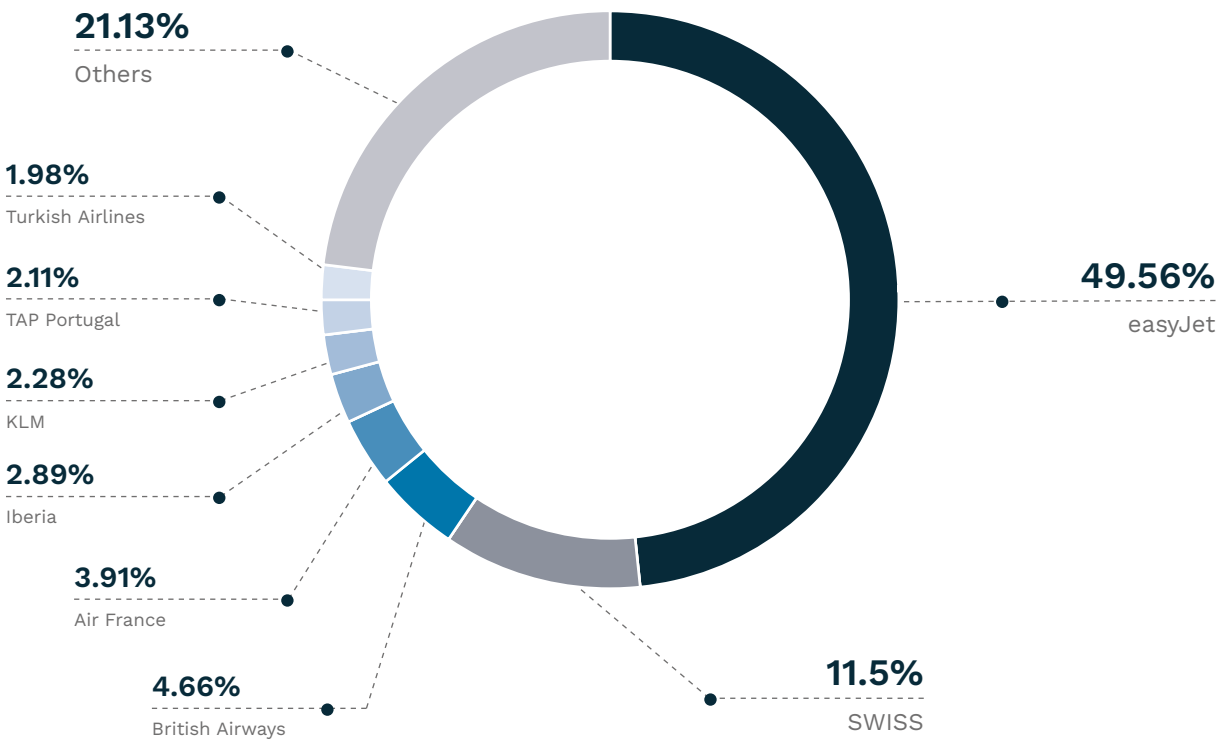
Top 20 destinations by city

Scheduled traffic			
Cities	Passengers 2022	Passengers 2021	Variation 22/2021
London	1,820,698	345,646	426.8%
Paris	709,864	292,082	143%
Porto	645,065	374,240	72.4%
Lisbon	623,570	331,459	88.1%
Amsterdam	525,177	241,112	117.8%
Madrid	518,213	266,042	94.8%
Barcelona	464,387	178,663	159.9%
Brussels	427,308	177,661	140.5%
Nice	379,544	172,829	119.6%
Istanbul	363,272	223,078	62.8%
Zurich	337,936	186,205	81.5%
Frankfurt	274,368	137,259	99.9%
Manchester	238,614	41,002	482%
Rome	228,720	92,225	148%
Dubai	228,002	121,228	88.1%
Athens	213,284	120,864	76.5%
Bordeaux	206,759	107,796	91.8%
Pristina	206,070	138,353	48.9%
Nantes	192,128	101,149	89.9%
New York	185,716	13,304	1,295.9%



Market shares by airline

Scheduled traffic



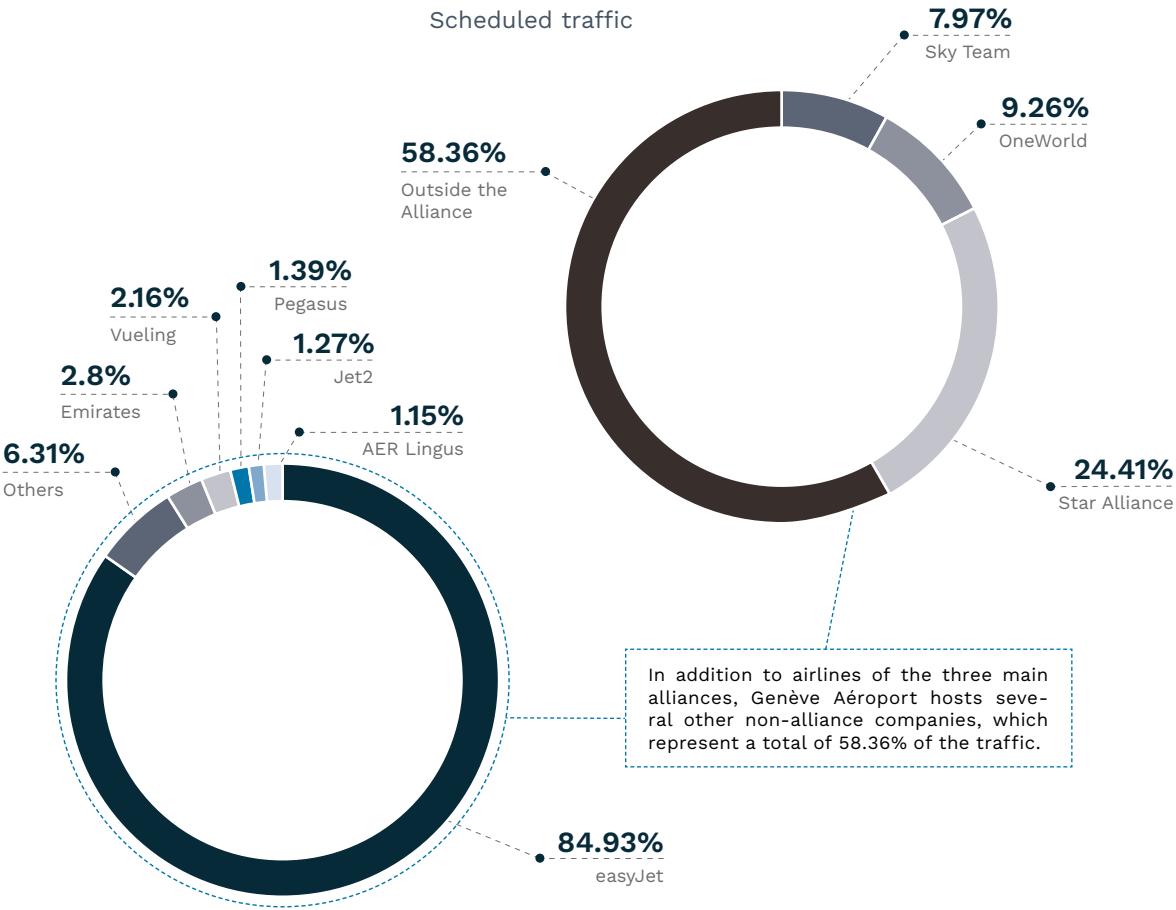
Scheduled traffic per airline

Airlines	PAX 2022	PAX 2021	PAX 2020	Var. 22/21	Var. 22/20
Aegean Airlines	107,092	75,258	52,292	+42.3%	+104.8%
Aer Lingus	94,083	8,979	27,349	+947.8%	+244%
Aeroflot	13,161	71,430	61,361	-81.6%	-78.6%
Air Algerie	29,148	0	7,842		+271.7%
Air Arabia Maroc	16,083	7,507	0	+114.2%	
Air Baltic	3,888	1,039	3,767	+274.2%	+3.2%
Air Canada	115,159	28,710	32,902	+301.1%	+250%
Air France	545,567	222,723	233,643	+145%	+133.5%
Air Malta	5,557	1,815	4,043	+206.2%	+37.4%
Aurigny	241	0	0		
Austrian	120,601	67,476	58,591	+78.7%	+105.8%
British Airways	650,330	151,157	301,556	+ 330.2%	+ 115.7%
Brussels Airlines	188,630	113,786	110,213	+65.8%	+71.2%
easyJet	6,919,838	2,843,352	2,519,967	+143.4%	+174.6%
Egyptair	38,651	19,934	13,365	+93.9%	+189.2%
El Al	33,088	2,925	11,447	+1,031.2%	+189.1%
Emirates	228,002	121,228	84,394	+88.1%	+170.2%
Ethiopian Airlines	75,444	44,811	15,128	+68.4%	+398.7%
Etihad Airways	81,290	24,702	22,704	+229.1%	+258%
Eurowings	37,391	12,781	15,661	+192.6%	+138.8%
Finnair	70,662	16,486	29,097	+328.6%	+142.8%
Flybe	201	0	7,290		-97.2%
Flyr	4,203	0	0		
Iberia	402,892	228,502	130,766	+76.3%	+208.1%
Icelandair	22,374	5,366	0	+317%	

Airlines	PAX 2022	PAX 2021	PAX 2020	Var. 22/21	Var. 22/20
ITA Airways (Alitalia)	101,766	51,278	60,982	+98.5%	+66.9%
Jet 2	103,656	2,475	81,588	+4,088.1%	+27%
KLM Royal Dutch Airlines	317,794	179,162	162,208	+77.4%	+95.9%
Kuwait Airways	23,884	7,909	4,060	+202%	+488.3%
LOT Polish Airlines	99,142	45,568	35,327	+117.6%	+180.6%
Lufthansa	266,545	95,951	49,935	+177.8%	+433.8%
Luxair	30,791	8,817	11,766	+249.2%	+161.7%
MEA Middle East Airlines	51,548	24,483	20,014	+110.5%	+157.6%
Norwegian	28,355	798	15,279	+3,453.3%	+85.6%
Nouvelair	11,100	2,978	0	+272.7%	
Pegasus	113,186	83,919	49,698	+34.9%	+127.7%
Qatar Airways	88,086	0	26,172		+236.6%
Rossiya	1,649	8,636	3,400	-80.9%	-51.5%
Royal Air Maroc	70,197	43,584	19,108	+61.3%	+267.4%
Royal Jordanian	10,654	0	2,118		+403%
SAS scandinavian airlines	85,629	22,241	63,466	+285%	+34.9%
Saudia	83,009	26,123	12,916	+217.8%	+542.7%
SunExpress	34,035	10,157	0	+235.1%	
SWISS	1,604,912	702,685	761,874	+128.4%	+110.7%
TAP Air Portugal	294,485	133,800	120,785	+120.1%	+143.8%
Transavia Airlines	3,310	90	3,600	+3,577.8%	-8.1%
Tunisair	73,950	40,699	28,659	+81.7%	+158%
Turkish Airlines	275,900	156,719	92,760	+76%	+197.4%
Ukraine International	4,226	11,624	10,646	-63.6%	-60.3%
United Airlines	135,722	12,523	28,438	+983.8%	+377.3%
Vueling	175,662	58,550	31,053	+200%	+465.7%
Wizz Air	68,979	41,045	39,171	+68.1%	+76.1%

Distribution by alliance

Scheduled traffic



Importance of business aviation

Business aviation remains important because of its economic significance and the clients it serves. Its intrinsic qualities – the ability to get to business destinations quickly with flexible timetables – remain a key factor for specific clients. Business aviation accounted for one-fifth of aircraft movements in 2022. The sector rode the wave of the pandemic, but still saw a further 16% growth in movements in 2022.

Overall, general and business aviation including commercial flights (operated by private aviation companies) and non-commercial (private) flights, military flights and training flights accounted for 48,026 movements in 2022, compared to 43,277 in 2021.

Air freight continues to grow

Air freight handled at Genève Aéroport continued to grow in 2022 (up 18.67% from 2021) and reached 70,566 tonnes, driven by two main factors: the return of capacity on heavy cargo aircraft following the almost complete restoration of the long-haul network and the overall economic picture.

Initially, air freight activity benefited from a return to the pre-pandemic level of hold capacity, consolidating the positive trend that started in late-2021. This trend was gradually overshadowed by negative geopolitical events and the worsening environment for international business flows. Ultimately, total tonnage of air and lorry freight processed at Genève Aéroport was down 16.9% on 2019, the year before the pandemic.

The three airlines with the largest market share are Emirates (21.95%), Etihad (13.60%) and SWISS (12.35%), followed by Air Canada (9.36%) and United (7.86%). Of the integrated operators, DHL Express dominates the segment at 83.59%, followed by UPS (8.49%) and FedEx (7.92%).

Postal freight also recovered: the volume handled was 2,048 tonnes (up 49.82% on 2021).

The share of traffic loaded in holds rose to 68.69% (from 65.23% in 2021); lorry freight transported by air companies accounted for 31.31%.

Concessions for freight handling agents and security tender

In 2022 Genève Aéroport launched the process of going out to tender for freight handling activities. The companies that will be awarded the new concession will be selected in the first half of 2023.

The other tender started last year was for security services, one of the largest sub-contractor agreements signed by Genève Aéroport. The decision will be taken in the first quarter of 2023 and come into effect on 1 November 2023.

Commitment against night flights

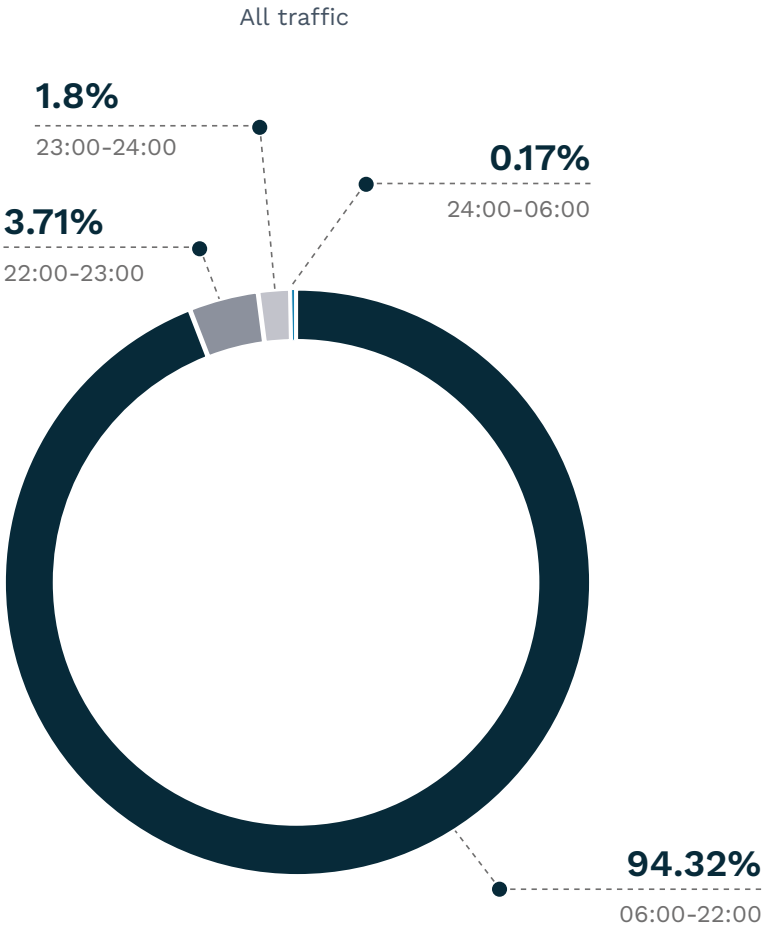
In line with the commitments given under the PSIA, Genève Aéroport has for many years worked to reduce noise nuisance, especially at night. Flights by airlines or charter companies after 10 pm, whether scheduled or not, fell sharply in 2020 and 2021 as air traffic collapsed, but are now rising again; however they were still 7.2% lower in 2022 than 2019 (8,913 movements compared to 9,600).

Even though interruptions caused by technical, social and political factors presented major obstacles to air traffic in 2022 and caused many delays, the number of flights after 10 pm was kept below the 2019 level.

Movements between 10 pm and 6 am in 2022, adding together all categories including medical flights, came to 9,261 or 5.68% of total movements (10,037 or 5.39% in 2019).

In addition to the daily efforts made by all platform partners to limit take-offs and landings after 10 pm as far as possible, once the file for the Sectoral Plan for Aviation Infrastructure (PSIA) submitted by the airport in 2019 and adopted by the Federal Department of the Environment, Transport, Energy and Communications (DETEC) on 15 November 2022 comes into force Genève Aéroport will be able to take further action to reduce noise nuisance. Specifically, the new operating regulations introduce an innovative system of quotas proposed by Genève Aéroport to limit take-offs scheduled before 10 pm but delayed beyond that time. The system specifies progressive penalties to act as a deterrent if the quotas are exceeded.

Night movements vs. total movements



Cargo and postal traffic results

Freight	2022	2021	2020	Var. 22/21	Var. 22/20
Scheduled traffic	46,834	37,810	31,734	+23.87%	+47.58%
Charter traffic	235	114	994	+105.16%	-76.39%
Aircraft air freight	47,069	37,924	32,728	+24.11%	+43.82%
Trucked air freight	21,449	20,170	17,941	+6.35%	+19.56%
Total air freight	68,518	58,095	50,669	+17.94%	+35.23%
Postal freight	2,048	1,367	1,990	+49.82%	+2.91%
Total air and postal freight	70,566	59,462	52,659	+18.67%	+34.01%

HVGGGE



THE NEW
DYNAMICS OF
TRADE

The first quarter of 2022 saw all retail outlets reopen.

To keep up the momentum, many shops and restaurants have started renovating or expanding and several new chains have appeared. A dozen firms carried out works in 2022 to adapt to customers' new needs.

Despite the interruptions for outlets carrying out work, a strong trend emerged after the pandemic years of 2020 and 2021. Total revenue (retail, catering, car hire, publicity, etc.) rose 139% over 2021, with particularly strong growth in the airside shops after security checks. Total revenue is still 20.9% down on 2019, in line with air traffic (down 21.5%).

Average spend per passenger in stores, catering facilities and duty free shops was up 4.5% over 2019, the year before the pandemic, indicating a renewed appetite for consumption and justifying a business model based to a significant extent on non-flight commercial revenue. Russian and Chinese customers were absent in 2022 because of the geopolitical situation, but consumption was particularly high among Swiss and North American travellers.

A design change was made: by removing a ventilation duct on the west side of Terminal 1 known as the pencil it was possible to provide more space for easyJet to

manage its passengers checking in, for people hiring cars on the arrivals level and for those eating in the food court on the floor above.

Publicity was used to draw attention to the relaunch of the retail offering in 2022. Two campaigns were organised, one in summer and one at Christmas, as well as a solidarity campaign with the shops to support the charity Theodora. This is a foundation set up to bring smiles and moments of escape to children in hospital or with a handicap. Inviting passengers to take the time to write a post card to the children was a great success.

Various projects were started or tested to keep up with new consumer trends. These included, for example, a shop and collect concept for duty free, orders for meals delivered to the gate, etc. Commercial proposals were submitted at the end of 2022 based on data for e-commerce clients at Genève Aéroport.

New record for e-commerce

Always seeking to meet passenger needs, Genève Aéroport continued to work on plans to develop e-commerce and e-services, most notably by launching the Priority Lane subscription for regular travellers in 2022. Sales of online services in 2022 reached a record CHF 1.9 million.





04

FOCUS ON MAJOR
PROJECTS

2022 was a year of recovery in terms of investing in the airport's infrastructure. One sign of this is the fact that none of the projects scheduled in the general plan was frozen during the year. The COVID-19 pandemic had a major impact on the works under way at the airport in 2021. In response to the financial crisis, almost 120 scheduled projects were frozen. This allowed investment to be cut by CHF 90 million in 2021 and 2022.

140 projects were carried out in 2022 (compared to 75 in 2021), representing an investment of some CHF 60 million. The completion of the East Wing and the baggage sorting logistics centre (BLC) accounted for almost 60% of this.

The East Wing: one year under its belt

The East Wing came into service on 14 December 2021, and 2022 was the first full year in operation. Mainly intended for long-haul and non-Schengen flights, it has already welcomed 4.48 million passen-

gers; a weekly record was set right at the end of the year with over 96,000 passengers.

On 13 October a large-scale solar installation on the roof came on stream. 6,700 m² of photovoltaic panels will generate 1.5 GWh of electricity annually, enough to meet the consumption of the 40,000 m² building.

The installation makes the East Wing the third-largest solar roof in the Canton of Geneva installed by SIG, after the Palexpo (15,000 m²) and the Aïre water treatment facility (7,200 m²). It also underscores what an exemplary building this is expected to be from an energy point of view, as it was designed to be a sustainable model.

The first year of operations was a period for fixing teething problems. Improvements were also made to how the walkways function and the door opening systems.



GeniLac: work gets under way

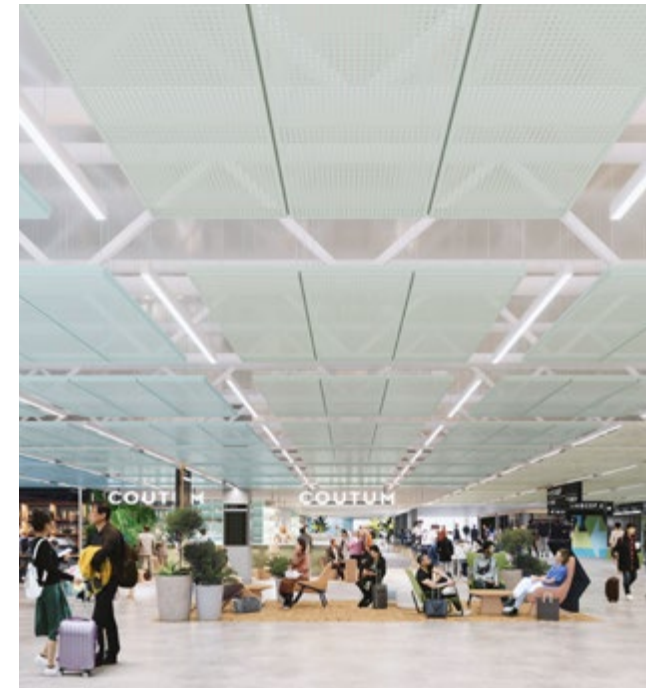
2022 saw work start at a key site for the energy transition at the airport: connecting to the GeniLac green district heating network from SIG.

By 2026 the airport will be able to use a sustainable and renewable source to cool and heat its buildings: water from the lake. The solid fuel system will be switched off, saving two million litres of fuel oil per year. Ultimately the airport will cut its carbon dioxide emissions by 60%.

CHF 37 million is being spent to adapt the infrastructure and install new equipment. Genève Aéroport and SIG are working together to build a 3,800 m² heating centre on the P45. This will have the GeniLac sub-station on one side and two gas boilers on the other as a back-up in case of severe cold or breakdowns.

Work on the new heating centre, known as Central East, started in 2022: SIG is providing CHF 54 million of the financing and Genève Aéroport CHF 7 million. While waiting for it to come on line in 2026, conversion work will be carried out on the existing freight buildings as far as the terminal. New buildings, like the East Wing, will be connected directly to GeniLac.

The airport will be renovating two other heating centres over the period 2023-2024 to complete the network.



CAP 2030 embarks on a new stage

The second round of parallel studies for the CAP 2030 project was commissioned in 2022. Three companies have been selected to study this major transformation project for the airport. The winner will be chosen in October 2023.

By way of reminder, CAP 2030 is the first stage and will ultimately make it possible to renovate or reconstruct Terminal 1, which will be more than 70 years old in 2040. By then it will be showing its age. The project will significantly improve efficiency and the way passengers are welcomed. Specifically, it involves building a new 45,000 m² terminal on the esplanade in front of the main entrance to T1. Operating activities will be transferred to the new infrastructure after 2032. The existing terminal will then be either rebuilt or renovated: no decision has yet been taken.

The superstructure of the SBB rail station will be demolished beforehand and a new multi-modal platform will emerge. This will allow a major shift in mode share. It will be even easier to access the airport.

At this stage the estimated cost of these two projects for Genève Aéroport is CHF 560 million. The works will be carried out between 2025 and 2032.



BLC Control Center

BLC on the move

Work on the new baggage logistics centre (BLC) continued in 2022. The current system needs replacing because much of its equipment is obsolete. The BLC will also meet higher baggage handling requirements and comply with security standards thanks to the latest generation of EDS3 scanners.

Launched in 2019, this is a highly complex project. Apart from the technical challenges, work has to take place while the current baggage sorting system is in operation. The building shells are now almost completed and 80% of the baggage carousels for arrivals are in place. More than half of the

new check-in desks in the main terminal have been installed and 60% of the conveyor belts have been finished. Eight new EDS3 scanners have already been installed and will be tested in the first quarter of 2023. The airport IT teams have installed the control room, put up the monitor wall and implemented new operating procedures.

The BLC project has fallen one and a half years behind schedule since it started, mainly due to the COVID-19 pandemic. Work was also interrupted for over three months in August 2022 because one of the contractor's sub-contractors was barred from the site. Irregularities in pay rates and working hours affecting 50 or so employees were discovered. Genève Aéroport immediately suspended the company and the Cantonal Inspection and Labour Relations Office (OCIRT) was brought in.

As a consequence, the scanners will be fitted late, in January 2024. Mitigating measures will be taken in coordination with the Federal Office of Civil Aviation (FOCA). The new baggage sorting logistics centre will be finished at the end of 2024.

“Pencil” air intake moved

Work on moving the main air intake for Terminal 1 got under way in October 2021. Known as “the pencil”, this went through the middle of the building on three levels. Hence passenger flows were disrupted and usable space taken up. The project also improves the thermal envelope by removing thermal bridges.

Completed in July 2022, the works freed up 108 m² of space. At the same time, three air intakes were added on the southern exterior façade of Terminal 1.

CSC+ made permanent

The CSC+ additional security check, originally meant to last two years, will finally be made permanent. This was built on the western part of the platform in 2017 to cope with peak passenger flows at the main security check in Terminal 1. A decision has been taken to retain it and bring it up to standard. It will be available for use on an occasional basis when there are:

- Works at the other security checks
- Peak passenger flows
- Operations by the explosives detection, removal and neutralisation team (NEDEX) in Terminal 1

CSC+ will be operational from March 2023.

Satellite 10 extension

The new satellite 10 will be unveiled in 2027. The feasibility study for the extension to this infrastructure was approved on 19 September 2022. The satellite came into service in 2008, having been designed as a bus gate; it is used for aircraft parked on the tarmac that can only be reached by bus. It has two levels of departure lounges, for Schengen and non-Schengen flights.

The works serve several purposes:

- To create five more departure lounges
- To restructure the customs zones and improve working conditions
- To act as back-up when renovation works start on satellites 20, 30 and 40 in 2029
- To create four walk in/walk out positions

Satellite 10 covers 6,120 m² and will ultimately be able to accommodate over 2,000 passengers per hour. Work will start at the end of 2024 and the building will move back into operation in stages from 2027 onwards.

Renovating the gantries

In 2024 some of the concrete slabs on the tarmac will have to be replaced. The airport has two metal gantries to carry out this delicate task. The first one lifts up the old slab and removes it once it has been loosened; the second puts the new slab in place – which may weigh as much as 180 tonnes. The two pieces of equipment used for the job are 50 years old, so it has been decided to fully refurbish them. Four new remote controlled trailers were acquired this year to add to the facilities so the gantries can be moved.

Creating P41

The plans for P41 were approved this year. The new car park will offer passengers 532 spaces over four levels, replacing the current P14 (140 spaces) underneath hall 6 in Palexpo.

It will be about five minutes' walk from the main terminal. The project will cost CHF 20.5 million and be in service in mid-2025.



GENÈVE
AÉROPORT

Bienvenue
Welcome

1 PLACEZ VOTRE BAGAGE À PLAT SUR LE TAPIS

2 SCANNEZ VOTRE ÉTIQUETTE DE BAGAGE

3 PRÉPAREZ VOTRE CARTE D'EMBARQUEMENT

PLACE YOUR BAG FLAT ON THE BELT

SCAN YOUR BAG TAG

PREPARE YOUR BOARDING PASS

SWISS Austrian brussels AIRPORT TP AIRPORT LOT

SITA

05

DIGITAL
TRANSFORMATION
CONTINUES

Despite the COVID crisis the digital transformation of the airport continues and key projects were implemented to ensure operations remain viable.

Making the passenger journey easier

In 2022 the airport completed the airport passenger systems project (Project SPA) launched a year previously. This mainly involved renewing the technology systems that manage the passenger process at each stage, from check-in to boarding.

The self bag drop (SBD) was updated for Lufthansa/Swiss and passengers now see the system as they move through their journey. As part of the project, the airport is planning a major expansion of this system to other companies, starting with easyJet in 2023.

For going through security, the airport has installed automatic gates to check boarding passes, which improves flows at this stage.

In the priority lane, accessible by buying a ticket or subscription, a double scan functionality allows tickets and boarding cards to be checked at the same time.

To provide better information for passengers, the airport has installed a new automatic announcement system which now includes Arabic. In the medium term this additional service will be supported by a total redesign of the acoustics within the airport, the car parks and the satellites.

In terms of communication the airport has installed a digital signage system that allows multimedia content to be broadcast simply and efficiently throughout the terminal (at check-in screens, when going through security, at the visitor centre, etc.).

Real-time management

Less apparent to passengers but essential to airport activities, the foundations have been laid for Project Airport Operation System (AOS). This moved into the project phase in 2022 and should be in production in 2024; it aims to manage the main airport operations effectively and efficiently in real time. These include managing aircraft flow, parking

stations on the tarmac, planning customer check-in desks, boarding gates and baggage carousels at arrivals, all the way through to posting flight information on screens and mobile apps.

Finally, in early 2022 the fire and rescue response team replaced their IT system with the assistance of the technology division. The equipment was entirely replaced, both the SAGA software (the deployment support system) and the workstations, so as to be able to respond effectively to alarms and mobilise all who need to be called on.

Innovation

Since summer 2022 passengers have been able to use WhatsApp to monitor their flight from Geneva and receive notifications whenever there is new information on the flight selected.

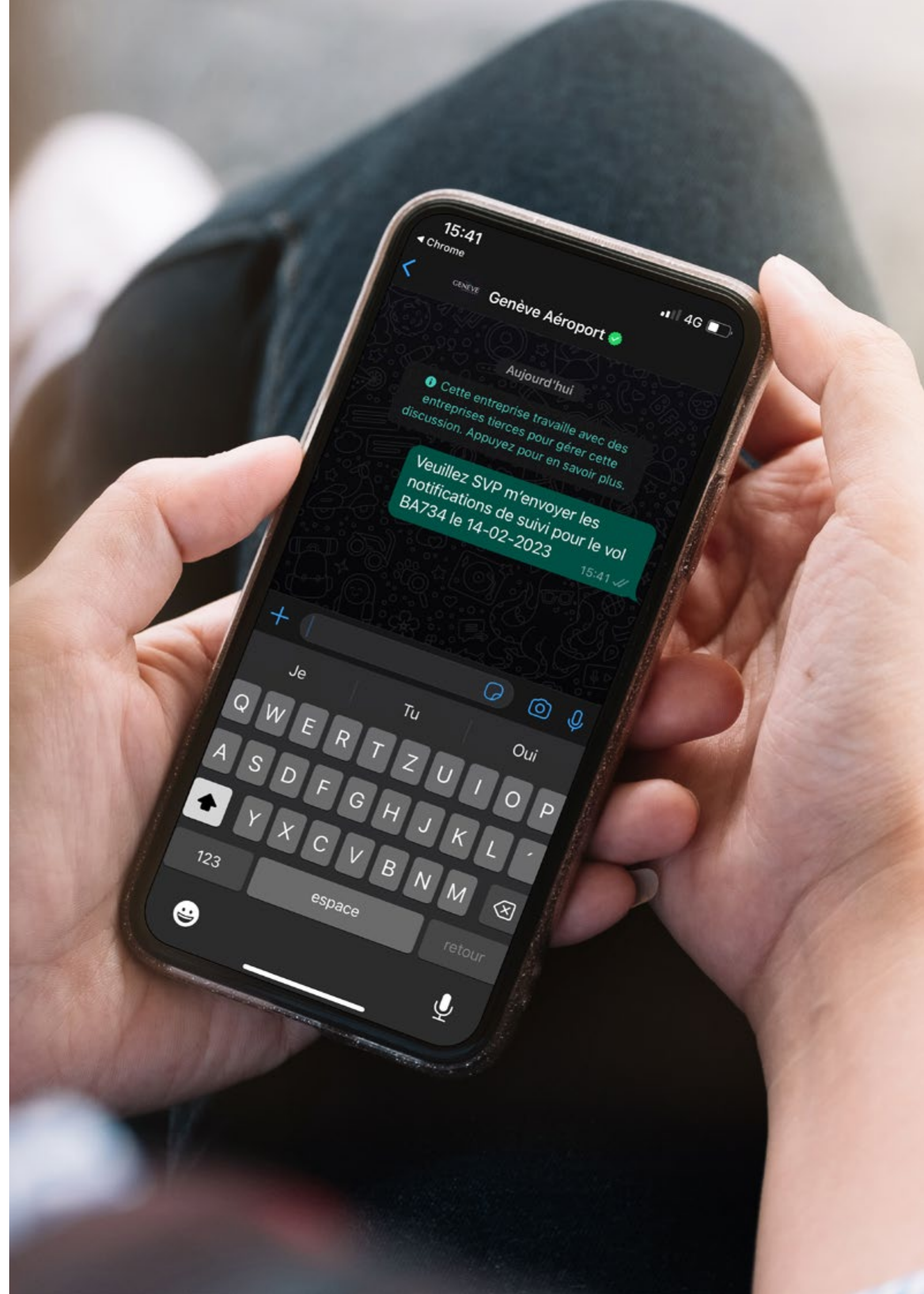
An online food pre-ordering system (F&B) was also tested to evaluate interest in such a service being offered in future.

The airport continued its policy of opening up to regional institutions and the general public with the aim of imagining together the services of tomorrow, by participating in events such as *Innovation CRUNCH Time* (HEIVD), *Smart City Xperience* (Open Geneva), *Climathon* (EIT Climate-KIC) and other.

SuccessFactors

The first part of the SAP SuccessFactors suite was installed in 2022; this will be completed in 2023, making it far easier to manage and analyse Human Resources data.

As well as digitalising HR, the airport also launched a programme to update the digital workplace. Digital workplaces allow staff to access all their working information, either individual (notes, emails) or shared (documents, data downloaded from applications and shared workspaces). By harmonising the technology used (email, instant messaging, social media, HR applications, virtual meeting tools, etc.), the digital workplace makes all communication tools consistent and promotes efficiency and collaborative innovation.





08
PROGRESS TOWARDS
MORE SUSTAINABLE
DEVELOPMENT

The mission of Genève Aéroport is to meet the demand for air connections from Switzerland as a national airport and meet the needs of the region on an ongoing basis. It has been pursuing a committed environmental policy for some years now. In July 2022 the company released its sustainable development report. This sets out how Genève Aéroport performed in 2021 against its sustainable development commitments.

New operating regulations

The year 2022 was marked by the approval by the Confederation of the new operating regulations for the airport. This document, also known as the «post-PSIA» dossier, deals in part with the implementation of the commitments made the Sectoral Plan for Aviation Infrastructure (PSIA), particularly with regard to noise abatement.

Specifically, the new operating regulations introduce an innovative system of quotas proposed by Genève Aéroport to limit take-offs scheduled before 10 pm but delayed beyond that time. The system specifies progressive penalties to act as a deterrent if the quotas are exceeded.

The regulations also specify a new limit on noise called “new permissible noise”, capping maximum noise from the airport. There will be a control system, and the airport has to propose action if limits are exceeded. The FOCA may also require action.

Finally, this technical decision includes the adoption of a technical plan that will allow a new rapid runway exit to be built.

The airport's new operating regulations were the subject of an appeal to the Federal Administrative Court by neighbouring municipalities and associations in January 2023. Implementation has been suspended pending the court's decision.

At the same time Genève Aéroport continues to pursue the voluntary policy it has been following for some years now to limit the platform's sound footprint. It has also set an ambitious objective: to cut its

sound footprint to the level of the 2000s by 2030 *.

The airport has several approaches to achieve this. Here are two examples:

- Airlines are being encouraged to use the most modern (less noisy) aircraft by varying the landing fees charged to reflect the noise category.
- A special fee is also charged for taking off after 10 pm. Since the neighbours regard night flights as more sensitive, the impact of these is weighted ten times higher than daytime flights when calculating the noise contours.

Limiting the airport's sound footprint

The sound footprint for 2022 has not yet been calculated. Between 2019 and 2021 the area of the zones exposed to noise fell by 18.1 km².

2021 was an exceptional year, owing to the fall in air traffic. Logically, the noise impact associated with airport operations followed the same trend. Traffic at Geneva was up compared to 2020 (+14.9%), but is still well below the level seen before the pandemic (down 46.7% on 2019).

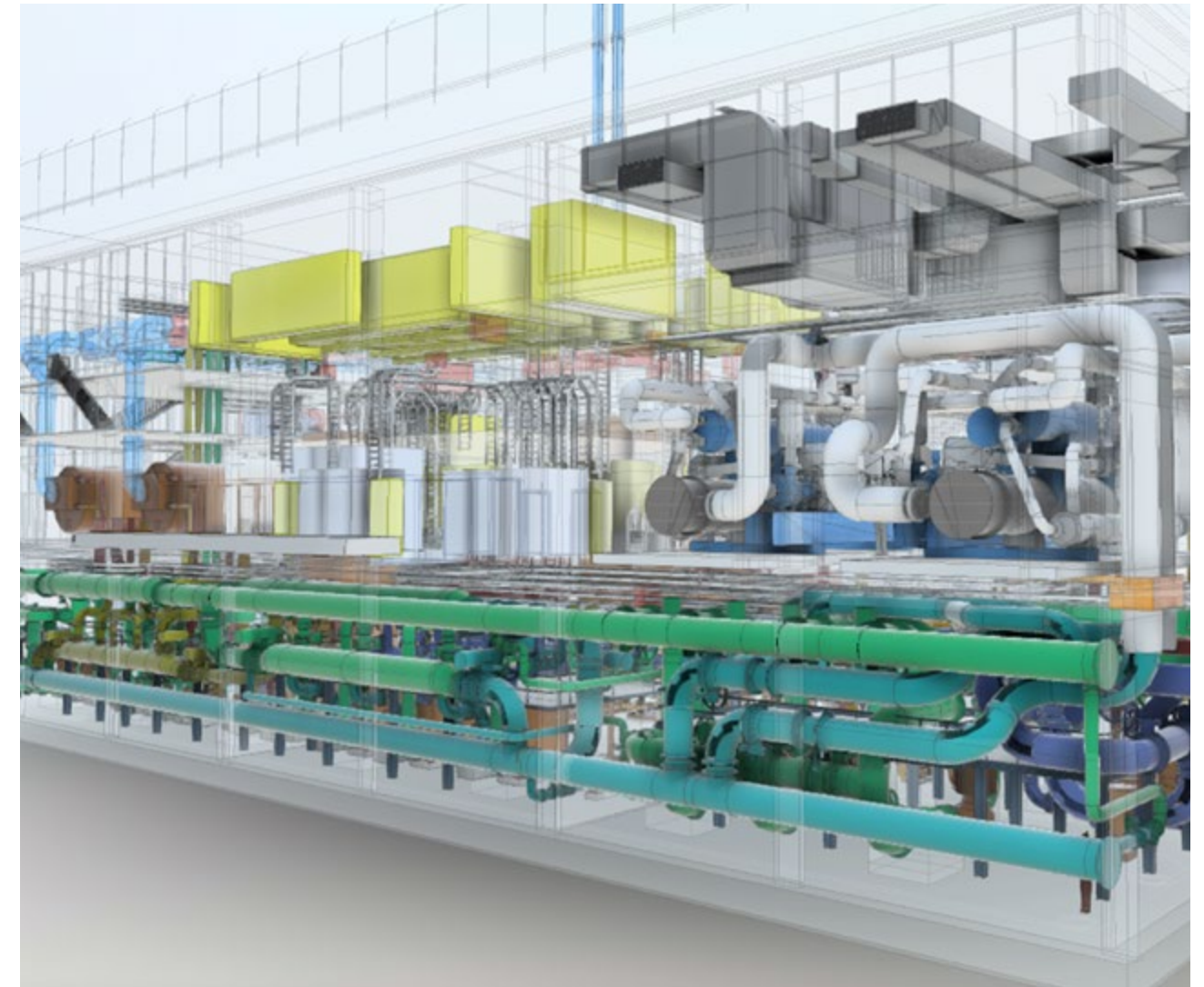
Soundproofing buildings in neighbouring municipalities

Because of its urban nature, Genève Aéroport operates a programme to soundproof homes in the municipalities nearby. More than 4,160 homes have been soundproofed since 2004, at a cost of CHF 58.7 million.

The programme has slowed considerably since the COVID-19 epidemic because of:

- Shortages of raw materials due to the geopolitical situation
- Fluctuations in the prices of these products
- Prolonged lead times for deliveries
- Difficulty in obtaining access to properties (lockdowns).

The recovery in contacts with building owners in spring 2022 was not enough to catch up with the backlog. The programme will be busier again in 2023.



GeniLac: the Genève Aéroport's heating center.

GeniLac: work is under way

Work to connect the airport to the GeniLac green district heating network from SIG officially started on 29 November. This is a key project for the energy transition at the airport site. By 2026 the airport will be able to use lake water to cool and heat its buildings. The solid fuel system will be switched off, saving 2 million litres of fuel oil per year.

GeniLac will allow the airport to save 5,300 tonnes of CO₂ emissions annually and cut them by 60%. CHF 37 million is being spent to adapt the infrastructure and install new equipment.

A sub-station fitted with two heat pumps will be built to connect the airport to the GeniLac network. Genève Aéroport and SIG are working together to build a 3,800 m² heating centre on the P45. On the one hand, it will house the GeniLac and, on the other, two SIG gas boilers connected to the cantonal district heating network, serving as a back-up in the event of extreme cold and as a back-up in the event of a breakdown.

While waiting for it to come on line in 2026, conversion work will be carried out on the existing freight buildings as far as the terminal. New buildings, like the East Wing, are designed to be connected directly to GeniLac.



The 3rd largest solar roof in the canton

A new large-scale solar installation came on stream on 13 October 2022 on the roof of the East Wing, the new building mainly serving long-haul flights.

6,700 m² of photovoltaic panels are spread over the 520 m length of the building. The 3,773 modules will generate 1.5 GWh of electricity annually, enough to meet the consumption of the 40,000 m² building.

The installation makes the East Wing the third-largest solar roof in the Canton of Geneva installed by SIG, after the Palexpo (15,000 m²) and the Aïre water treatment facility (7,200 m²). It also underscores what an exemplary building this is expected to be from an energy point of view, as it was designed to be a sustainable model.

Genève Aéroport is participating in the Swiss Confederation's Exemplary Energy and Climate initiative and has given commitments between now and 2030:

- To save 25% of its energy use
- To increase its share of renewable energies to 70%

As part of this it signed a partnership with Services industriels de Genève (SIG) in 2017 to achieve a total surface area of 55,000 m² of photovoltaic panels by 2030.

In 2021 the airport had 15,000 m² of them. The area has increased significantly thanks to the East Wing and the installation of 1,500 m² of panels on the new baggage sorting centre. Genève Aéroport had 22,800 m² of panels in 2022 and now produces more than 3.8 GWh of solar electricity per year.

Energy crisis: Genève Aéroport gets ready

There was an increased risk of electricity shortages in Switzerland in 2022. In November the airport put task force OSTRAL in place, named after the national organisation set up to ensure electricity supplies in the event of a crisis.

The task force consists of 15 or so people working in different parts of the company and met 12 times during the year. In collaboration with partners and suppliers it drew up a “shortage strategy” to anticipate energy shortages under four scenarios laid down by the Swiss Confederation. It also decided on preventive measures to save electricity which will be applied on an ongoing basis, such as:

- Lowering office temperatures to 20°C
- Using delayed heating
- Turning off sign lighting and publicity displays at night.

Raising energy efficiency

Also with an eye to saving energy and reducing its carbon footprint, Genève Aéroport completely renewed the lighting in its aircraft maintenance hangar in 2022. The 136 sodium lamps in the building were replaced by less energy-intensive LEDs over a three-month period.

All cleaning, inspection and repair work carried out on aircraft flying from Geneva are carried out in the main hangar.

The works cost CHF 480,000 and will:

- Save 30% of the energy used
- Double the level of lighting

The new LEDs will bring Geneva up to standard and provide a level of lighting suitable for the airlines that use the space. Repairs will also be easier: the sodium lights were obsolete, making them especially difficult to repair or replace.

The system also includes a lighting management system connected to the platform's weather station. This “intelligent lighting” makes it possible to use more of the daylight that comes through the glass doors installed on the building in 2016.

A green solar roof at the airport

In 2022, 6,000 m² on the roof of the baggage sorting centre (BLC) currently being built were turned green. This was a major project costing CHF 187,000 and will be carried out in several stages between now and 2024. The aim is to promote biodiversity, reduce heat islands and limit the carbon footprint of the airport site.

In the first stage, carried out in 2022, 1,330 m² of roof were turned green (seeding is planned for 2023). 930 m² of solar panels producing 71 MWh of electricity were also installed, making it a biosolar roof. The plants lower the temperature of the panels and improve their yield. In return, the shade created by the solar installation encourage diversity of micro-habitats on the roof and a wider range of animal and plant species.

In a second stage a zone of 2,666 m² between the East Wing and the GVA Center building was adapted. A cantonal subsidy of CHF 93,000 from the Nature in Town programme was granted for this space.

In 2024, the last roof of the BLC (1,945 m²), linking the main terminal to the GVA Center, will be greened. The total surface area of the airport site will then amount to approximately 10,800 m² of green roofing.

Action on mobility

Genève Aéroport is putting measures in place to improve the quality of service and the passenger experience, especially accessibility on public transport. Since 2018 six morning Aérobus lines have served the platform free of charge from Geneva and neighbouring France. After the COVID-19 epidemic the offering was reduced (12 journeys instead of 20). At the same time the airport staff shuttle offering has been upgraded to meet the needs of employees.

A bike-sharing station available to all users and colleagues was installed on the departure level in 2021. The principle is simple: users can take any bike available and set off on it, with no need to bring it back. The offer was maintained in 2022 and will be enhanced in 2023 by adding a further three or four stations.

A survey looking at employee mobility across the whole airport platform was conducted in 2022. A total of 1,555 people took part. The results show that 39% of employees use a sustainable means of transport to get to work at the airport. This is almost exactly the same level as in 2017. The target of reaching 45% in 2020 was therefore not met.

Looking only at employees of Genève Aéroport takes the figure to 46%. Publicity campaigns highlighting the advantages offered to employees of partner companies on the platform in terms of soft mobility will be run in 2023.

Electrifying the buses on the tarmac

The airport intends to decarbonise 90% of the vehicle fleet by 2030. In 2016 it therefore committed to buy ten new electric buses for transporting passengers over five years, representing a total investment of CHF 6.5 million. Having fallen behind schedule because of the COVID-19 epidemic, the last two buses under the programme arrived on site in April 2022. Now 14 of the 30 buses run on electricity – 46% of the fleet. They save around 50 tonnes of CO₂ per year.

In order to continue its transition to electric mobility, Genève Aéroport will, from 2023 onwards, modify 10 buses in its fleet over 5 years (retrofit buses). This technology consists of replacing diesel engines with electric ones while retaining the structure of the vehicle. It also has the advantage of being less expensive: a retrofitted bus costs less than half the price of a brand-new electric one.

Reducing waste on the platform

Genève Aéroport is looking to reduce the quantity of waste on the airport site. All security and surveillance teams were trained in sorting waste this year. They also had the opportunity to submit their suggestions. These will be studied for feasibility in 2023.

ACA3+ certification renewed

The ACA3+ certification issued by the Airports Council International (ACI) was renewed in 2022. This certifies that the airport infrastructure is carbon-neutral and is further proof of the company's commitment to the environment and sustainable development.



In the coming years Genève Aéroport is aiming to achieve a higher level: ACA 4 or ACA 4+.

These are the degrees of certification: ACA 3+ indicates carbon neutrality by compensating residual emissions, while ACA 4 shows airport and partner operations have been optimised to achieve absolute reductions in emissions. The ACA 4+ certification attests to the compensation of emissions.

Raising awareness of light pollution

On 23 September Genève Aéroport took part in the “The night is beautiful” event. The aim of this was

to raise general awareness of light pollution. As in 2021, all lights on the airport platform were put out for the whole night once traffic had stopped. This covered the runway and the satellites. Only the lighting masts on the tarmac were left on. Night-time working was suspended.

The illuminated signs on the roof of the main building, Terminal 2, Freight and the GVA Center were also turned off.



07

MANAGING THE
CRISIS AND
RECOVERY

Following on from 2021, the first quarter of 2022 saw the Human Resources department managing the human and financial impact arising from the financial crisis that shook the company. The focus was on tracking the reduction in working hours, monitoring the number of positive cases of COVID-19 and people in quarantine and keeping employees updated on the situation.

By way of reminder, in 2021 Genève Aéroport was obliged to restructure and cut its headcount (22 positions were lost). While the position was still fragile at the start of 2022, the company continued to concentrate on optimising resources.

At the end of 2022 the headcount in full-time equivalents (FTEs) was down 9.89% compared to March 2020. FTEs fell from 997.93 on 31 December 2021 to 971.8 on 31 December 2022. A new budgeting system was installed to allow the change in the number of employees to be monitored closely.

In spite of this reduction 124 hires were made over the year and 54 new employees joined. We continue to favour internal mobility, with more than half of positions filled from inside the company.

As the year swung back and forth from financial crisis to recovery, the Human Resources department continued to work on other strategic focuses that fully fit with the policy and strategic thrusts of Genève Aéroport.

Making the company even more attractive

One of these strategic thrusts is to equip the company with HR policies, systems and overall conditions that meet its needs and are attractive to current and future employees. The latter are also keen to strike a better work/life balance and teleworking is essential nowadays.

Genève Aéroport is fully aware of the changing, demanding and tight situation on the labour market. Corporate social responsibility and environmental commitment are factors candidates look at increasingly often. Also, as in the technology and manufacturing sectors, some parts of the aviation industry can scarcely attract applicants. Genève Aéroport is devoting a great deal of effort to working on its attractiveness and on staying competitive on the jobs market.

• New remuneration policy

As a way of contributing to the economic viability of the company, the Board of Directors asked the Director General to put forward a new remuneration policy that will make it possible to better manage the payroll while making Genève Aéroport more attractive as an employer. The aims of the project also included recognising performance, encouraging development of skills and providing greater transparency.

With this in mind, the Human Resources department drew up a draft of a new remuneration policy meeting the objectives identified and submitted it to the Executive Board and the Board of Directors. The Board of Directors noted this and instructed the Executive Board to consult the social partners starting in early 2023, with a view to then approving the new policy and putting it into effect on 1 January 2024. The project will also involve revising the staff regulations, several clauses of which will need to be reviewed in 2023.

On top of this ambitious project, Human Resources is also keen to develop a healthy working environment and a culture of responsibility and setting an example, while also encouraging innovation.

• Working from home

The foundations for working from home were already in place before the health crisis, but lockdown accelerated the integration of this way of organising work and drove changes in practice. It has moved from being essential during the pandemic to a badge of attractiveness, modernity and agility.

The Flexiwork project had already started before the epidemic and came into effect during the second quarter of 2022. All employees can now take part if their job allows, up to a maximum of three days for a 100% activity rate. As a result, 76% of those eligible made use of the programme this year.



A total of 36% of employees worked from home in 2022 and 12% of hours were performed at home (mandatory teleworking plus Flexiwork).

For comparison, the figure was 19% in 2021 and 16% in 2020.

Flexiwork is boosting our ambition to make the company more attractive by organising work so it allows a better work/life balance based on trust.

Maintaining dialogue

The Executive Board attached great importance to maintaining a dialogue and keeping employees informed on a regular basis. By 2021, four video conferences with all staff had been organised each quarter to review the air traffic, financial situation and organisation of the Airport. In 2022 these sessions became face-to-face again and a new meeting was organised every quarter, each broadcast on Webex so all could take part.

• Surveying the teams

A new communication channel opened up at the company in 2021: flash polls called Pulse Surveys. These aim to ask staff about various issues and measure their general sense of satisfaction with their professional situation. The surveys have become a permanent feature and four were

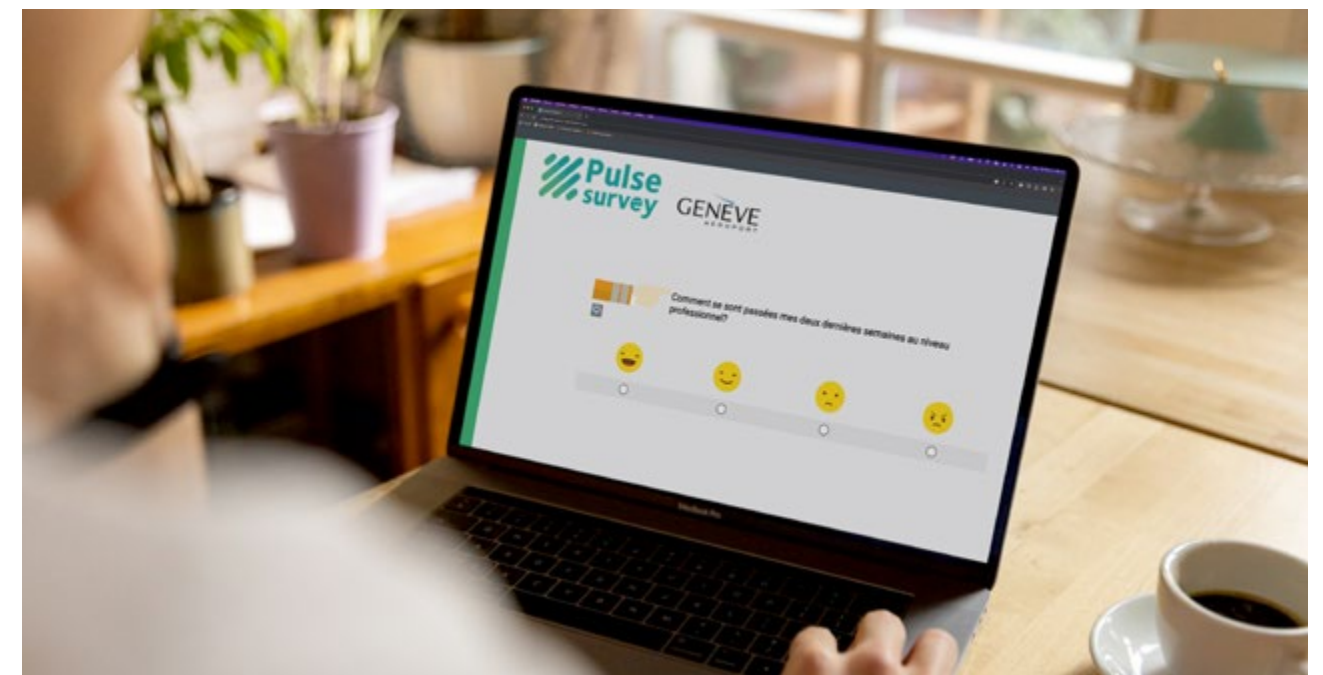
conducted in 2022, with a response rate of over 50%. They have been followed up by specific action within the company, such as adjusting the rules in the directive on working from home and holding online training sessions to help people returning to work after the partial lay-off period.

• Staff Committee

Genève Aéroport is at pains to ensure the social dialogue in the company is of high quality. Following the collective resignation of the members of the Staff Consultative Committee at the end of 2021, the airport organised a new election early in 2022. A new committee was elected and a new chair appointed. Multiple meetings have been held to strengthen social dialogue and consult the staff representatives efficiently.

• Whistleblowers

The law on protecting whistleblowers in Geneva came into effect in March 2022. This provides for employees of the state, public sector institutions and municipalities covered by the law to be able to report failures or illegal behaviour anonymously over a secure external website. Genève Aéroport had been anticipating this since 2020 and put its own secure platform in place.



Developing the management culture

Another strategic focus for Human Resources was a new management training course launched in 2022. The customised curriculum was set up in 2021 with HEG Geneva to adapt the content to the culture, needs and expectations of the company. Two cohorts went through the programme in 2022, which will continue in 2023 to educate about 50 managers in total.

To help develop healthy working environments and a culture of responsibility and setting an example, a management charter was also finalised and presented to all managers, with the participation of the Executive Board, to raise awareness of the behaviour expected from them when they carry out their duties.

The code of conduct issued and adopted in 2021 was fully rolled out to all departments this year. The document provides a reminder of good practice and the behaviour everyone is expected to demonstrate.

Digitalising human resources

Human Resources took a major step towards digitalisation by installing a new employee data

management tool. The SAP SuccessFactors suite makes it easy to manage and analyse HR data. Since the last quarter of 2022 managers have had access to the data on their teams and employees can freely consult their own data, as well as update their personal information independently.

SuccessFactors will see further development in 2023 with the addition of a dedicated recruitment module. Internal and external candidates will be able to apply online for vacancies at Genève Aéroport and managers will be given the freedom to handle applicant files in collaboration with their HR partner. The purpose of the tool is to boost simplicity, modernity and agility.

In another sign of technical progress, staff were provided with a new tool for announcements and managing absences. This offers a simple and efficient way for employees to inform the insurance company of leave taken for sickness or accidents.

Finally, online training, having been rare before the COVID-19 epidemic, has now spread to cover a whole host of subjects. A e-learning course on emotional intelligence was launched in 2022. Several more will follow in 2023.





08
AN OPENING ON
THE WORLD

Intense protocol activity

In-person international conferences held in Geneva took off again in 2022. A direct consequence of this was that the Protocol department was much busier.

Two important events over the last 12 months stand out:

- The 75th World Health Assembly in May 2022. 260 receptions were organised.
- The WTO's 12th Ministerial Conference, held 6-25 June 2022. This had been cancelled three days before it was due to open in 2021 because of the Omicron variant in South Africa.

Preparations for the two conferences led to particular intense protocol activity on the platform.

Overall in 2022 the Protocol department carried out 3,254 protocol receptions, including 36 for heads of state, 14 for prime ministers and 422 for members of royal families.

Protocol receptions are reserved for heads of state, prime ministers, cabinet ministers, heads of international organisations, members of royal families and other official dignitaries.



On 3 October 2022, Genève Aéroport officially inaugurated the protocol lounge renamed Espace Kofi Annan. Initially scheduled for spring 2020, the event had been postponed due to the pandemic.

Firefighting

The Airport Rescue and Firefighting Department (SSLIA) is on call round the clock every day of the year.

Several important events occurred in 2022.

In May a fire started close to the runway on the roof of the future asylum seekers' centre. Gas canisters caused five explosions and metal debris was blown tens of metres around the site. Heavy smoke billowed out. Given the scale of the fire, the SSLIA immediately informed the Fire and Rescue Service (SIS) switchboard, who took over operations in line with procedure.

Air traffic was halted for two hours, causing 22 flights to be cancelled. Almost the entire resources of the SSLIA were deployed.



The SSLIA may also be called on to intervene in the canton of Geneva at the request of the SIS, as was the case when fire ravaged the climbing wall centre in Satigny in May.

In November the airport organised the biannual crisis exercise required by the FOCA. Called "Collidere", the 2022 scenario assumed a collision between a Boeing and a private jet. The aims were to test:

- The processes in the airport emergency plan.
- The coordination between those involved and the leadership bodies and senior management

in the sector concerned by the accident.

- The handover from the SSLIA to the Fire and Rescue Service.
- The deployment of the Emergency Medical Post.
- The care of unharmed survivors and making contact with the families and loved ones of victims.

Ambulance staff work across the whole of the canton, and in part of the canton of Vaud too, in response to calls to 144. The SSLIA also assists its partners in rescue arrangements on the lake.



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