

# AEROPORTO DI GENOVA S.P.A.

a city airport  
for Europe  
and the Mediterranean



**AEROPORTO DI GENOVA**  
S.P.A.

# Genoa and its airport

Named after the great explorer Christopher Columbus, Genoa airport is a true “city airport” which has been managed by Aeroporto di Genova S.p.A. since 1985. Located on a man-made peninsula built out into the sea about 6 km from the city centre, the airport is situated in an ideal location permitting convenient access and integration with key forms of transportation. The airport, the harbour and motorway and railway links come together to form one of northern Italy’s most important intermodal transport “nodes”, a growing hub of international economic activity. On the northern end of the western Mediterranean Sea, in direct contact with the Alpine Euro region, Genoa is the perfect link between central Europe and the Mediterranean basin.



## ABOUT US

Name	Aeroporto di Genova S.p.A.
Date of establishment	12 July 1985
Shareholders	60% Genoa Port Authority 25% Chamber of Commerce of Genoa 15% Aeroporti di Roma S.p.A.
Share capital	7,746,900 Euros
Concession	until 31 December 2027



# A brief history



The first airport was built in the city of Genoa in 1930. This was a seaplane landing area under the lighthouse which was to remain in use until 1955.



In 1954, Italy passed a law permitting construction of the airport we know today, in an ambitious project that involved filling in more than 110 hectares of what was originally sea.



On 12 October 1962 the President of the Republic, Antonio Segni, officially opened the 1800 metre long "runway on the sea".



The new airport terminal was opened on 12 October 1986. Since then, the runway had been extended to its present length of 3,066 metres.



Cristoforo Colombo Airport was opened to serve two purposes: as an airport for the region of Liguria and as an alternate airport for all of northern Italy. Over the years, the first of these two missions has become the most important, offering the many enterprises operating in Liguria a window onto the world and providing a gateway to a region that is becoming more and more attractive to visitors coming from within Italy and abroad.

# The airport at a glance



- 1** Runway 3,066 metres (LDA 2,775 metres)
- 2** Aircraft waiting area; 274,000 m<sup>2</sup>; 36 aircraft, including 5 wide body
- 3** Passenger terminal: three levels; an area of more than 15,000 m<sup>2</sup>; 5 loading bridges
- 4** More than 1,100 parking spaces
- 5** Hangar for general aviation and aircraft maintenance
- 6** Cargo building and other service buildings (post sorting terminal, TNT)
- 7** Tower Genova Airport Hotel – 284 rooms – 1,000-seat congress centre
- 8** Marina Genova Aeroporto, adjacent to the airport area, is a marina for more than 500 vessels between 8 and 130 metres



## SERVICES IN THE AIRPORT TERMINAL

→ Loading Bridges	5
→ Check-in Desks	14
→ Ticketing Desks	5
→ Vip Lounges	3
→ Safe Bag Point	1
→ Snack Bar	4
→ Self Service	1
→ Duty Free and Shops	4
→ Bank/ATM	2
→ Car rentals	6
→ Tourist Info Point	1

# The runway: technical specifications

## THE RUNWAY

Available length for take-off: 3,066 metres

Available length for landing: 2,755 metres

Width: 45 metres

## APRON SURFACE

Total surface area 275,000 m<sup>2</sup>

Up to 36 aircraft, including 5 wide-body

## RADIO ASSISTANCE

ILS (cat. I) for instrumental landing runway 28

RADAR PSR/SSR - UDF - NDB - T-VOR/DME

## APPROACH LIGHTS AND RUNWAY LIGHTS

PAPI - SALS (rwy 28)

RWY threshold - RWY center line - RWY edge -

RWY end

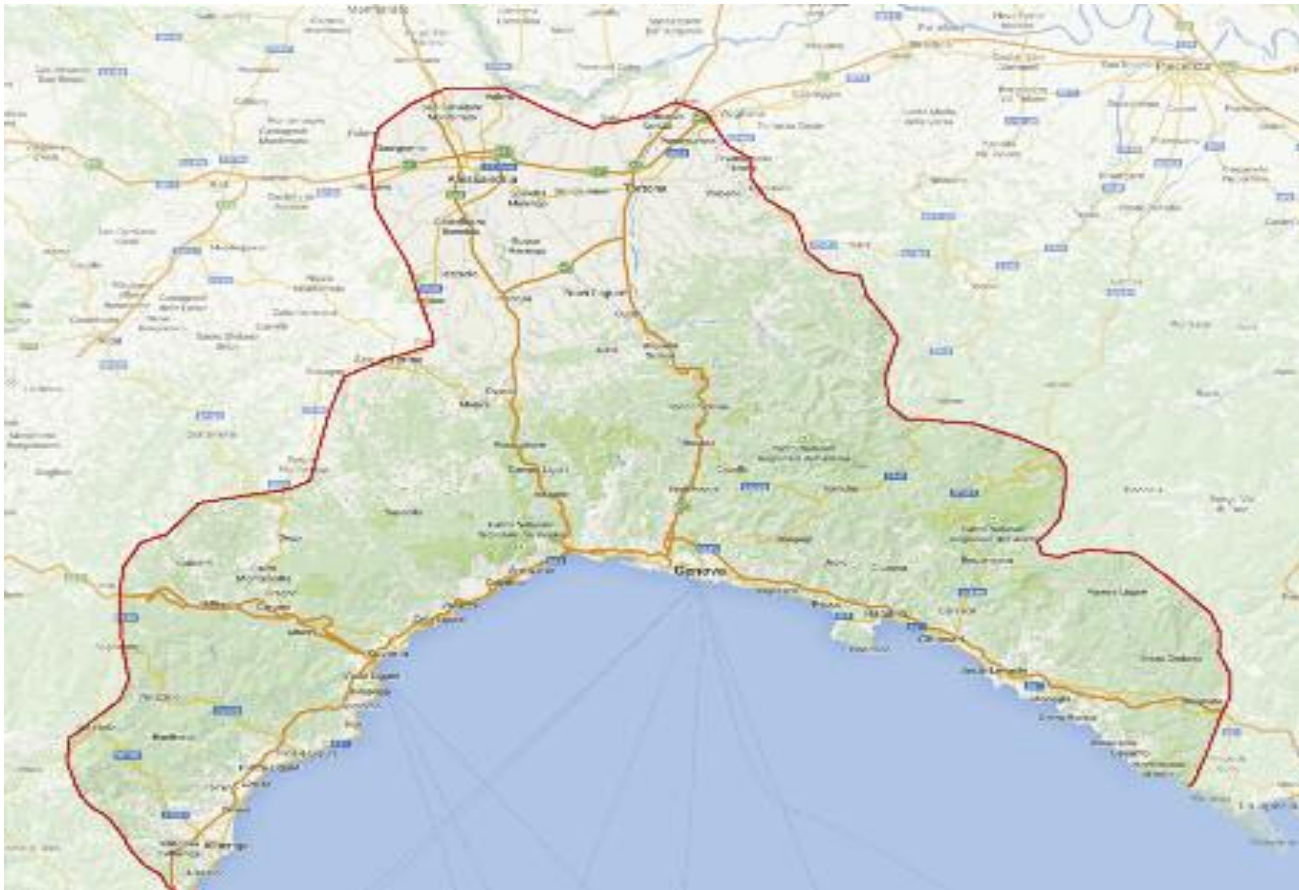
CGL right side (rwy 10)



# Catchment area

Its location and numerous overland connections allow Genoa airport to serve more than 1,600,000 people residing within a radius of 90 kilometres.

The high speed railway link between Genoa and Milan, currently under construction, and the direct airport link with the railway (planned) will make the airport even more accessible.



The airport's geographic location makes it a natural destination for cruise passengers, more than two million of whom departed Liguria's three port cities in 2014. Genoa airport is also the key airport for numerous international companies with management, production and research facilities in Liguria, including Ansaldo STS, Ansaldo Energia, Fincantieri, Selex, Erg, Ilva, Esaote, the Italian Institute of Technology, Bombardier, Asg Superconductors, Siemens, Piaggio Aerospace, Costa Cruises, Msc, Royal Caribbean and the University of Genoa. Genoa airport is right across from Erzelli, a future international centre of excellence in research and technology.

Aeroporto di Genova S.p.A. manages and develops airport facilities, providing assistance for aircraft on the ground, guaranteeing security and safety services and promoting the development of aviation and non-aviation activities in the airport. Offering effective, prompt responses to partner enterprises, including both airlines and companies operating businesses in the airport terminal, is our most important challenge.

# Business Mission



# Corporate Vision

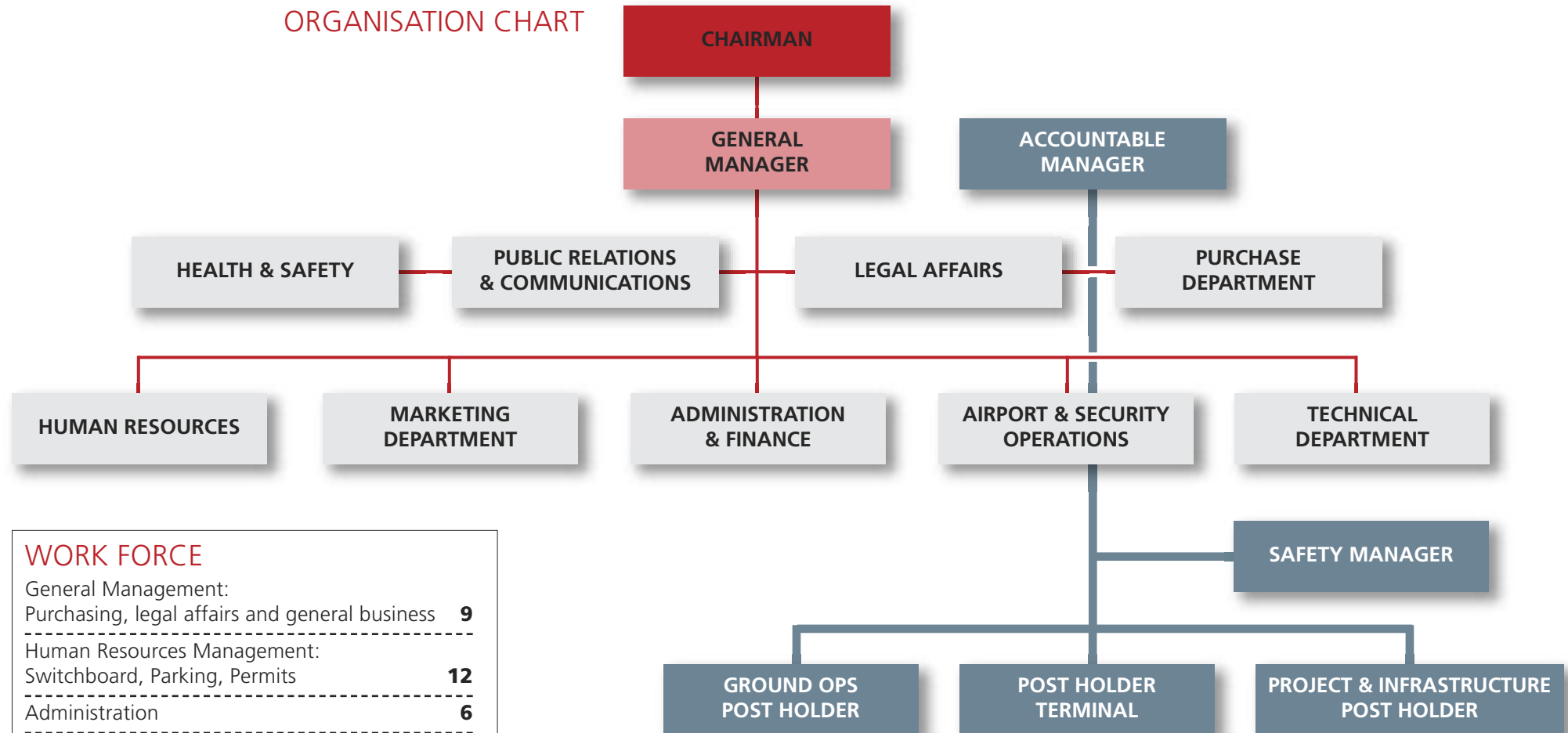
The airport's strategic location in the centre of the region of Liguria, only 6 kilometres from central Genoa, makes Cristoforo Colombo one of the most important airports in the north west of Italy. It is connected directly with the motorway and city roads and served by a railway station with a bus link to the passenger terminal. A comfortable bus journey connects the airport with the city's two major railway stations (Genova Principe and Genova Brignole). Aeroporto di Genova S.p.A is planning an intermodal transportation system hinging around the railway grid. The project involves construction of a new "Genova Aeroporto" railway station directly linked to the terminal via a cable transport system, making the airport even easier to reach from the territory it serves. The airport's urban location and services make it easy to reach by either public or private transport. Helicopter service is being implemented to nearby business and leisure destinations including Sanremo, the Principality of Monaco, Cannes and Villanova di Albenga.





# Company organisation

## ORGANISATION CHART



CAA ORGANISATION CHART

## WORK FORCE

General Management: Purchasing, legal affairs and general business	<b>9</b>
<hr/>	
Human Resources Management: Switchboard, Parking, Permits	<b>12</b>
<hr/>	
Administration	<b>6</b>
<hr/>	
Marketing	<b>3</b>
<hr/>	
Technical Department	<b>30</b>
<hr/>	
Operations	<b>165</b>
<hr/>	
<b>Total amount</b>	<b>225</b>
<hr/>	

# What we do

Aeroporto di Genova S.p.A. designs, builds, operates and develops airport facilities and provides ground-based services for aircraft, passengers and freight (handling services).



## Technical Department

As airport Company, Aeroporto di Genova S.p.A. is responsible for guaranteeing airport infrastructure and installations under a complex investment plan (Airport Development Plan) agreed with the Ministry of Infrastructure and Transportation. Maintenance and operation of airport infrastructure and installations guarantees perfectly safe operation and passenger transit. The company is responsible for the operation of airport buildings, electrical, hydraulic and IT systems, flight infrastructure, accessibility, parking and landscaping. Aeroporto di Genova S.p.A. performs these tasks through a complex technical structure assisted by qualified external contractors selected in accordance with its internal regulations and legal requirements. The company has a technical staff of about 30, divided into different areas and departments with specific know-how and skills. The technical activities involved in operation, maintenance and development are performed under the constant supervision of the National Civil Aviation Authority through a complex programme of audits and periodically renewed certification.

# Operations

In addition to security and safety operations, Aeroporto di Genova S.p.A.'s Operations department handles ground assistance services for aircraft, passengers and freight. The Company has a staff of 165 people with specific skills and know-how. Operations are constantly supervised by the National Civil Aviation Authority through a complex programme of audits and periodically renewed certification.

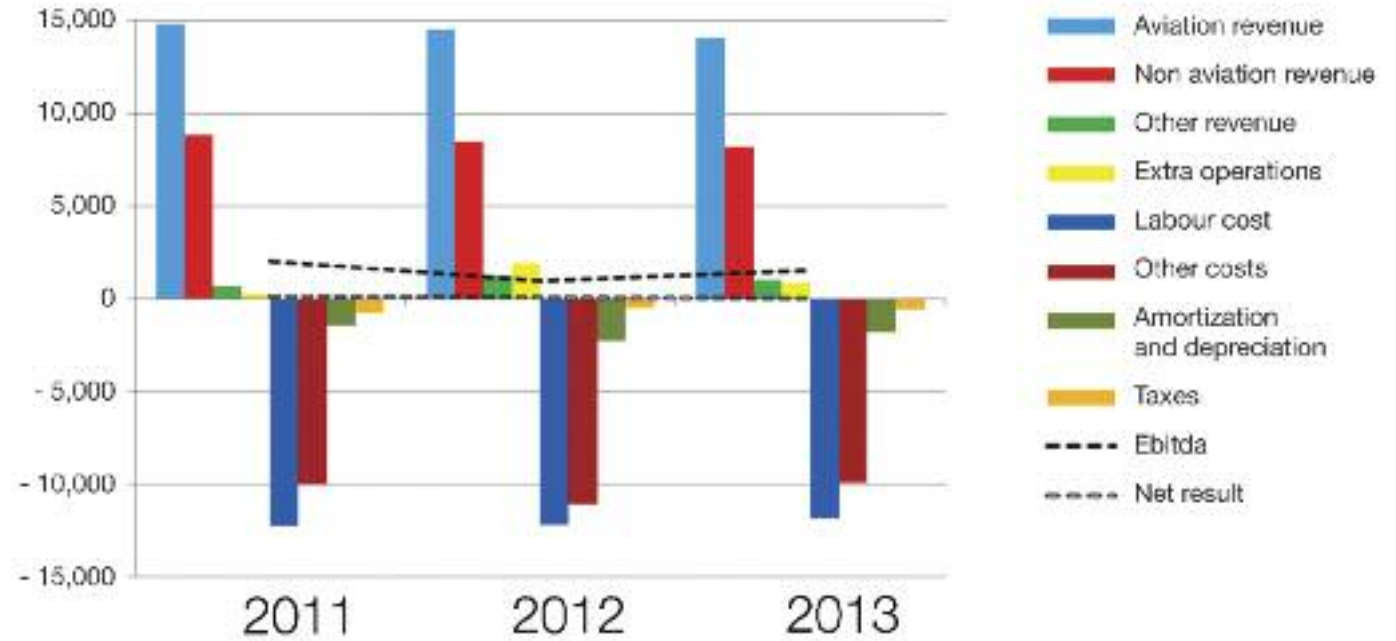
- **Ground handling and supervision**
- **Passenger assistance**
- **Baggage, freight and mail assistance**
- **Apron area assistance**
- **Aircraft cleaning and other services**
- **General aviation services**
- **Assistance for catering and refuelling services**



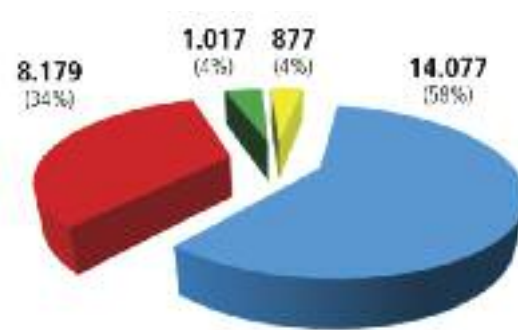


# Economic Data 2011-2013

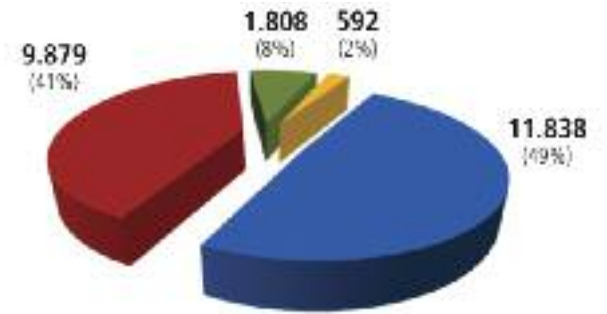
## 2011-2013 ECONOMIC DATA €/1,000



## A. 2013 REVENUE B. 2013 COSTS €/1,000



A.



B.



# Institutional offices

Aeroporto di Genova S.p.A. manages the airport with the assistance of the institutions in charge of regulation and supervision of airport activities, air traffic control and protection of public security on airport premises. The airport's geographical location makes it an essential service for the local community in support of medical services (hospital flights and medical transportation), fire-fighting and law enforcement.

The airport is home to the management and operative offices of a number of institutions, including:

- ENAC
- ENAV
- Border Police
- Carabinieri
- Guardia di Finanza (Tax Police)
- Customs Offices
- Penitentiary Police
- Forestry Department
- Fire Brigade
- Medical Flights
- Air Ambulance





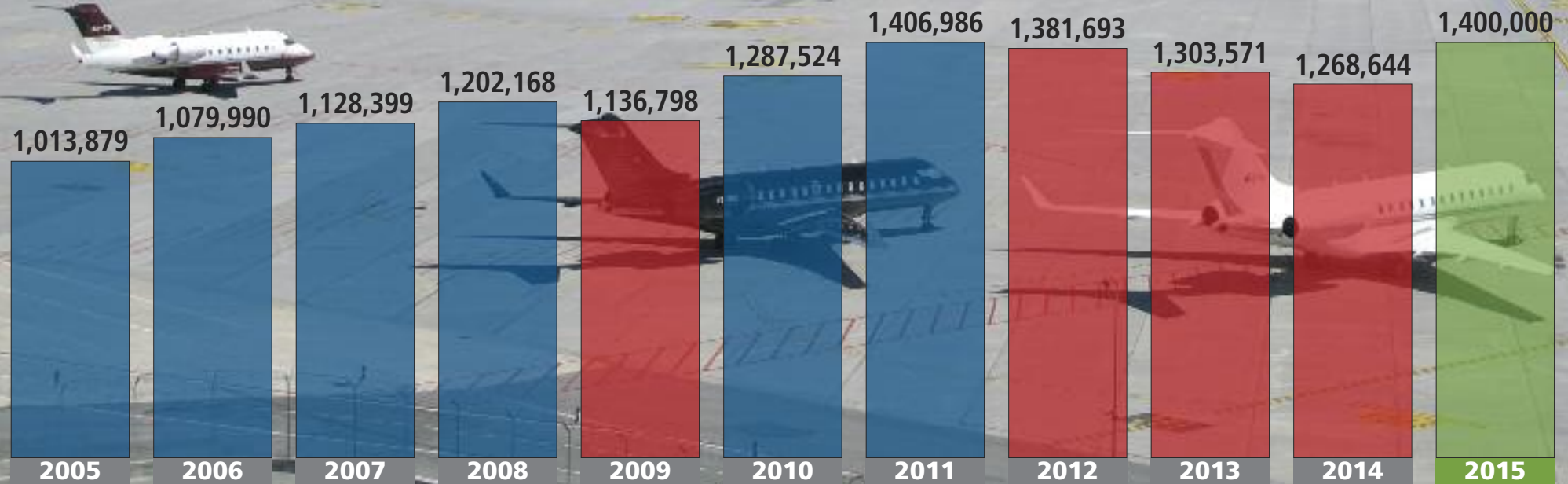
# Network



The map shows an overview of the main scheduled and charter flights launched from 2000 onwards. Blue lines indicate routes that have been ceased in the same period.

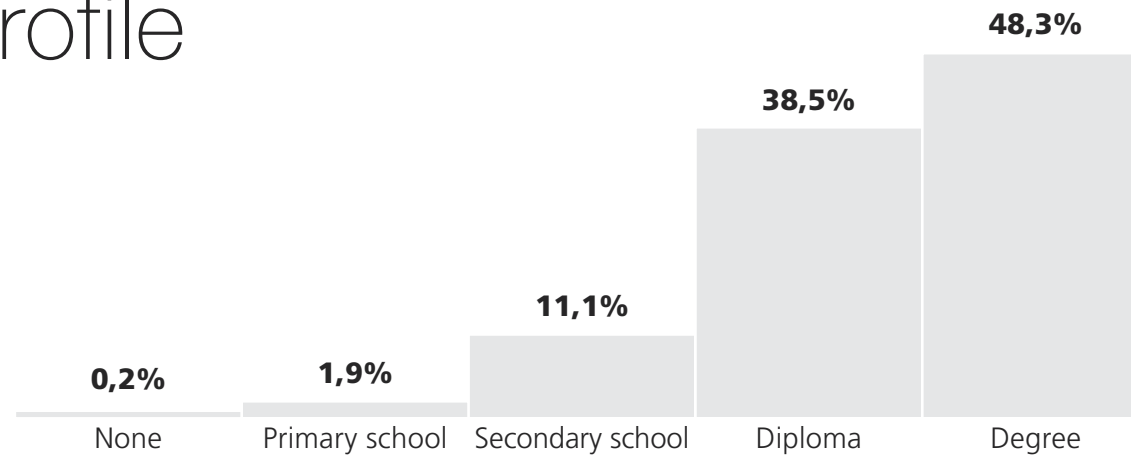


# 2005-2015 Traffic figures

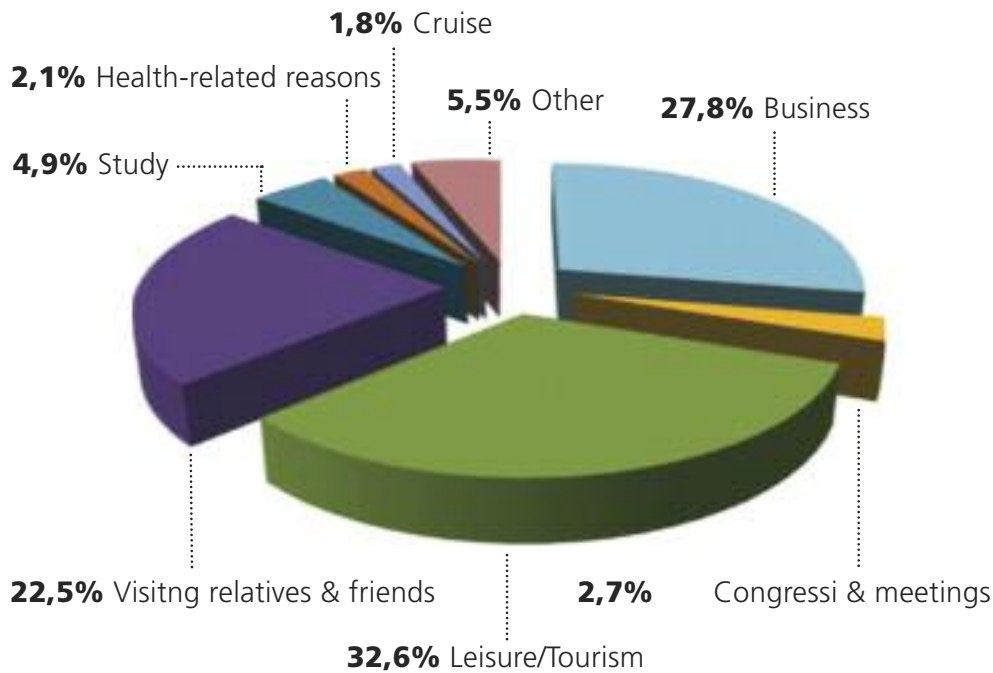


# Passenger profile

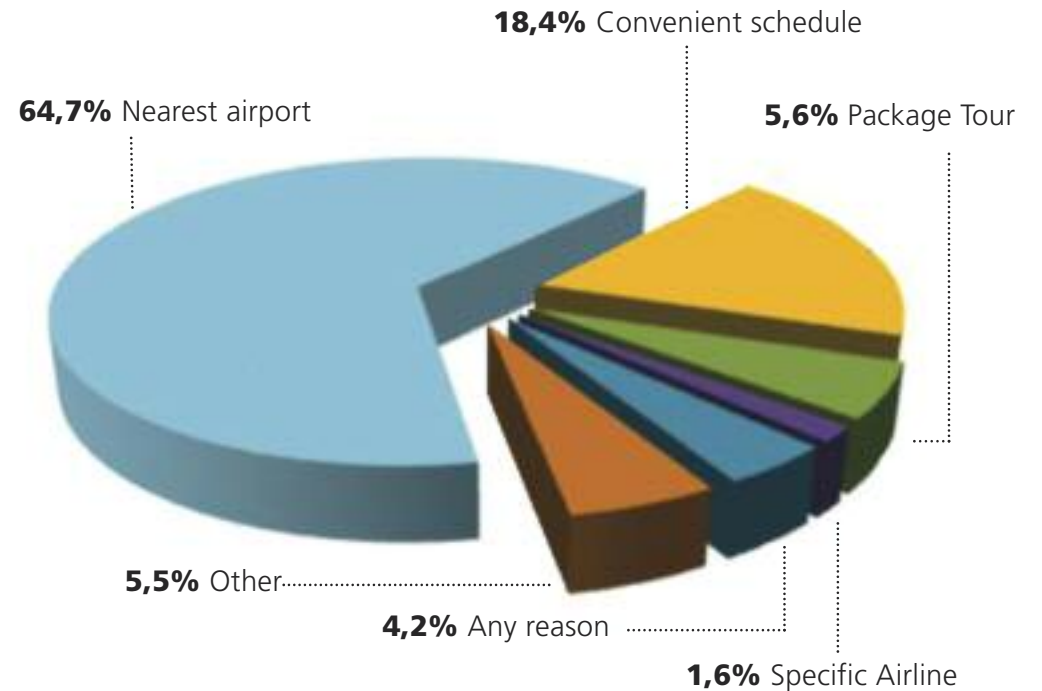
PASSENGERS CLASSIFIED BY LEVEL OF STUDY



PASSENGERS CLASSIFIED BY REASON OF TRIP



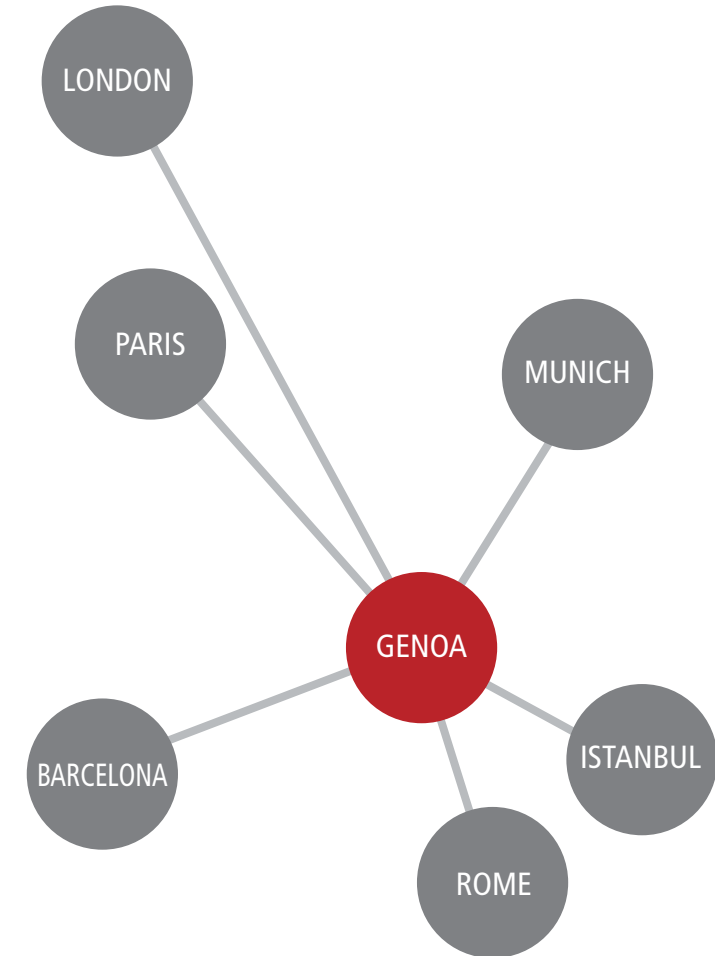
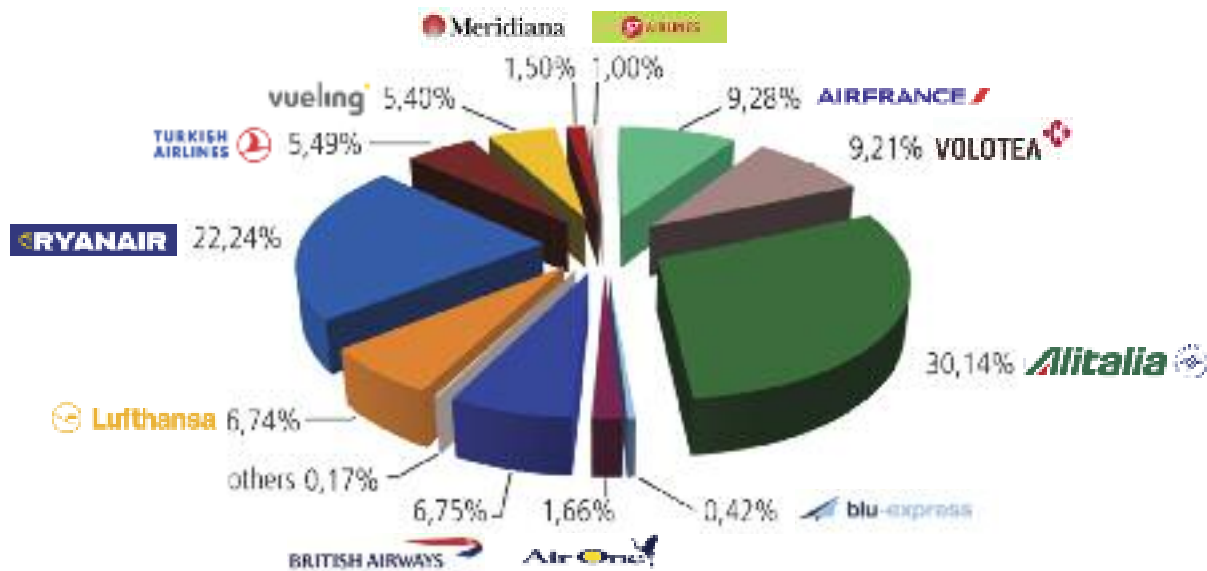
MOTIVO DI SCELTA DELL'AEROPORTO



# Carriers

Aeroporto di Genova S.p.A.'s marketing initiatives for development of passenger traffic are aimed at consolidating and developing:

- the **network of links with Europe's principal hubs** (London, Paris, Munich, Barcelona, Rome, Istanbul) with the main full service carriers (Air France, Alitalia, British Airways, Lufthansa, Turkish Airlines, Vueling);
- **point-to-point flights** to Italian and European destinations where there is high demand for direct connections (Ryanair, Volotea, Vueling, Meridiana and Blu-Express);
- **flights to destinations with ethnic links to the area** (such as Albania);
- **leisure flights** from several European airports such as Moscow, Wien, Zurich operated by both scheduled airlines (Moscow) and charter companies, in partnership with qualified carriers and tour operators.



# Airport facilities and handling services

## CARGO AND MAIL SERVICE

This service includes the handling and management of incoming and outgoing cargo and mail and the delivery of incoming goods to the recipient, when specified.



## PASSENGER ASSISTANCE

This service involves checking travel documents, checking in passengers and baggage, making announcements, providing flight information, providing assistance during boarding and disembarking and providing a lost baggage service. Aeroporto di Genova also provides special assistance services for disabled passengers and unaccompanied minors.

## GROUND HANDLING AND SUPERVISION

This service involves sending operative messages to aircraft, handling baggage, cargo and mail, giving loading instructions and loading and balancing plans.



## BAGGAGE HANDLING

This service includes handling baggage departing from and arriving at the airport, transferring and handling in the baggage distribution area, and transporting baggage to and from aircraft.

## APRON SURFACE ASSISTANCE

This service includes assistance during manoeuvres for parking the aircraft and during arrival and departure, communication between the aircraft and the supplier of ground services, transportation of crew, passengers, baggage and cargo between the aircraft and the terminal.

## CLEANING AND OTHER AIRCRAFT SERVICES

This service includes on-board cleaning, drinking water supplies and extra services available on request.



## GENERAL AVIATION SERVICE

Aeroporto di Genova S.p.A. provides assistance for private aircraft, taxis, state flights, ambulance flights and other general aviation services for which aircraft are required.



## CARGO SERVICE

The company's cargo service offers complete cargo services in collaboration with numerous couriers present in the cargo building and the customs authorities present on site, for goods travelling to/from domestic and international destinations, including cold storage, handling of live animals and storage of radioactive materials.

## ASSISTANCE FOR CATERING AND REFUELLING SERVICES

These services are coordinated by the management company and contracted out to specialised firms.

# Services for cruise passengers

Genoa's role as an intermodal airport has inspired "Aeroporto di Genova S.p.A." to offer special services for cruise ship passengers. The company has special procedures for facilitating the flow of cruise ship passengers and baggage between the airport and the port. Under this service, cruise passengers check in their baggage at their home airport and find it already in their cabins when they board the ship. This service employs facilitated procedures for transfer of passengers and baggage between the port and the airport with special vehicles and routes, performing the check-in operations normally performed at the airport directly on board the ship, in perfect compliance with security regulations. In 2009, Aeroporto di Genova became the first airport in Italy to implement this type of procedure, which has been fine-tuned over the years as the number of cruise ship passengers travelling via the airport has grown. The airport has two VIP waiting rooms especially for cruise ship passengers.



# General aviation services



Located in the heart of the Italian Riviera, not far from the Azure Coast and such world-renowned destinations as Portofino and Sanremo, Genoa Airport is an important landmark for General Aviation. The airport is able to respond immediately to the needs of its customers and to provide assistance for private and business travel, including for large aircraft. Plenty of space in the apron area makes Genoa Airport a convenient alternative when other airports are overly congested. Genoa airport offers all the services required by General Aviation customers, from services for passengers and crew to refuelling, in collaboration with specialised partners. Cristoforo Colombo Airport is home to the Genoa Aeroclub.



## VIP SERVICES

Concierge services and hotel bookings, car rental with or without a driver, taxi service and other services are available on request to meet the needs of even the most demanding customers. Meeting room and VIP lounge are available.



# Cargo services



Cristoforo Colombo Airport is particularly well-equipped for cargo services and works for the major airlines operating out of the airport as a Regulated Agent registered in the European Registry. The cargo terminal building has more than 3000 m<sup>2</sup> of office space and an equally large warehouse with capacity to handle a total volume of 16,000 m<sup>3</sup> of cargo. Aircraft up to class B747 and AN-124 can park in front of the building. The building offers all the facilities required to handle goods travelling to or from domestic and international destinations, such as cold storage, handling of live animals, boxes for containing radioactive materials, storage space, customs offices and shipping agents' offices. The airport's cargo service is an authorised tax agent and provides a shuttle service for overland transport of import and export cargo between Genoa airport and Linate and Malpensa airports. A second facility, currently occupied by TNT's warehouses, stands next to the cargo warehouse.



# Hangars



Genoa Airport hosts PIAGGIO Aerospace aircraft maintenance, other general aviation companies and storage hangars.

# Maintenance



Aeroporto di Genova S.p.A. ensures proper maintenance of airport infrastructure, systems and equipment. Flight infrastructure (runway, apron surface, safety areas), buildings, installations and vehicles are constantly inspected and maintained to keep them in efficient condition through preventive and on-call maintenance. A maintenance staff of about 20 and a number of workshops ensure rapid response in all parts of the airport. The company has machinery for all types of maintenance work. Aeroporto di Genova S.p.A. also performs maintenance and ensures the proper functioning of IT equipment.

# Retail and customer services

Cristoforo Colombo Airport is home to numerous businesses offering a variety of services for passengers, people accompanying them and airport staff. The vicinity of Marina Genova Aeroporto, urban areas and the city centre, the future airport expansion and planned new intermodal road and railway connections will make the terminal an increasingly attractive commercial centre for a growing number of users in the future.

- ➔ Duty Free
- ➔ Food&Beverage
- ➔ Shopping
- ➔ VIP Lounges
- ➔ Info Point
- ➔ ATM
- ➔ Rental Cars / Limousine Service
- ➔ Other Services



# Parking

It's easy to reach Cristoforo Colombo airport by car, as it is directly linked with city roads and motorways (Genova Aeroporto exit), and it has 800 parking spaces adjacent to the terminal with another 70 short stay spaces (free for 30 minutes). There are parking spaces reserved for passengers with mobility issues and a large motorcycle parking area. A staff car park is available for airport employees and businesses operating in the airport.



Central car park

807 spaces



Short stay car park

70 spaces



Long stay car park

202 spaces



Parking for reduced mobility passengers



Bus and rental car parking



Rental car parking



Two large motorcycle parking areas



Three park staff

# Accommodation & Leisure



## TOWER GENOVA AIRPORT HOTEL & CONFERENCE CENTER

Opened in 1994, it is a luxurious 4-star property in Genova and Italy's first airport hotel. Designed to serve a business and leisure clientele, the hotel has a large congress centre capable of hosting multiple events at the same time. The congress centre can be tailored to customer requests and comprises no fewer than 21 rooms with a total of one thousand seats.



## MARINA GENOVA AEROPORTO

One of Liguria's most important yacht marinas, not only does this centre provide assistance and services for boat-users, it also hosts numerous businesses including bars and restaurants which have become increasingly popular with local residents. An outstanding marina at a strategic location in the Mediterranean, the marina has 500 spaces for boats ranging in length from 8 to 130 metres. It is rounded off by a residential area ("Borgo") with exclusive apartments on the sea. Under the arcades of the marina are bars, cafés and restaurants, a well-equipped ship's chandler, charter agencies, boatyards, mechanical workshops, brokers, diving and fishing centres and sailing schools. The marina also boasts a 4-star boutique hotel with wellness rooms, a restaurant, a café, a business area and a fitness area.

# Quality



Aeroporto di Genova S.p.A. attaches great value to quality of service. For this reason, the Company invests significant resources in staff training, guaranteeing professional training appropriate for users' most specific requirements. The company measures perception of service quality annually, working to improve its product and to take prompt action where necessary. This ensures that all airport activities are subject to ongoing inspection aimed at guaranteeing high average quality in all areas and in all functions carried out by the company.

OVERALL PERCEPTION OF REGULAR SERVICE

**92%**

TERMINAL COMFORT

**93%**

STAFF COURTESY

**98%**

PERCEPTION OF SECURITY

**92%**

PERCEPTION OF FRONT LINE SERVICES

**92%**

# Advertising and Public relations

Over the years, Genoa airport has identified the spaces with the greatest visibility in the airport terminal, offering the maximum return on investment for companies that want to make a name for themselves. The airport is the first place people arriving in the city see - a calling card if you like - and a place for obtaining information and suggestions about what to do and see in Liguria. Genoa airport offers its spaces and consulting services for advertising campaigns effectively targeting travellers: the perfect target for creative, innovative and cultural products.

- ➔ Website
- ➔ Columns and pillars
- ➔ Panels and stickers
- ➔ Internal video circuit
- ➔ Airport newsletter and magazine
- ➔ Social networks (Facebook, Twitter, YouTube)
- ➔ Co-marketing activities
- ➔ Press conferences and workshops







# Goals for future growth

Aeroporto di Genova S.p.A.'s Airport Development Plan has been approved for environmental compatibility by the relevant ministry. The Airport Development Plan includes a series of infrastructure projects aimed at meeting the needs of the airport's future aircraft traffic and improving its links with the surrounding area. This plan will continue to expand the airport for as long as the concession lasts, while guaranteeing maintenance of the high standards of quality and the quantities required in air transportation services. The Airport Development Plan requires investment of more than 45 million Euros. The projects, some of which have already been completed or are currently under way, have been scheduled to take into account the evolution of the market and the resources available. The most recent analyses of future development of airport traffic in Genoa predict growth from the current figure of 1.3 million passengers a year to about 2 million in 2027.

