



## Our Vision

**To be the most valuable service company at Zurich, Geneva and Basel airports for travellers, our business partners and our employees.**

We see such value in particular in our consistency, our adaptability, our flexibility and our reliability.



## Our Guiding Principles

### **Customer benefit:**

We offer our customers high-quality individualized services, and we do so by supporting them and taking their needs seriously. We strive to cultivate long-term partnerships with all our customers, and to constantly further enhance these.

### **Market:**

Our strengths lie in our closeness to our market, in our swift responses to market developments and in our creation and provision of new service products.

### **Our people:**

Our professional management and our frontline personnel are the foundation of all our strength. We devise a joint set of values, which we cultivate and observe. We also adopt and maintain our six Leadership Principles to this end. We identify closely with our company through our strong corporate culture.

### **Business foundation:**

The independence and commitment of our owners and the associated self-financing are the foundation which ensures both our business neutrality and our sound and stable further development.