Welcome to Zurich Airport
Your gateway to an attractive market
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WELCOME TO ZURICH AIRPORT

Zurich Airport is as impressive as one would expect of Switzerland’s prime airport. As a state-of-the-art airport and transport hub, Zurich Airport is designed and built to the most demanding standards of quality. Situated in the heart of Europe, Zurich Airport is not only Switzerland’s gateway to all continents, but is also a modern and attractive meeting place for visitors from around the world.
AIRPORT OVERVIEW

**Airport: Location and size**
Location: 47° 27' 30'' N, 08° 32' 53'' E
Elevation: 422 m
(at the Zurich Airport reference point)
Total area: 880 ha

**Runways**
- Runway 16/34: 3,700 x 60 m
- Runway 14/32: 3,300 x 60 m
- Runway 10/28: 2,500 x 60 m
- Apron area: 785,000 m²
- Runway capacity: 66 flight movements/hour
Zurich Airport is a bustling international airport that served 26.3 million passengers in 2015, almost 28% of which were transfer passengers. Characteristic for Zurich Airport are high seat load factors and an extraordinarily large percentage of premium traffic. 33% of the traffic is business related. Zurich Airport is also the ideal regional gateway offering convenient access to all of Switzerland and neighbouring countries.

Powerful Hub
Zurich Airport's unique location in the heart of Europe makes it the ideal transfer point for global air travel. It is an active traffic hub handling more than 725 flights and 1100 tonnes of cargo daily.

Passenger key data 2015

<table>
<thead>
<tr>
<th>Data</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of passengers (millions)</td>
<td>26.3</td>
</tr>
<tr>
<td>Number of flight movements</td>
<td>265,095</td>
</tr>
<tr>
<td>Freight volume (tonnes)</td>
<td>411,779</td>
</tr>
<tr>
<td>Number of destinations</td>
<td>169</td>
</tr>
</tbody>
</table>

(scheduled and charter)

Source: Zurich Airport, data warehouse 2015

Seat load factors 2015

<table>
<thead>
<tr>
<th>Region</th>
<th>50%</th>
<th>60%</th>
<th>70%</th>
<th>80%</th>
<th>90%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Europe</td>
<td>77%</td>
<td>74%</td>
<td>72%</td>
<td>70%</td>
<td>68%</td>
</tr>
<tr>
<td>Intercontinental</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Passenger distribution by regions 2015

- Europe: 77.0%
- Intercontinental: 23.0%
- North America: 8.2%
- Asia/Pacific: 6.8%
- Middle East: 5.1%
- Africa: 2.1%
- Latin America: 0.9%

Overall distribution:
- Europe: 22%
- Intercontinental: 18%
- Asia/Pacific: 14%
- Latin America: 10%
- North America: 8%
- Middle East: 6%
- Africa: 4%

Premium share 2015

<table>
<thead>
<tr>
<th>Region</th>
<th>22%</th>
<th>20%</th>
<th>18%</th>
<th>16%</th>
<th>14%</th>
<th>12%</th>
<th>10%</th>
<th>8%</th>
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<tbody>
<tr>
<td>Overall</td>
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<td>Europe</td>
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<tr>
<td>Intercontinental</td>
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<td>Asia/Pacific</td>
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<tr>
<td>Latin America</td>
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<td>North America</td>
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<td>Middle East</td>
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<td>Africa</td>
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</table>
STATE-OF-THE-ART OPERATIONAL FACILITIES

Zurich’s high-quality airport ranks among the world’s most modern airport facilities and is designed to meet the highest expectations. Use of innovative airport technology ensures smooth flight and passenger handling.

Among its key features are:

Check-in 1 & 2
Check-in areas 1 & 2 are conveniently close to the car parks and offer a total of 149 check-in counters and 26 check-in machines.

Check-in 3
A few steps away from the bus terminal, the railway station and directly adjacent to Parking 3, this check-in area is user-friendly with over 33 check-in counters and 10 check-in machines.

Airside Center
An enormous central passenger hub in the non-public area, accented by soaring architecture of towering glass and steel. Located between Gates A and B, the Airside Center offers over 70 shops, restaurants and bars as well as many spacious lounges for comfortable waiting.

Skymetro
This fully automated rail system smoothly connects the Airside Center to Gates E in just two minutes.

Gates A/B/D/E
Zurich Airport has 96 gates, 25–49 pier stands, 16–46 remote stands and 6–11 additional dock stands for aircraft parking for longer periods.
- Gates A: 33 gates
- Gates B/D: 36 gates
- Gates E: 27 gates
Zurich Airport is fully A380-compatible.

De-icing pads
Environmentally friendly de-icing pads are located close to runways for efficient service prior to take-off.

Baggage sorting system
Baggage enters the sorting system upon check-in or arrival of transfer passengers, where it is automatically security checked and delivered to the respective sorting bay. The system is designed to smoothly handle connecting times as short as 40 minutes.
INFRASTRUCTURE DEVELOPMENTS

The airport operator continually strives to increase passenger comfort. Some significant improvements that have taken place over recent years are the newly constructed Dock B and central security building and the Terminal 2 upgrade and curbside lane refurbishment.

Terminal 2
The total renovation and expansion of Terminal 2 brings an essential component of the passenger infrastructure at Zurich Airport up to the technical state of the art and enhances it operationally, architecturally and commercially. 16 new counters have been added to the check-in area, as well as additional retail and office space. The redesign also included Arrivals 2 and the entire outer façade.

Centralised Security Check Building
Since 2011, security checks for local passengers have been centralized in a single building. All departing passengers go through a security check directly after check-in and before they enter the non-public zone. Following check-in, all locally departing passengers will be security checked when entering the non-public area of the airport. Having passed through security check at an early stage, passengers can better manage their airside time and enjoy airside shopping and dining.

Dock B
Opened in 2011, Zurich Airport’s Dock B is the cutting edge in functional airport design with its modern facilities for departures, arrivals and transfers, whilst also beautiful with sweeping views, cheerful colours and a full range of facilities for passenger comfort. Thanks to the two passenger levels at Dock B, Schengen and non-Schengen passengers can be processed at the same time.

Curbside lanes
In 2016 the newly refurbished curbside lane system came into operation. In addition to the renewal of the traffic lane and other surfaces, a new, centralised taxi pick-up zone was created between the arrival halls. A roof structure nearly 350 metres long was created above the check-in level. A master lighting and signage concept enhances the whole area, making it easier for people to find their way on both levels. The layout of the curbside lanes is now clearer for passengers. Moreover, the curbside lane bridge in the Check-in 2 area has been extended.

OSS (One Stop Security)
Transfer passengers arriving from destinations that meet EU security standards no longer need to be rechecked. This simplifies the transfer process and is especially helpful for passengers with short transfer times. All other passengers are security checked upon arrival and then have access to shopping and refreshment opportunities as well as to the waiting areas.

The Circle
“The Circle” will be a service centre at Zurich Airport. Just steps away from the terminal buildings, the new, architecturally striking complex will buzz with life and services. With the atmosphere of an international business district, it will be a location for business and lifestyle. “The Circle” covers 180,000 square metres of usable space and will cater to a number of purposes which will generate synergies: two Hyatt hotels and a Convention Center, international brands and companies in its squares and lanes, a medical centre operated by University Hospital Zurich, well planned, state-of-the-art office space and a wide range of further offerings in the fields of art, culture, dining, entertainment and education.
CARGO HANDLING

As a highly-efficient cargo hub, Zurich Airport handles over 400,000 tonnes of freight annually. Its modern infrastructure makes it an absolutely reliable partner for cargo of all kinds.

Accurate cargo handling

More than 1000 tonnes of cargo are handled daily at Zurich Airport. Cargo handling is concentrated at a central site close to the aircraft dock stands, reducing transfer and delivery times to a minimum. Any type of cargo can be handled with our comprehensive range of cargo services. The fully automated cargo terminal, with a capacity of up to 700,000 tonnes, is equipped with a ULD stacking system and a warehouse for consignments. Cargo is handled professionally and efficiently by well-qualified staff on two levels spread over 33,000 m². The fully automated mail centre serves as a primary gateway for printed materials, letters and parcels throughout Switzerland.

Its central location makes Zurich Airport the cargo gateway to all of Europe. Switzerland’s dense road network connects Zurich Airport to all Swiss business areas, as well as Southern Germany, France, Italy and Austria.

In 2016, for the fifth time in a row, Zurich airport received the Air Cargo Excellence Award for European airports in the category of up to 400,000 tonnes of air-freighted goods.

Efficient cargo handling at Zurich Airport

Zurich Airport offers the right infrastructure for all categories of special cargo:

- Valuable cargo is safely handled in a dedicated area under strict security precautions.
- Perishable goods are processed in a temperature-controlled environment.
- Live animals are properly cared for by qualified personnel in the live animal station. An on-site/on-call veterinarian is available.
- Radioactive materials are stored in a hermetically sealed area, where they are fully shielded and protected against theft.

Total cargo volumes 2015: 411,056 tonnes

- Trucked freight 119,686 t 29.0%
- Air freight 291,370 t 71.0%
- Import 57,909 t 12.0%
- Export 68,726 t 15.0%
- Transfer 342,331 t 73.0%
Zurich Airport offers a wide variety of shopping opportunities, both landside and airside. Convenient airport services include a hotel, fitness centre and spa, airline lounges and information centres for passenger convenience.

**Landside shopping**
On the landside, the Airport Center is among one of Switzerland’s largest shopping centres. Extended opening hours, a wide range of products and services together with excellent transport links make it a popular and highly frequented meeting point. Visitors and passengers can shop for their daily needs, as well as trendy fashion, accessories, electronic devices and more. In addition to restaurants, bars and cafés, the Airport Center offers other services such as travel agencies and a medical centre. Car parks, the bus station and train station are all directly connected to the Airport Center.

The Airport Center is the perfect place to meet with friends, family or work colleagues and have a good time. The motto here is “Shop. Meet. Eat. Drink. Chill.” and guests will find everything they need for a pleasant visit. Daily from 06.00 to 23.00.

**Airside shopping**
The gleaming Airside Center is one of Europe’s last remaining tax and duty-free islands. Its inspiring architecture provides the right ambience for passing the time pleasantly between flights with over 70 shops, restaurants, bars, cafés and more. Waiting times become a wonderfully relaxing experience in the Airside Center.

**Duty Free Store Arrivals**
Arriving passengers can purchase tax and duty-free goods including cosmetics, perfume, spirits, cigarettes, chocolate and much more at attractive tax and duty-free prices. A pick-up point is available for passengers to retrieve their purchases before boarding.

**Duty free online shopping**
With the pre-ordering service, passengers can take their time browsing the wide range of beauty products, cosmetics, chocolate, etc. and place their order before they travel. The products ordered online can be collected and paid for at the pick-up point either on departure or arrival, whichever is most convenient.

**VIP service**
Passengers requiring discretion and time management are pleased to make use of Zurich Airport’s VIP service. The newly opened Zurich Airport Lounge is located adjacent to the apron. It offers guests optimal comfort and privacy in a relaxed and stylish ambiance.

**switzerlandinfo+, Service Center, information desk**
In addition to other services, switzerlandinfo+ provides information on popular Swiss tourist destinations, hotels and event organisers. Travellers can also find their own information at an interactive information zone. Flight and airport service information is provided at switzerlandinfo+, the Service Center and the information desks, where train tickets for the Swiss rail system, the popular ZürichCARDs can be purchased and hotel accommodations can be arranged. Free guided tours are also available for arriving passengers.

**Radisson Blu Hotel, Zurich Airport**
The Radisson Blu Hotel, Zurich Airport, has 23 meeting rooms to accommodate 2 to 550 participants for conferences, seminars, meetings and social events.

**Fitness centre and spa**
A spacious fitness and wellness centre is available for use by everyone in the basement of the Radisson Blu Hotel, directly at Zurich Airport.

**Airline lounges**
A selection of modern lounges offers travellers the latest in comfort and office infrastructure in the airside passenger area.
Zurich Airport is the best-connected point in Switzerland, offering more than 725 daily flight movements, along with nearly 365 rail and 790 bus departures and 440 tram departures to get travellers to their destination fast and efficiently.

**Public transport**
Zurich’s city centre is just a ten-minute ride away on trains running between Zurich Airport and Zurich Main Station every ten minutes. There are regular direct intercity and interregional rail connections to all the main cities in Switzerland and neighbouring countries. Zurich Airport is also well-connected to the Greater Zurich Area transport network with the Glatt Valley rapid regional transit rail line, which stops right in front of the airport’s bus terminal.

**Private transport**
With its own motorway exit and over 17,100 parking spaces in Switzerland’s largest parking facility, Zurich Airport is perfectly equipped to meet the needs of those who prefer private transport.
Scheduled Flights from and to Zurich

Destinations (scheduled flights)

North and South America 19
Middle East 7
Far East 11
Africa 14
Europe 112
VIEWS ON ZURICH

“In terms of salaries after taxes and social insurance are deducted, the highest earnings are in Zurich, Geneva and Luxembourg.”
(UBS, Prices & Earnings 2012)

“The Greater Zurich Area is Switzerland’s economic engine and a central business location for Europe.”
(Greater Zurich Area)

“Zurich is one of world’s top two cities in terms of quality of life. This is why highly qualified workers from all over the world are pleased to move to the Greater Zurich Area. First-rate salaries, low taxes and, of course, the large, closely networked international business community ensures that the best minds will want to stay in the Greater Zurich Area.”
(Mercer Quality of Living Survey 2011 / Greater Zurich Area)

“Since the 19th century, Switzerland has been a recognised stronghold for inventors, innovators, engineers, industrialists and entrepreneurs. To this day, it is a global leader in the number of patented innovations per capita.”
(Greater Zurich Area)

“Swiss banks currently manage a third of the world’s private assets. In this area Switzerland, especially Zurich, is thus among the world’s leading financial centres, even ahead of London, New York and Frankfurt.”
(Greater Zurich Area)
ECONOMIC POWERHOUSE AND DYNAMIC MARKET

An ideal business location with a world-class infrastructure and a well-educated, multilingual workforce, Zurich is Switzerland’s economic powerhouse and ranks among the world’s leading international business centres.

Very stable economy – cosmopolitan workforce
There are over 560,000 companies in Switzerland, 99% of which are small to medium-sized, employing 68% of the nation’s total workforce of 4.3 million. At around 3%, Switzerland’s stable unemployment rate is among the world’s lowest. It is home to many internationally leading companies, including Nestlé, Metro, Glencore International, Novartis International, Roche, ABB and Adecco. Contributing more than 20% of national GDP, the Canton of Zurich has a major economic impact and is justifiably known as Switzerland’s economic engine. The Greater Zurich Area has a vibrant employment market, with over 350,000 foreign nationals, comprising over 31% of its total workforce.

Export powerhouse
Switzerland maintains a healthy foreign trade balance with its leading export sectors including machinery, time pieces, chemicals, metals and tourism. A total of nearly 5% of Switzerland’s export income is generated by tourism.

Leading research and knowledge centre
Switzerland is among Europe’s innovation leaders and ranked first in the Global Innovation Index for the fifth time in a row in 2015. According to the European Commission’s European Innovation Scoreboard, it outperforms the EU innovation leaders. One essential advantage is its excellent, internationally networked and readily accessible Swiss research institutions. It also offers an investment-friendly climate and a good supply of venture capital, which facilitates market entry for young companies.

Dynamic market
The Zurich economic area is Switzerland’s economic centre with a highly-qualified, international and multilingual workforce and is headquarters for many leading companies. Its catchment area comprises 12 million people living and working within two hours of Zurich Airport, thereby stretching not only far into Switzerland, but also into neighbouring countries.

The e-economy is also shaped in Zurich
Whether in the IT, financial or engineering sectors, innovative companies appreciate this pulsing city as a launch pad for their European activities. Top talent is drawn by Zurich’s quality of life and international flair.

Affordable taxes
Corporate and personal taxes in most of the Swiss cantons and also in the Greater Zurich Area are among the lowest anywhere in Europe. Corporate profits are taxed at between 12 to 25%, while holding and management companies receive preferential treatment.

World-class research at the ETH Zurich
IMPORTANT FINANCIAL CENTRE

With its traditional stability, security, independence and service quality, it is little wonder that Zurich ranks among the world’s most important financial centres and plays a significant role in shaping the global economy.

Switzerland’s financial capital
The Greater Zurich Area is home to 38% of all financial sector employees in Switzerland. The financial and insurance industries (including reinsurance), with a workforce of around 255,000, rank among the leading sectors of the Swiss economy, comprising 6% of the total Swiss workforce. A total of 145,100 people are employed in banking, while the insurance industry and other areas of the financial industry employ 72,900 people. In 2014, the financial services sector accounted for CHF 61 billion, comprising 13% of Switzerland’s gross national product and 15% of federal tax revenue.

Zurich is also home to the Swiss Stock Exchange

Economic statistics 2015

<table>
<thead>
<tr>
<th>Economic statistics</th>
<th>2015</th>
<th>vs. previous year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual export growth</td>
<td>–2.1%</td>
<td></td>
</tr>
<tr>
<td>Annual import growth</td>
<td>–3.8%</td>
<td></td>
</tr>
<tr>
<td>Annual inflation rate</td>
<td>–1.1%</td>
<td></td>
</tr>
<tr>
<td>Annual GDP growth</td>
<td>+0.9%</td>
<td></td>
</tr>
<tr>
<td>(nominal, at the current CHF exchange rate)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foreign trade, exports</td>
<td>CHF 203 billion</td>
<td></td>
</tr>
<tr>
<td>Unemployment rate</td>
<td>3.3%</td>
<td></td>
</tr>
</tbody>
</table>

Selected economic data 2015

| Gross domestic product | CHF 640 billion |
| (nominal, at the current CHF exchange rate) |                |

Economic composition by sector:

<table>
<thead>
<tr>
<th>Sector</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
<td>1.0%</td>
</tr>
<tr>
<td>Industry</td>
<td>26.0%</td>
</tr>
<tr>
<td>Services</td>
<td>73.0%</td>
</tr>
</tbody>
</table>

Source: Swiss Federal Statistical Office
CATCHMENT AREA

The catchment area of Zurich Airport extends far beyond the City of Zurich, taking in Switzerland’s largest population centre with all its towns and communities as well as neighboring countries.

Wide-ranging catchment area
Zurich’s catchment area is home to a population of around 12 million people within a radius of two hours by car. It reaches well into neighbouring parts of Germany, Austria and even France, with the German border just 20 kilometres from the airport terminal. 30 of the largest 100 companies in Switzerland are located within 30 kilometres of Zurich Airport, while 60 are within 50 kilometres and 85 within 100 kilometres. Downtown Zurich is just a ten-minute train ride from the airport, while St. Gallen can be reached in 50 minutes, Lucerne within 60 minutes and Basle or Berne within 75 minutes with direct rail connections. The Swiss Alps are at Zurich’s doorstep, with ski slopes just 60 minutes away and even Zermatt is within easy reach.

12 million people live within two hours by car from Zurich Airport.
ZURICH – CHARMING, AMBITIOUS, AMAZING

On the airport’s doorstep, Zurich is Switzerland’s largest city where a metropolitan flair and small town quaintness exist side by side in comfortable harmony, making it an attractive destination for tourists from all over the world.

An enticing place to visit
Zurich and its surroundings are a popular destination well worth visiting all year round. Zurich’s Bahnhofstrasse, renowned as one of the most elegant and noblest shopping miles in the world, hosts many international fashion labels with flagship stores. Zurich also offers an outstanding choice of traditional restaurants as well as innovative bars and clubs to satisfy the most discerning tastes. Besides the picturesque old town, West Zurich has established itself as a vibrant centre with an urbane blend of business, culture and fine dining. In the renowned Mercer survey of the overall quality of life in 211 major cities, Zurich ranked number two in 2013, ahead of Geneva and Berne.

Abundant natural and cultural landscapes
Zurich’s cultural institutions enjoy a worldwide reputation: Not only are the Zurich Opera and the Tonhalle Orchestra, but also its contemporary art scene known throughout the world. Famous art collections and a wide-ranging music scene complete the city’s abundant cultural offerings. The City of Zurich is ringed with sparkling lakes, impressive rivers, towering forests and rolling hills. It is an ideal setting for hiking, mountain biking and jogging. The pristine Lake of Zurich offers everything desired by those who love water sports.
SWITZERLAND - AN ATTRACTIVE LEISURE DESTINATION

Switzerland's pristine mountain environment and crystal clear lakes together with its modern, high-quality hotel industry and excellent infrastructure ensure an unforgettable travel experience.

Fine arts
Nearly all major Swiss towns and cities have their own museums and art collections, many of which are world-renowned, including the Fondation Beyeler in Basle and the Oskar Reinhart Collection in Winterthur. The annual "Art Basel" is the world’s leading fair of contemporary art. Numerous international musical and cultural festivals, including the “Lucerne Festival” and the “Zurich Festival” attract a large international public.

Plenty of action
Switzerland’s vast scenic wealth makes all outdoor sports an extraordinary experience. Whether summer or winter, action or wellness, adventure or pleasure, city excursion or nature trip: There is always something interesting to do in Switzerland.

Swiss facts

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surface area</td>
<td>41,285 km²</td>
</tr>
<tr>
<td>Length east-west</td>
<td>350 km</td>
</tr>
<tr>
<td>Length north-south</td>
<td>250 km</td>
</tr>
<tr>
<td>Highest point (Dufourspitze, mountain peak in Canton of Valais)</td>
<td>4,634 m</td>
</tr>
<tr>
<td>Lowest point (Lago Maggiore, lake in Canton of Ticino)</td>
<td>193 m</td>
</tr>
<tr>
<td>Population (million); approx. 24% are foreign nationals</td>
<td>8.3</td>
</tr>
<tr>
<td>Capital (seat of federal government and administration)</td>
<td>Berne</td>
</tr>
</tbody>
</table>

Skiing in snowy Engadine

Lucerne's world-class charm attracts 2 million foreign tourists annually
Switzerland's leading tourism regions are easily accessible from the airport. Sightseeing, culture, hiking, wellness, skiing and more are all within convenient reach by private or public transport.

Cultural diversity
Three of Europe's cultural landscapes come together in the microcosm of Switzerland. An Italian lifestyle sets the pace in the south, while the western part is influenced by French traditions. Central Switzerland and the north have traditionally been part of the German-speaking cultural areas. All these very different regions can be easily reached within Switzerland within around four hours.

This diversity of cultures, languages and mentalities is unique in Europe. It mirrors the varied and yet very Swiss landscape. Switzerland is a mountainous country with peaks ranging up to 4,600 metres and descending to forested hills offering breathtaking views over its beautiful lakes and rivers. Among Switzerland's top tourist magnets are Jungfraujoch, Europe's highest mountain railway station at 3,500 metres above sea level, the ski town of Zermatt with the Matterhorn, the Lake of Lucerne ringed by towering mountains and the city of Lucerne itself, to name but a few. Many Swiss landscapes are listed as UNESCO World Heritage sites.
SUCCESSFUL ASSOCIATIONS

Zurich Airport is not only an essential partner of both Switzerland Tourism and Zurich Tourism; it also commits itself to maintaining and improving the quality standards of the Swiss tourism industry.

Customers from around the world
Switzerland is a magnet that draws tourists from all over the world. Arrivals of international guests in Swiss hotels have increased by around 9% in the last five years. Particularly guests from Asia and the Middle East appreciate Switzerland and its incomparable natural wonders. Arrivals of Asian guests increased over 70% in recent years, while those from the Middle East have nearly doubled.

<table>
<thead>
<tr>
<th>Hotels and other accommodation types: Arrivals by origin region</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>Change in 2015 compared with 2011</th>
<th>CAGR*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe</td>
<td>5,803,159</td>
<td>5,543,716</td>
<td>5,653,502</td>
<td>5,606,863</td>
<td>5,176,794</td>
<td>-10.8%</td>
<td>-2.8%</td>
</tr>
<tr>
<td>Asia/Pacific</td>
<td>1,523,435</td>
<td>1,733,119</td>
<td>1,935,406</td>
<td>2,091,357</td>
<td>2,536,011</td>
<td>+66.5%</td>
<td>+13.6%</td>
</tr>
<tr>
<td>Americas</td>
<td>924,383</td>
<td>952,018</td>
<td>1,004,083</td>
<td>1,036,795</td>
<td>1,095,540</td>
<td>+18.5%</td>
<td>+4.3%</td>
</tr>
<tr>
<td>Middle East</td>
<td>209,221</td>
<td>255,529</td>
<td>295,371</td>
<td>417,375</td>
<td>417,375</td>
<td>+99.5%</td>
<td>+18.8%</td>
</tr>
<tr>
<td>Africa</td>
<td>74,107</td>
<td>81,655</td>
<td>79,070</td>
<td>75,282</td>
<td>78,913</td>
<td>+6.5%</td>
<td>+1.6%</td>
</tr>
<tr>
<td>Total</td>
<td>8,534,305</td>
<td>8,566,037</td>
<td>8,967,432</td>
<td>9,158,260</td>
<td>9,304,633</td>
<td>+9.0%</td>
<td>+2.2%</td>
</tr>
</tbody>
</table>

* CAGR = compound annual growth rate
Source: Swiss Federal Statistical Office

<table>
<thead>
<tr>
<th>Spending in Switzerland and abroad (in CHF billion)</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spending by foreign visitors to Switzerland</td>
<td>15.2</td>
<td>15.1</td>
<td>15.5</td>
<td>16.3</td>
<td>15.7</td>
</tr>
<tr>
<td>Spent by Swiss citizens abroad</td>
<td>12.1</td>
<td>14.2</td>
<td>14.9</td>
<td>15.0</td>
<td>15.4</td>
</tr>
</tbody>
</table>

* Provisional figures
Source: Swiss Federal Statistical Office, tourism account
## AIRPORT PARTNERS

### Business partners

<table>
<thead>
<tr>
<th>Role</th>
<th>Company</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Operator</td>
<td>Flughafen Zürich AG</td>
<td>+41 43 816 22 11</td>
<td><a href="http://www.zurich-airport.com">www.zurich-airport.com</a></td>
</tr>
<tr>
<td>Handling Agents</td>
<td>AAS Airline Assistance Switzerland AG</td>
<td>+41 43 816 53 50</td>
<td><a href="http://www.aas-switzerland.ch">www.aas-switzerland.ch</a></td>
</tr>
<tr>
<td>Cargologic AG</td>
<td></td>
<td>+41 58 856 99 00</td>
<td><a href="http://www.cargologic.ch">www.cargologic.ch</a></td>
</tr>
<tr>
<td>Dnata Switzerland AG</td>
<td></td>
<td>+41 43 815 83 11</td>
<td><a href="http://www.dnata.ch">www.dnata.ch</a></td>
</tr>
<tr>
<td>Swissport Zurich Ltd.</td>
<td></td>
<td>+41 43 815 03 25</td>
<td><a href="http://www.swissport.com">www.swissport.com</a></td>
</tr>
</tbody>
</table>

### Catering

<table>
<thead>
<tr>
<th>Role</th>
<th>Company</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gate Gourmet</td>
<td></td>
<td>+41 43 533 73 28</td>
<td><a href="http://www.gategourmet.com">www.gategourmet.com</a></td>
</tr>
<tr>
<td>LSG Sky Chefs / First Catering</td>
<td></td>
<td>+41 44 838 50 00</td>
<td><a href="http://www.lsgskychefs.com">www.lsgskychefs.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="http://www.firstcatering.ch">www.firstcatering.ch</a></td>
</tr>
</tbody>
</table>

### Other partners

<table>
<thead>
<tr>
<th>Role</th>
<th>Company</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Traffic Control</td>
<td>Skyguide</td>
<td>+41 43 931 61 11</td>
<td><a href="http://www.skyguide.ch">www.skyguide.ch</a></td>
</tr>
<tr>
<td>CGS Customer</td>
<td>Ground Service AG</td>
<td>+41 43 816 67 07</td>
<td><a href="http://www.cgs-ltd.com">www.cgs-ltd.com</a></td>
</tr>
<tr>
<td>Federal Office of Civil Aviation</td>
<td></td>
<td>+41 58 465 80 39</td>
<td><a href="http://www.bazl.admin.ch">www.bazl.admin.ch</a></td>
</tr>
<tr>
<td>Greater Zurich Area</td>
<td></td>
<td>+41 44 254 59 59</td>
<td><a href="http://www.greaterzuricharea.com">www.greaterzuricharea.com</a></td>
</tr>
<tr>
<td>Slot Coordination Switzerland</td>
<td></td>
<td>+41 43 816 77 66</td>
<td><a href="http://www.slotcoordination.ch">www.slotcoordination.ch</a></td>
</tr>
<tr>
<td>Swiss Federation of Travel Agencies</td>
<td></td>
<td>+41 44 487 30 50</td>
<td><a href="http://www.srv.ch">www.srv.ch</a></td>
</tr>
<tr>
<td>Swiss Tourism</td>
<td></td>
<td>00800 100 200 29</td>
<td><a href="http://www.myswitzerland.com">www.myswitzerland.com</a></td>
</tr>
<tr>
<td>Zurich Tourism</td>
<td></td>
<td>+41 44 215 40 00</td>
<td><a href="http://www.zuerich.com">www.zuerich.com</a></td>
</tr>
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</table>

### Tourism Organisations

<table>
<thead>
<tr>
<th>Role</th>
<th>Company</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swiss Federation of Travel Agencies</td>
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<td>+41 44 487 30 50</td>
<td><a href="http://www.srv.ch">www.srv.ch</a></td>
</tr>
<tr>
<td>Swiss Tourism</td>
<td></td>
<td>00800 100 200 29</td>
<td><a href="http://www.myswitzerland.com">www.myswitzerland.com</a></td>
</tr>
<tr>
<td>Zurich Tourism</td>
<td></td>
<td>+41 44 215 40 00</td>
<td><a href="http://www.zuerich.com">www.zuerich.com</a></td>
</tr>
</tbody>
</table>

### Other useful resources

<table>
<thead>
<tr>
<th>Role</th>
<th>Company</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Association of Swiss Foreign Trade Chambers</td>
<td></td>
<td>+41 41 620 66 83</td>
<td><a href="http://www.swisscham.ch">www.swisscham.ch</a></td>
</tr>
<tr>
<td>Swiss-Asian Chamber of Commerce</td>
<td></td>
<td>+41 41 620 88 02</td>
<td><a href="http://www.sacc.ch">www.sacc.ch</a></td>
</tr>
<tr>
<td>Traffic statistics at Zurich Airport</td>
<td></td>
<td>+41 43 816 21 03</td>
<td><a href="mailto:statistics@zurich-airport.com">statistics@zurich-airport.com</a></td>
</tr>
<tr>
<td>Federal Commercial Registry Office</td>
<td></td>
<td>+41 58 462 41 97</td>
<td><a href="http://www.zefix.admin.ch">www.zefix.admin.ch</a></td>
</tr>
<tr>
<td>State Secretariat for Economic Affairs SECO</td>
<td></td>
<td>+41 58 462 56 56</td>
<td><a href="http://www.seco.admin.ch">www.seco.admin.ch</a></td>
</tr>
<tr>
<td>Swiss Federal Statistical Office</td>
<td></td>
<td>+41 58 463 66 66</td>
<td><a href="http://www.bfs.admin.ch">www.bfs.admin.ch</a></td>
</tr>
<tr>
<td>The Federal Authorities of the Swiss Confederation</td>
<td></td>
<td>+41 58 462 21 11</td>
<td><a href="mailto:info@bk.admin.ch">info@bk.admin.ch</a></td>
</tr>
<tr>
<td>Radisson Blu Hotel, Zurich Airport</td>
<td></td>
<td>+41 44 800 40 40</td>
<td><a href="http://www.radissonblu.com/hotel-zurchairport">www.radissonblu.com/hotel-zurchairport</a></td>
</tr>
</tbody>
</table>
Each year from 2004 to 2016, Zurich Airport has been distinguished by the travel industry within the scope of the “World Travel Awards” as “Europe’s Leading Airport”. Travellers chose Zurich Airport for the following awards:

- **World Travel Award 2016**: 1st place in Europe
- **Air Cargo World Award 2016**: 1st place in Europe
- **Business Traveller Award 2012**: 4th place in Europe
- **Skytrax World Airport Awards 2016**: 1st place in the “World Best Airport Security Processing” category