Editorial

Dear Reader,

Airports around the world are increasingly evolving into service centres. Zurich Airport currently generates around 40% of its turnover from the non-aviation side of the business (retail and catering, parking, real estate, etc.). However, the foundation underpinning all other activities at the airport is the safe and efficient operation of the airport itself. For Zurich as an economic powerhouse, as well as for Swiss tourism, the number of direct flights to major cities around the world is extremely important. We are currently ranked as one of the world’s best airports in terms of quality and punctuality, and we are making every effort to remain so.

In passenger surveys, the most highly rated airports are always also the most commercially successful ones. This is no doubt primarily due to the fact that travellers nowadays have come to expect good restaurants and an innovative shopping experience. Secondly, investing in attractive commercial centres also helps create a pleasing general ambience at an airport. Although very important for the Swiss economy, all investments in Zurich Airport are financed without any contribution from the taxpayer.

Around 25,000 people work at Zurich Airport – seven days a week, twenty-four hours a day. As well as travellers, airport personnel also need places to shop and eat. At the same time, the demand for landside office, service and conference space within a short walking distance from the terminals is also rising. As a result, the airport is increasingly evolving into an “airport city”. In this edition of our political newsletter, we would like to present our project “The Circle at Zurich Airport”. We also highlight the major role environmental protection plays in such construction projects.

Accessibility is likewise a major factor for the attractiveness of an airport. Currently over 45% of all journeys to and from Zurich Airport are by public transport. We are striving to increase this percentage even further. There are however certain groups of people that are difficult to persuade to make the move to public transport, even if we increase our parking charges. Flight crews and ground crews who work shifts often need to get to the airport early in the morning or late at night, and public transport is rather limited at these times of day. Consequently, if Zurich Airport is to achieve further moderate growth and create new jobs, further expansion of parking capacity is unavoidable.

I hope you enjoy reading this issue, and thank you for your interest in Zurich Airport.

Stephan Widrig
Chief Commercial Officer

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"The Circle" – strengthening the airport as a service centre

"The Circle at Zurich Airport" is Flughafen Zürich AG’s flagship project for the landside development of the airport. With the granting of planning permission and exchanging contracts with hotel operator Hyatt, the project has already reached key milestones. Construction is scheduled to begin in 2013.

Zurich Airport is already effectively a town in its own right, an “airport city”. Around 25,000 people work at the airport. On an average day, over 60,000 passengers and 20,000 commuters use it as a transport hub. Alongside shops and restaurants, Zurich Airport now offers 330 hotel rooms and 100,000 m² of office space, all of which enjoy good capacity utilisation.

Development of a well-connected airport
Zurich Airport is an attractive location for all kinds of services. The land besides Butzenbüel hill, whose round shape pro-
vided the inspiration for the name of “The Circle”, is directly adjacent to the bus terminal and to the Glattalbahn tram service. In addition, it can be seamlessly connected underground to the Airport Center and the airport station.

Consolidation ideal from spatial and traffic planning standpoint
From the spatial and traffic planning point of view, new developments should ideally be located where there are good existing connections. In 2009, master planning conducted jointly by the Canton of Zurich, the Kloten municipal authorities and Flughafen Zürich AG confirmed that consolidation at the airport makes sound sense. “The Circle” is consequently also a vital project for the Glatt valley and the town of Kloten.

Centre for high-quality services
As the winner of an international architecture competition, the Japanese architect Riken Yamamoto has brought his vision to the idea. Over an area of around 200,000 m², the project will create a focal point for high-quality services at Zurich Airport. Around half of this space is reserved for offices and company headquarters. One quarter of the space has already been leased to international hotel giant Hyatt, who will operate two hotels and a major conference centre for up to 1500 people.

Green space to be preserved
Prestige plots for firms at a central location are planned along lanes and squares and will offer an unprecedented level of amenity value. In addition to attractive catering, event and culture spaces, a medical centre and a training campus will also be provided. The extensive green area on the Butzenbüel hill itself will be preserved as an added attraction.

“The Circle” – excellent connections
As part of the public planning consent process, Flughafen Zürich AG set out the development of traffic at the airport in general, and also specifically in connection with “The Circle” project. Based on this, consent was granted for around 1000 parking spaces, to which no objections were raised. For “The Circle”, Zurich Airport also envisages that a very high proportion of journeys will be made by public transport and that it will achieve a modal split otherwise unmatched in the region.

Planning consent granted
Another important milestone in the project’s realisation was reached when planning permission was legally finalised in mid-April 2012. To ensure successful implementation, more anchor tenants must be found for the office spaces and service areas, investment must be protected as the foundation for the economic viability of the project, and investment and financing structures must be created. Once all these conditions have been met and finance has been secured, building work will commence next year.
Noise control and environmental protection paramount

Given the nature of its operations, it is inevitable that an airport is associated with a certain amount of noise and pollutant emissions. However, Flughafen Zürich AG is aware of this and takes noise control and environmental protection very seriously. In the past it has always endeavoured to take technical and operational steps to reduce such impacts wherever economically viable.

As an airport operator, Flughafen Zürich AG is subject to a tight framework of international, national and cantonal rules and regulations. It complies with all the above, and also assists the Confederation and the Canton with its specialist know-how when called upon to do so. The protective measures taken by Flughafen Zürich AG often actually exceed the statutory requirements. For instance, over the last few years it has set up a dense network of noise monitoring terminals around the airport. Together with the data obtained from flight path monitoring as required by law, this enables it to constantly optimize flight routes. This in turn has led to a significant reduction in the noise footprint over areas affected by excessive aircraft noise.

A model for the whole world
Flughafen Zürich has repeatedly succeeded in pioneering new environmental protection solutions and has set milestones that other airports have frequently gone on to emulate or have been incorporated in international regulations. For instance, Flughafen Zürich AG was the first airport operator in the world to introduce emission-related landing charges and the first airport in Europe to levy noise-related charges. Since then we have adjusted these charges at regular intervals in line with technological advances. This creates a financial incentive for airlines to deploy newer, less noisy and more fuel-efficient aircraft as quickly as possible.

Encouraging cooperation rather than threatening international competitiveness
By international standards, therefore, Switzerland already has exemplary emission limits. Airport operators and airlines take their responsibilities with respect to environmental protection and noise control seriously. Successful cooperation between all the parties involved should therefore be encouraged and the globally pioneering environmental efforts of Swiss airports should be recognised. Further regulations, especially ones unilaterally imposed on the aviation industry as repeatedly called for, weaken Switzerland’s competitiveness as an aviation destination in the global market.
Wilhelm Tell and Helvetia

In recent years Swiss tourism has taken a massive hit in terms of the European market, and in 2011 the number of hotel nights by European visitors fell sharply yet again. However, Zurich Airport is benefiting from this trend as over the last few years Swiss tourism has been stepping up its marketing efforts overseas – and these are now bearing fruit.

On the positive side, the markets in Russia and overseas expanded substantially, as evidenced by two-digit growth figures. However, this success story can only be continued if Zurich Airport remains a strong airport with direct connections to overseas markets. This is only possible in the medium term if:

• the airport can be expanded as needed,
• runways can be used optimally,
• current operating hours are not further restricted.

Swiss tableau for tourists

For tourists from near and afar, the airport is the first and last impression they will gain of the country. Zurich Airport consequently helps to shape Switzerland’s image. If visitors enjoy their experience at the airport, they will associate this happy feeling with the country as a whole – and also vice versa. From the point of view of tourism, then, this is an opportunity to be grasped. But how? By creating a tableau of Switzerland as a holiday destination right in the airport. Mooing cows and yodelling cowherds would certainly be elements of such a tableau, but it could be expanded and used more consistently. And if Wilhelm Tell and “mother Switzerland” Helvetia – along with the waiter and the customs officer – all show their smiley side, then Switzerland will be unbeatable as a holiday destination.

Mario Lütolf
Director Swiss Tourism Federation
Environmental protection in building projects

Any kind of construction is likely to have an impact on the environment. Flughafen Zürich AG therefore follows a systematic process to consider how building projects can be optimised right from the outset. This enables it to find solutions that are satisfactory from both an operational and an environmental point of view.

Whether renovating a store or upgrading a runway, there is constantly building work going on somewhere at Zurich Airport. All building projects that require planning consent are systematically reviewed for any environmentally relevant aspects. Many small projects do not require further investigation, but by law larger ones may necessitate an environmental impact statement or even a comprehensive environmental impact report. As the building’s owner, Flughafen Zürich AG must identify the impact on the environment and state the measures it intends to take to minimize any negative effects. Examples of projects that required an environmental impact assessment are “The Circle” and the new noise protection hangar.

Estimating environmental impact
An assessment of the environmental impact includes both the construction phase and the subsequent operational phase. Relevant factors include, for instance, noise and pollutant emissions, consumption of construction materials and energy, the treatment of waste water and the disposal of waste. The impact on traffic flows, the soil, flora and fauna are also investigated. If the ground is sealed, for instance, the ecological value of the area must be assessed in order to determine whether a substitution obligation applies. Depending on the situation, it may be necessary to examine the hydrologic balance in order to avoid any impairment. Where there is evidence of existing soil contamination, samples taken on site provide clarity. Model calculations and utilisation concepts for the future operational phase enable subsequent noise and air pollutant emissions to be estimated.

High standards for airport building projects
In order to take account of the specific and often complex situation at Zurich Airport, Flughafen Zürich AG has set out the respective statutory requirements in various documents such as its general drainage plan (GEP), general waste disposal concept (GEK), and environmental protection stipulations for construction projects at Zurich Airport. These clearly describe how planning and construction must be carried out in an environmentally sensitive manner. Since building projects usually take place during ongoing operations within a strictly controlled security zone, they are also demanding from a logistics point of view. For instance, the length of transport routes or the position of installation sites may also have an impact on the environment.

Cooperation with authorities
A further important element is close cooperation with the authorities. For example, a joint walk-through of the proposed construction site at an early stage can enable conflicts to be flagged up quickly and projects to be optimised already before a planning application is submitted. As a consequence, cost-effective solutions can be found which meet both operational and environmental protection needs.
Accommodation for asylum-seekers at Zurich Airport

The Swiss parliament is currently considering the Confederation’s proposed changes to the Asylum Act and the Foreign Nationals Act. Swiss airports are directly affected by changes to these laws, as the proposals seek to add new arrangements for accommodation for asylum-seekers at airports.

Zurich Airport connects Switzerland to the world through a dense network of short-, medium- and long-haul routes. This is very important for foreign trade and tourism in particular. However, as global mobility increases, people from abroad also leave their homes, fly to Switzerland and apply for asylum here. Until initial investigations have been concluded, these people must remain in accommodation within the transit area of the airport.

New statutory requirements for airports
The proposed amendment of Article 22 of the Asylum Act will oblige airport operators to provide further suitable inexpensive accommodation in the transit area. However, the Confederation’s proposal does not set out in detail what constitutes “suitable” and “inexpensive”. The airports already dispose of suitable accommodation for asylum-seekers and consequently see no need to amend the legislation. Since there is a limited amount of space in the terminals, airport operators must also have the option to provide any further accommodation outside the transit area.

Zurich Airport has suitable accommodation for asylum-seekers
Zurich Airport provides the Federal Office for Migration (FOM) with suitable accommodation for asylum-seekers. For instance, in cooperation with FOM, Flughafen Zürich AG opened accommodation for asylum-seekers already in 2009 as part of the reconstruction and expansion work required for implementing the Schengen Agreement. The new accommodation provides space for 60 asylum-seekers and – according to FOM’s own estimates – offers sufficient reserves for the future.

Travellers without correct entry documents
People who are not in possession of the correct entry documents are constantly arriving at Zurich Airport. These are not necessarily asylum-seekers. Until it has been clarified whether they will be permitted to enter the country, these travellers are kept in the airport’s existing accommodation in the transit area. Since accommodation facilities are already available for such people, the airports also see no need to amend the Foreign Nationals Act as the Confederation is proposing to do with the new Article 95a.

Airport operators help Confederation perform its duties
The airport operators are responsible for the provision and operation of the transport infrastructure, and also finance it. The Confederation on the other hand is responsible for accommodating and caring for asylum-seekers and travellers who have been refused entry. The airport operators assist the Confederation with the execution of its federal responsibilities. However, the limited space available and the building and planning processes of the airports must be taken into account. The costs for building any new accommodation for asylum-seekers must also be borne by the Confederation.
Traffic statistics

Top 20 destinations in 2011
With the airports at Heathrow, City and Gatwick, London remains the most popular destination, attracting a total of 1.6 million passengers travelling directly from and to Zurich Airport. This represents 6.9% of the total passenger volume at Zurich Airport.

Vienna and Berlin are ranked second and third. In terms of passenger volumes, five German cities – Berlin, Düsseldorf, Frankfurt, Hamburg and Munich – are among the 20 most popular destinations served by Zurich Airport.

Top 20 scheduled flight destinations January to December 2011

Traffic volumes in the first quarter of 2012
During the first quarter of 2012, Zurich Airport was used by around 5.4 million passengers. This represents an increase of 3.5%. Over the same period, the number of flight movements fell by 2.1%. This is due to better utilisation of capacity and the fact that airlines are increasingly using larger aircraft.

Traffic volumes January to March 2012

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