



GENEVA PALEXPO CHARTER

OUR IDENTITY

GENEVA PALEXPO, Palais des Expositions et des Congrès de Genève (Geneva Exhibition and Congress Center), is an international multipurpose exhibition and congress venue designed to offer quality infrastructures and services to third-party event organizers and to boost their loyalty to Geneva as a meeting venue by tapping appropriate market opportunities.

OUR ACTIVITY

We welcome and organize events (exhibitions, congresses, conferences, product launches, etc.) in all sectors of activity (commercial, industrial, cultural, sports, leisure, etc.); we contribute to their development and/or financing, and engage in all related subsidiary activities.

OUR MISSION

To serve the community, to generate media and economic benefits for Geneva and its region, to maintain the infrastructures of GENEVA PALEXPO, and to maintain financial independence.

OUR CLIENTS

Each client (organizer, exhibitor, visitor) of GENEVA PALEXPO is unique. We believe that a business relationship cannot endure unless it is personalized and based on mutual trust.

Therefore GENEVA PALEXPO pledges:

- To maintain and strengthen a privileged relationship with its clients based on the professionalism and experience of its staff, on respect and equity.
- To offer to all its clients the best possible service, to address and anticipate their needs, while paying attention to the evolution of the marketplace and of new trends to optimize the quality of its services.
- To develop an environment fostering dialog and trust between the different players and to be a venue for multicultural discovery, exchange and interaction in the welcoming spirit of Geneva.

OUR VALUES

GENEVA PALEXPO nurtures its development on the basis of 5 values and guiding principles defined by all of its staff members.

These values are the cornerstone of the success of GENEVA PALEXPO. They constitute the foundation of the relationship of trust which must exist between ORGEXPO, its clients, partners and suppliers as well as between all staff members.



GENEVA PALEXPO CHARTER

The core values of GENEVA PALEXPO are:

- **Client orientation**

We welcome, listen, inform, anticipate needs, respond with optimized solutions, and convey a positive image to the outside world.

- **Professional awareness**

We demonstrate rigor, make personal commitments and stick to them, undertake continued training, seek top quality, maintain interest in the venue's operations, and integrate.

- **Flexibility**

We adjust to change and new ideas, we question ourselves, we manage the unexpected, we are versatile.

- **Efficiency**

We manage priorities, demonstrate creativity, communicate, anticipate client demands, act and react promptly, give the best of ourselves, demonstrate independence.

- **Team spirit**

We help each other, share our knowledge, demonstrate transparency, motivate, accept our differences, respect the other; we trust, formulate constructive criticism, and share success.

OUR VISION

To double the occupancy rate between 2004 and 2009 by making GENEVA PALEXPO a premier meeting place and venue of exchange offering a unique experience to our guests. The tools to meet our objective are:

- Excellence in marketing.
- Quality features and services in compliance with the principles of sustainable growth, see «our sustainable Development Policy».
- Integration of our partners and suppliers.

OUR COMMITMENT

All the staff members of ORGEXPO adhere to this charter. It marks the commitment of everyone to support - individually and collectively - the values of the organization and to make certain they are observed. They also apply to the partners and suppliers of ORGEXPO who are committed to live up to its values.

Done at Geneva and signed on 18th September 2007

Claude Membrez
Managing Director

Christian Meyer
President

