

Passenger Flows

Zurich Airport

July to November 2011



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Preface

The publication "Passenger Flows" is a record for all employees of Zurich Airport as well as operating partners at Zurich Airport.

The document provides an overview of airport areas which are used by passengers and which distances the passengers have to cover within the airport. We distinguish between locally departing, locally arriving and transfer passengers.

The record starts with charts that inform about the spatial distribution of the individual passenger types, followed by graphics stating the passenger flows. An explanation to the individual graphics can be found in the appendix of this document.

The appendix furthermore contains detailed information of the individual gate areas.

All described information in this document refers to the stated period. This document will be issued on a half-yearly basis and may be downloaded as a PDF file at the following internet link:

<http://www.flughafen-zuerich.ch/desktopdefault.aspx/tabid-614/>

REMARK: This document shows the passenger flow between **July and November 2011** before the opening of the newly built Dock B and the new security check building. The next release will include all changes based on new infrastructure.

In case of questions or requirements, you can reach our team «Datawarehouse & Statistics» (OPD) as follows:

| Person in charge | E-Mail address |
|-------------------|--|
| Franziska Platten | franziska.platten@zurich-airport.com |
| Teresa D'Onghia | teresa.donghia@zurich-airport.com |
| Benjamin Müller | benjamin.mueller@zurich-airport.com |
| Eva Gramlich | eva.gramlich@zurich-airport.com |

Further statistical analysis can be found in the statistical yearbook, which can be downloaded from the internet at:

<http://www.flughafen-zuerich.ch/desktopdefault.aspx/tabid-613/>

Thank you very much for your interest.

Spatial distribution of passenger types

Departing local passengers, 2nd half-year 2011 (July to November 2011)

| from / to | Gates A | Bus Gates A10 | Bus Gates B10 | Bus Gates B20 | Gates E East | Gates E West | Total |
|--------------|------------------|----------------|----------------|----------------|----------------|----------------|------------------|
| Check-in 1 | 694'000 | 237'000 | 11'000 | 243'000 | 172'000 | 71'000 | 1'428'000 |
| Check-in 2 | 202'000 | 10'000 | 518'000 | 40'000 | 89'000 | 633'000 | 1'492'000 |
| Check-in 3 | 296'000 | 69'000 | 58'000 | 131'000 | 37'000 | 159'000 | 750'000 |
| Total | 1'192'000 | 316'000 | 587'000 | 414'000 | 298'000 | 863'000 | 3'670'000 |

Transfer passengers, 2nd half-year 2011 (July to November 2011)

| from / to | Bus Gates A10 | Bus Gates B10 | Bus Gates B20 | Gates A | Gates E East | Gates E West | Total |
|--------------|----------------|---------------|----------------|----------------|----------------|----------------|------------------|
| Grüezi A | 78'000 | 6'000 | 55'000 | 151'000 | 69'000 | 63'000 | 422'000 |
| Grüezi D | 57'000 | 3'000 | 23'000 | 90'000 | 21'000 | 17'000 | 211'000 |
| Gates A | 142'000 | 9'000 | 83'000 | 259'000 | 111'000 | 98'000 | 702'000 |
| Gates E East | 70'000 | 4'000 | 21'000 | 132'000 | 10'000 | 20'000 | 257'000 |
| Gates E West | 44'000 | 2'000 | 19'000 | 97'000 | 17'000 | 20'000 | 199'000 |
| Total | 391'000 | 24'000 | 201'000 | 729'000 | 228'000 | 218'000 | 1'791'000 |

Arriving local passengers, 2nd half-year 2011 (July to November 2011)

| from / to | Arrival 1 | Arrival 2 | Total |
|--------------|------------------|------------------|------------------|
| Gates A | 1'219'000 | | 1'219'000 |
| Grüezi A | 318'000 | | 318'000 |
| Grüezi D | | 469'000 | 469'000 |
| Grüezi Z | | 626'000 | 626'000 |
| Gates E East | | 325'000 | 325'000 |
| Gates E West | | 841'000 | 841'000 |
| Total | 1'537'000 | 2'261'000 | 3'798'000 |

Definition:

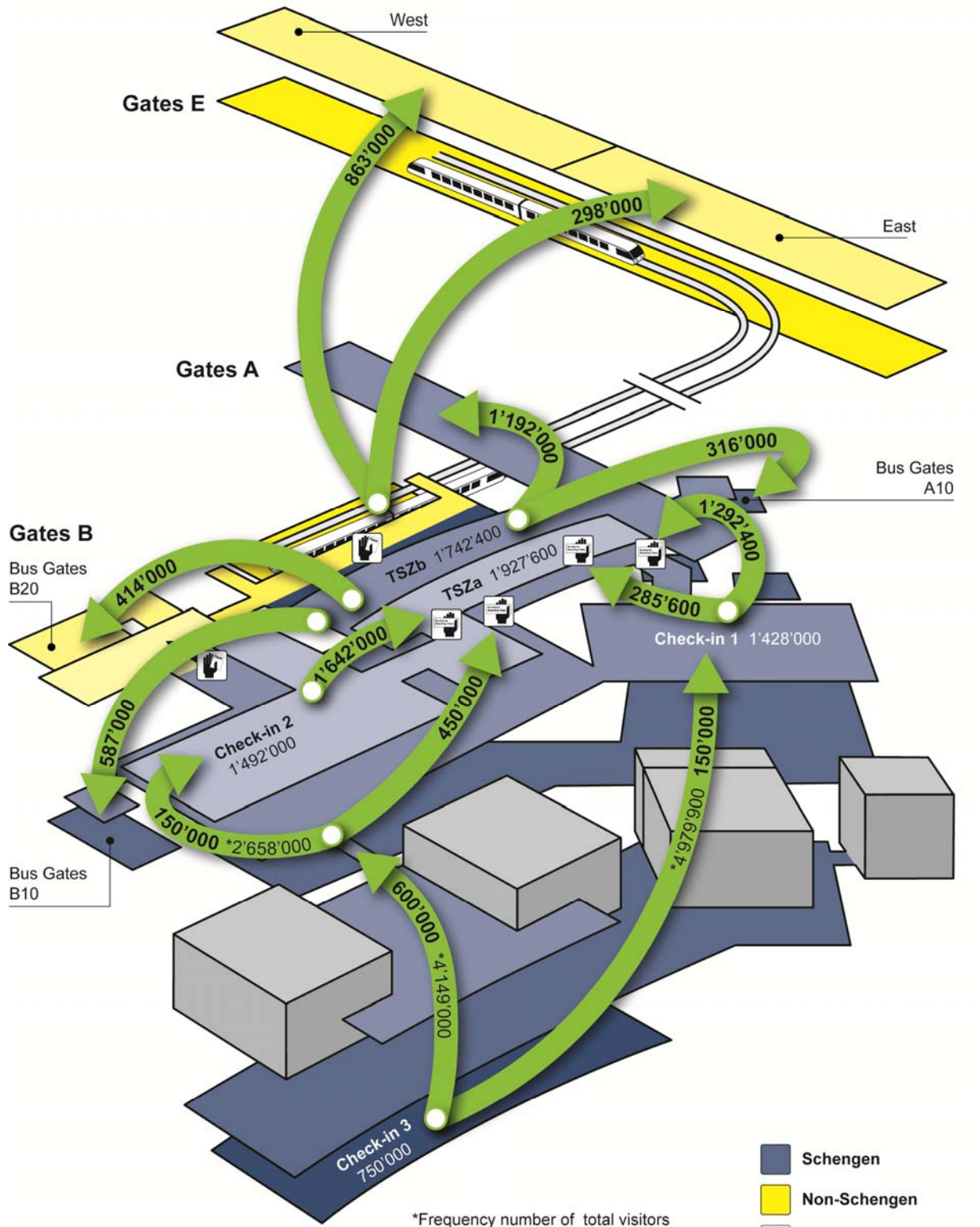
Local passengers: Passengers, whose trip begins and ends in Zurich.

Transfer passengers: Passengers, who transfer at Zurich airport.

Graphics

Departing local passengers

2nd half-year 2011 (Jul.-Nov. 2011)

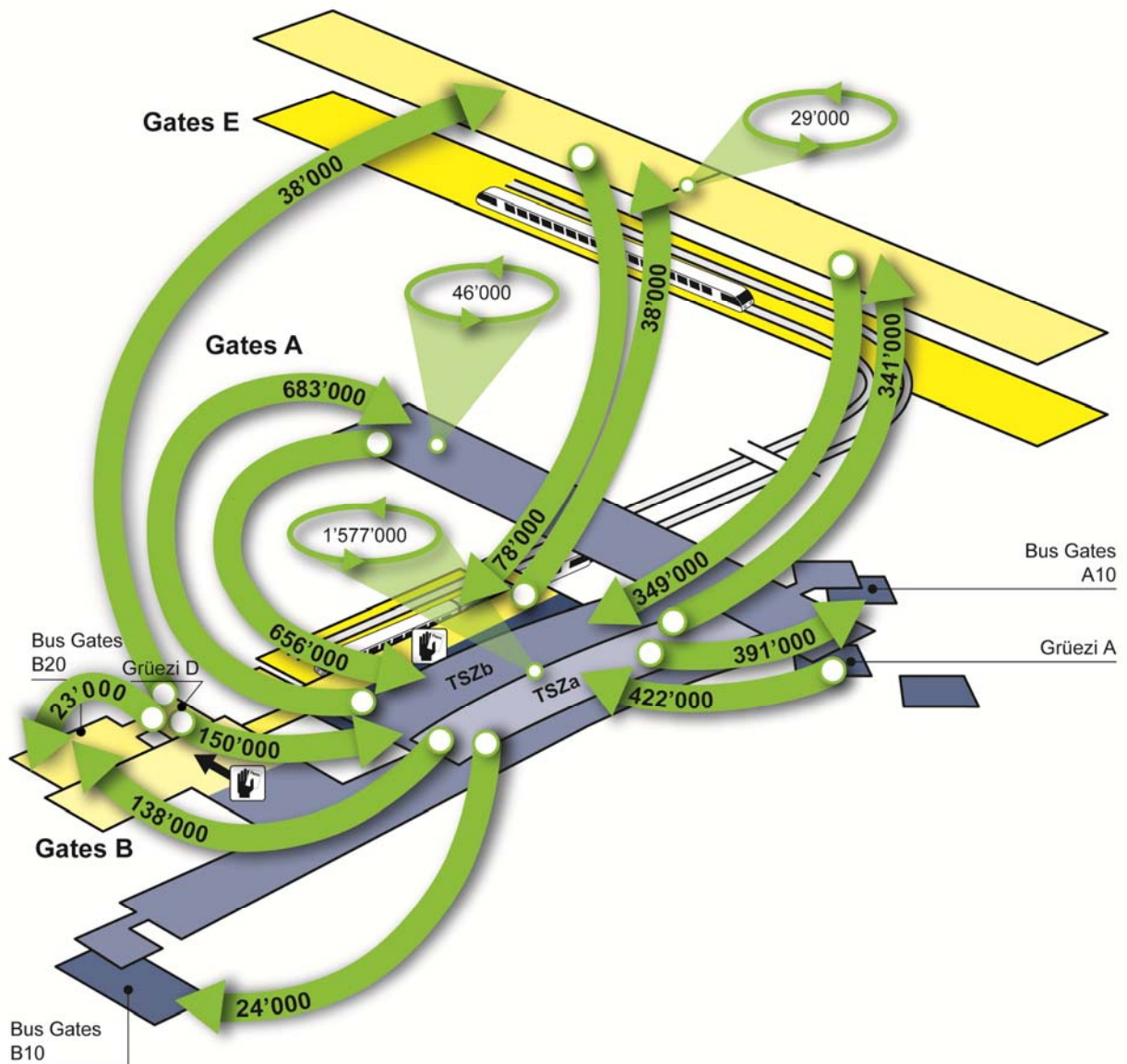


*Frequency number of total visitors

TSZb = Transfer & Shopping Area A below
 TSZa = Transfer & Shopping Area A above

Transfer passengers

2nd half-year 2011 (Jul.-Nov. 2011)

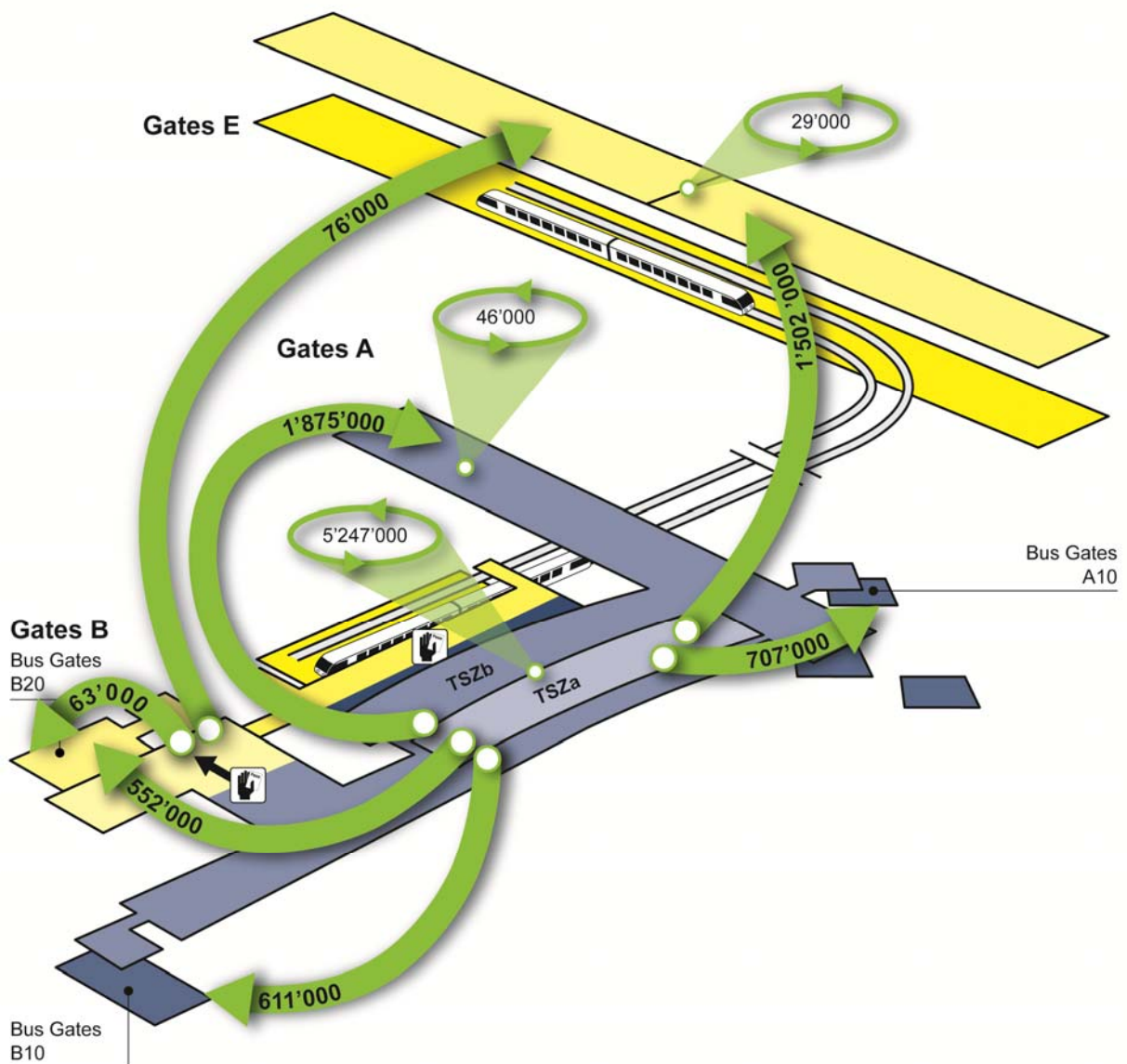


- Schengen
- Non-Schengen
- Passport Control

TSZb = Transfer & Shopping Area A below
 TSZa = Transfer & Shopping Area A above

Total departing passengers (local and transfer)

2nd half-year 2011 (Jul.-Nov. 2011)

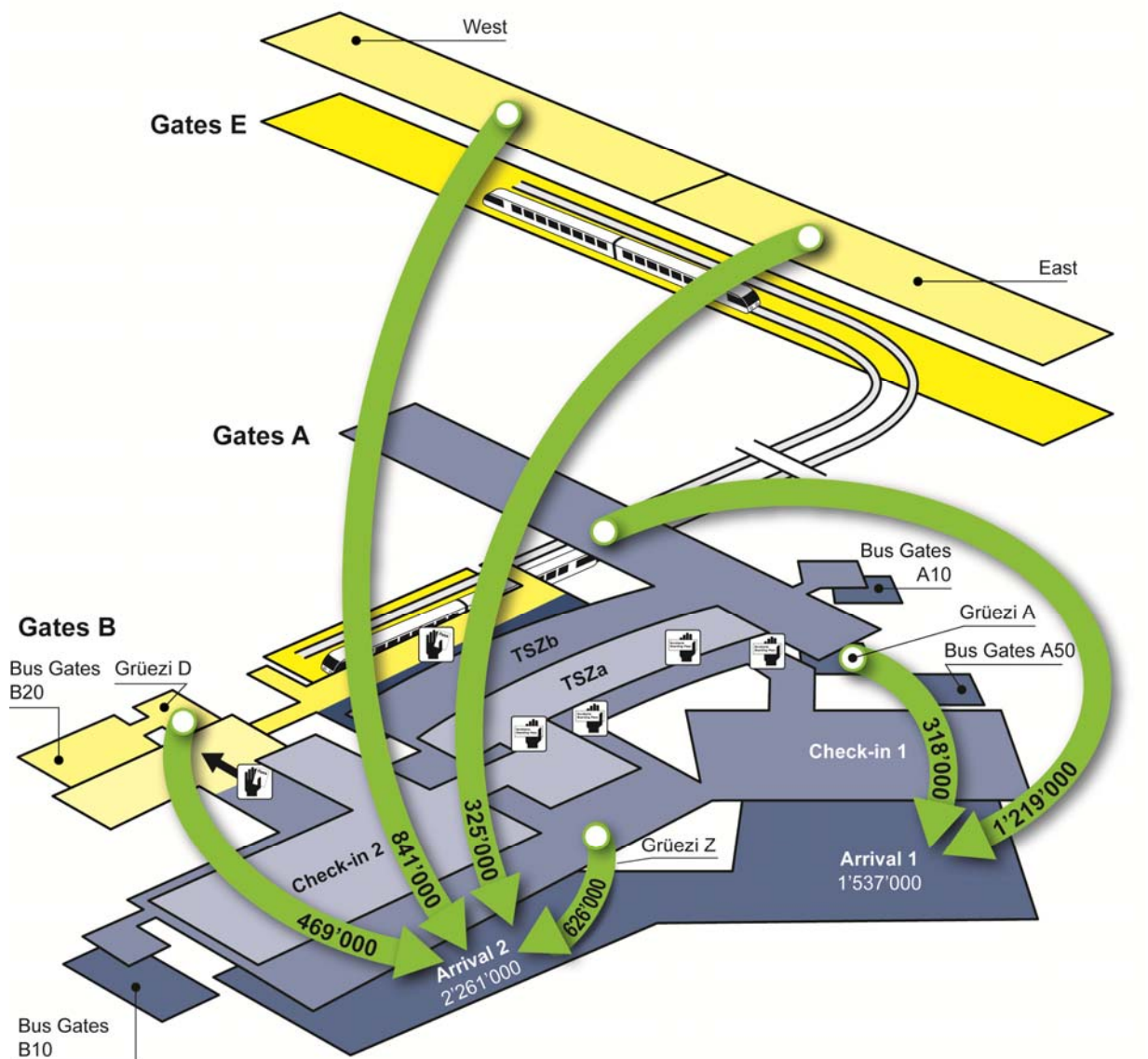


- Schengen
- Non-Schengen
- Passport Control

TSZb = Transfer & Shopping Area A below
 TSZa = Transfer & Shopping Area A above

Arriving local passengers

2nd half-year 2011 (Jul.-Nov. 2011)



- Schengen
- Non-Schengen
- Passport Control
- Boardingpass Control

TSZb = Transfer & Shopping Area A below
 TSZa = Transfer & Shopping Area A above

Detailed information on gates

1.1. Bus Gates A01 - A10

Type of flights

Schengen countries

Airlines:

Swiss short/medium distance, Lufthansa, Austrian Airlines, TAP, various airlines. (Exceptions in peak times)

Reason for travel:

Business passengers: 60%, Leisure passengers: 40%

Number of passengers at the Bus Gates A10
2nd half-year 2011 (incl. transfer passengers)

| Month | departing passengers |
|--------------|---------------------------------|
| 07.2011 | 153'531 |
| 08.2011 | 139'430 |
| 09.2011 | 149'078 |
| 10.2011 | 141'910 |
| 11.2011 | 127'623 |
| Total | 711'572 |

Number of departing passengers at the
Bus Gates A10 per class, 2nd half-year 2011

| Class | departing passengers | Share in % |
|--------------|---------------------------------|-------------------|
| Eco | 652'005 | 91.6% |
| Business | 59'204 | 8.3% |
| First | 363 | 0.1% |
| Total | 711'572 | 100.0% |

Destinations of departing passengers at the Bus Gates A10, 2nd half-year 2011

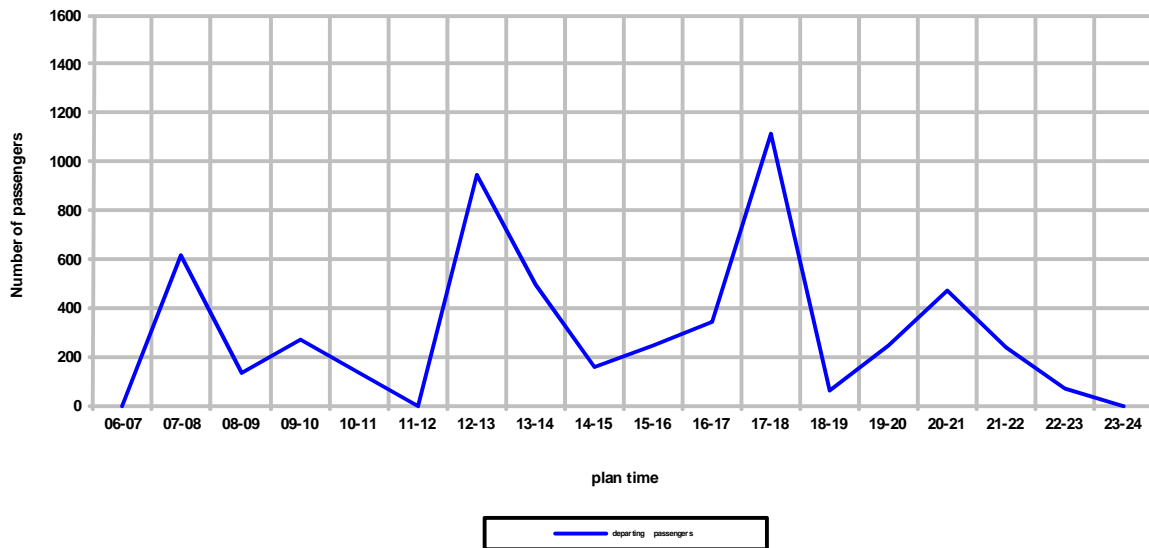
| Country | Share in % |
|--------------------------|------------|
| Germany | 31.3% |
| Italy | 13.9% |
| Spain and Canary Islands | 8.4% |
| Switzerland | 7.5% |
| France | 7.1% |
| Belgium | 4.0% |
| Hungary | 4.0% |
| Czech Republic | 3.1% |
| Poland | 3.1% |
| Denmark | 2.8% |

Main destinations of departing passengers at the Bus Gates A10, 2nd half-year 2011

| City | Share in % |
|------------|------------|
| Munich | 6.0% |
| Milan | 5.7% |
| Dusseldorf | 5.0% |
| Frankfurt | 4.3% |
| Stuttgart | 4.2% |
| Geneva | 4.1% |
| Brussels | 4.0% |
| Budapest | 4.0% |
| Florence | 3.9% |
| Hanover | 3.7% |

Daily course of passengers at the Bus Gates A10 on a reference day in the 2nd half-year 2011

Daily course of departing passengers at the Bus Gates A10, 2nd half-year 2011 (reference day 23rd of Sep 2011)



1.2. Bus Gates B01 - B10

Type of flights

Schengen countries

Airlines:

Mainly Air Berlin, Air France, KLM, overabundance Swiss and Star Alliance

Reason for travel:

Business passengers: 50%, Leisure passengers: 50%

Number of passengers at the Bus Gates B10
2nd half-year 2011 (incl. transfer passengers)

| <i>Month</i> | <i>departing passengers</i> |
|--------------|-----------------------------|
| 07.2011 | 142'294 |
| 08.2011 | 121'332 |
| 09.2011 | 133'001 |
| 10.2011 | 123'738 |
| 11.2011 | 90'312 |
| Total | 610'677 |

Number of departing passengers at the
Bus Gates B10 per class, 2nd half-year 2011

| <i>Class</i> | <i>departing passengers</i> | <i>Share in %</i> |
|--------------|-----------------------------|-------------------|
| Eco | 590'927 | 96.8% |
| Business | 19'701 | 3.2% |
| First | 49 | 0.0% |
| Total | 610'677 | 100.0% |

Destinations of departing passengers at the Bus Gates B10, 2nd half-year 2011

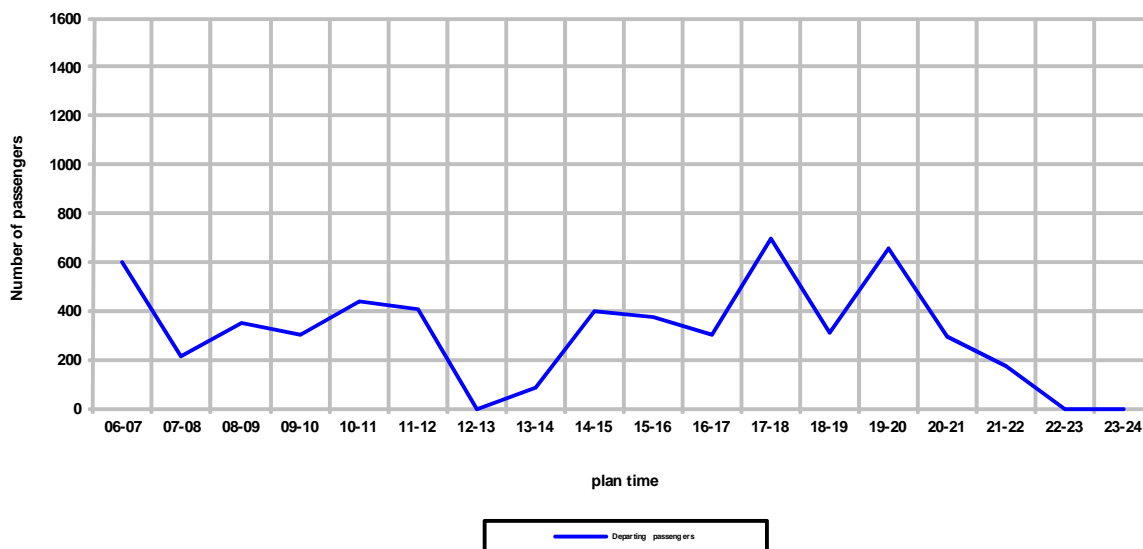
| Land | Share in % |
|--------------------------|------------|
| Germany | 40.1% |
| Spain and Canary Islands | 20.3% |
| Netherlands | 13.7% |
| France | 9.3% |
| Greece | 5.8% |
| Italy | 5.1% |
| Hungary | 2.1% |
| Austria | 1.1% |
| Sweden | 0.8% |
| Portugal | 0.5% |

Main destinations of departing passengers at the Bus Gates B10, 2nd half-year 2011

| City | Share in % |
|----------------|------------|
| Berlin | 15.6% |
| Amsterdam | 13.7% |
| Dusseldorf | 10.9% |
| Paris | 9.0% |
| Madrid | 8.3% |
| Hamburg | 8.0% |
| Palma Mallorca | 5.5% |
| Hanover | 3.1% |
| Budapest | 2.1% |
| Heraklion | 2.0% |

Daily course of passengers at the Bus Gates B10 on a reference day in the 2nd half-year 2011

Daily course of departing passengers at the Bus Gates B10, 2nd half-year 2011 (reference day 23rd of Sep 2011)



1.3. Bus Gates B22 - B29

Type of flights

Short- and medium distance flights to and from Non-Schengen countries

Airlines:

Mainly Swiss, Star Alliance, Air Berlin

Reason for travel:

Business passengers: 35%, Leisure passengers: 65%

Number of passengers at the Bus Gates B20
2nd half-year 2011 (incl. transfer passengers)

| <i>Month</i> | <i>departing passengers</i> |
|--------------|---------------------------------|
| 07.2011 | 151'045 |
| 08.2011 | 120'344 |
| 09.2011 | 125'625 |
| 10.2011 | 126'836 |
| 11.2011 | 96'857 |
| Total | 620'707 |

Number of departing passengers at the
Bus Gates B20 per class, 2nd half-year 2011

| <i>Class</i> | <i>departing passengers</i> | <i>Share in %</i> |
|--------------|---------------------------------|-------------------|
| Eco | 575'843 | 93% |
| Business | 44'853 | 7% |
| First | 11 | 0% |
| Total | 620'707 | 100% |

Destinations of departing passengers at the Bus Gates B20, 2nd half-year 2011

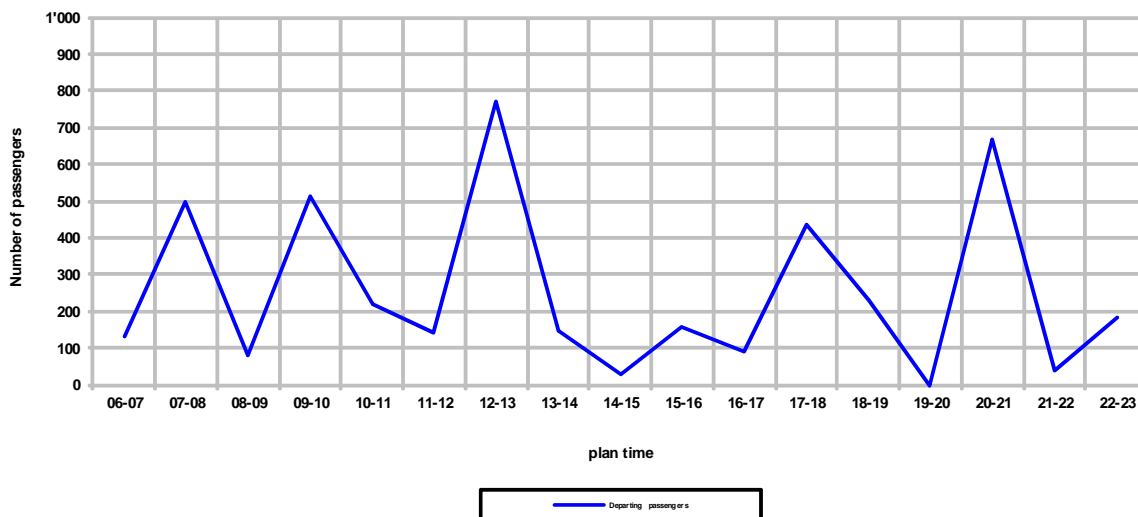
| Land | Share in % |
|--------------------|------------|
| United Kingdom | 44.5% |
| Turkey | 11.0% |
| Serbia | 5.4% |
| Russian Federation | 10.2% |
| Romania | 2.3% |
| Macedonia (FYROM) | 2.8% |
| Ireland | 4.0% |
| Egypt | 6.1% |
| Croatia | 3.9% |
| Bulgaria | 2.2% |

Main destinations of departing passengers at the Bus Gates B20, 2nd half-year 2011

| City | Share in % |
|-----------------|------------|
| London | 30.1% |
| Istanbul | 8.4% |
| Manchester | 7.9% |
| Moscow | 7.6% |
| Belgrade | 5.4% |
| Birmingham | 5.1% |
| Dublin | 3.9% |
| Sharm El Sheikh | 2.8% |
| St Petersburg | 2.6% |
| Zagreb | 2.4% |

Daily course of passengers at the Bus Gates B20 on a reference day in the 2nd half-year 2011

Daily course of departing passengers at the Bus Gates B20, 2nd half-year 2011 (reference day 23rd of Sep 2011)



1.4. Gates A

Type of flights

Schengen countries

Airlines:

Swiss, Lufthansa, Austrian Airlines, TAP, various airlines to fill the gaps

Reason for travel:

Business passengers: 45%, Leisure passengers: 55%

Number of passengers at the Gates A
2nd half-year 2011 (incl. transfer passengers)

| <i>Month</i> | <i>arriving passengers</i> | <i>departing passengers</i> |
|--------------|--------------------------------|---------------------------------|
| 07.2011 | 407'251 | 452'561 |
| 08.2011 | 414'936 | 383'953 |
| 09.2011 | 385'203 | 396'576 |
| 10.2011 | 395'197 | 382'570 |
| 11.2011 | 314'099 | 314'241 |
| Total | 1'916'686 | 1'929'901 |

Number of departing passengers at the Gates A
per class, 2nd half-year 2011

| <i>Class</i> | <i>departing passengers</i> | <i>Share in %</i> |
|--------------|---------------------------------|-------------------|
| Eco | 1'803'936 | 93.5% |
| Business | 125'529 | 6.5% |
| First | 436 | 0.0% |
| Total | 1'929'901 | 100.0% |

Destinations of departing passengers at the Gates A, 2nd half-year 2011

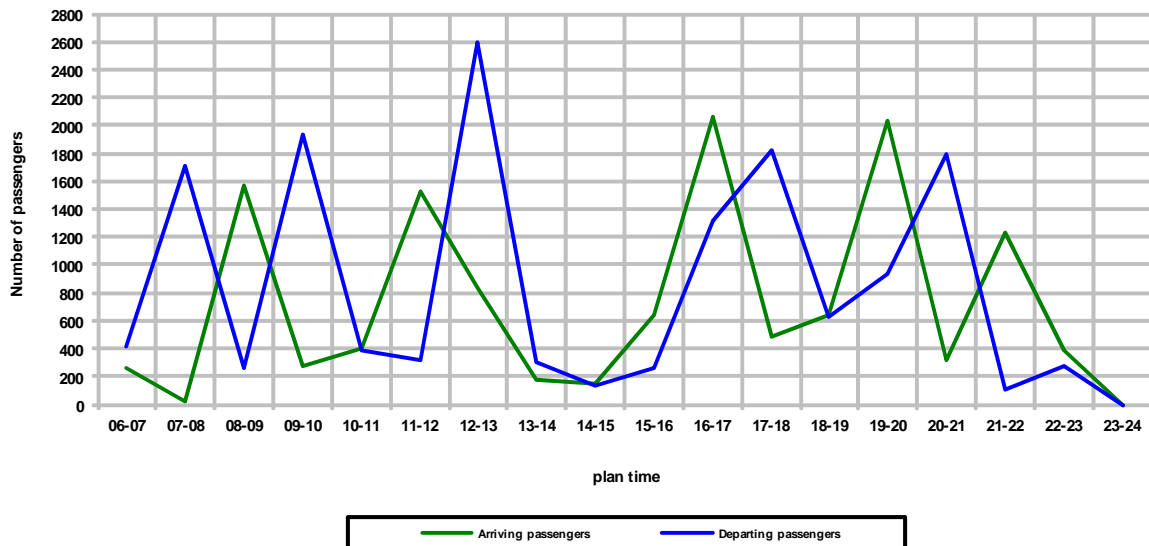
| Land | Share in % |
|--------------------------|------------|
| Germany | 22.2% |
| Spain and Canary Islands | 17.8% |
| Austria | 9.2% |
| France | 8.3% |
| Greece | 7.2% |
| Italy | 6.7% |
| Portugal | 4.6% |
| Denmark | 4.0% |
| Switzerland | 3.8% |
| Sweden | 3.7% |

Main destinations of departing passengers at the Gates A, 2nd half-year 2011

| City | Share in % |
|------------|------------|
| Vienna | 9.2% |
| Barcelona | 5.8% |
| Frankfurt | 5.7% |
| Paris | 4.6% |
| Berlin | 4.4% |
| Copenhagen | 4.0% |
| Hamburg | 3.8% |
| Geneva | 3.7% |
| Stockholm | 3.7% |
| Lisbon | 3.4% |

Daily course of passengers at the Gates A on a reference day in the 2nd half-year 2011

Daily course of arriving and departing passengers at the Gates A, 2nd half-year 2011 (reference day 23rd of Sep 2011)



1.5. Gates E East (Special Gates)

Type of flights

Long distance Non-Schengen

Airlines:

Swiss long distance, various other airlines long distance, flights to the US

Reason for travel:

Business passengers: 35%, Leisure passengers: 65%

Number of passengers at the Gates E East
2nd half-year 2011 (incl. transfer passengers)

| <i>Month</i> | <i>arriving passengers</i> | <i>departing passengers</i> |
|--------------|--------------------------------|---------------------------------|
| 07.2011 | 133'840 | 143'321 |
| 08.2011 | 142'327 | 131'748 |
| 09.2011 | 126'842 | 119'449 |
| 10.2011 | 126'544 | 126'812 |
| 11.2011 | 109'442 | 99'844 |
| Total | 638'995 | 621'174 |

Number of departing passengers at the Gates E East
per class, 2nd half-year 2011

| <i>Class</i> | <i>departing passengers</i> | <i>Share in %</i> |
|--------------|---------------------------------|-------------------|
| Eco | 500'082 | 80.5% |
| Business | 110'702 | 17.8% |
| First | 10'390 | 1.7% |
| Total | 621'174 | 100.0% |

Destinations of departing passengers at the Gates E East, 2nd half-year 2011

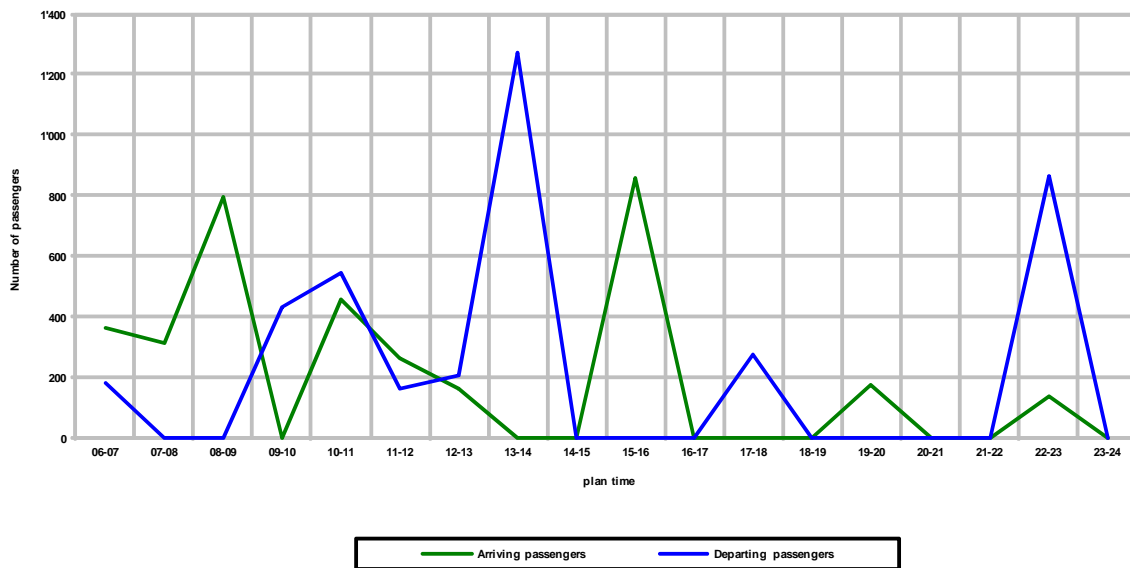
| Land | Share in % |
|------------------------|------------|
| USA | 59.8% |
| Thailand | 6.5% |
| South Africa | 5.2% |
| Brazil | 5.2% |
| Hong Kong (SAR), China | 5.2% |
| Israel | 5.1% |
| Others | 13.0% |

Main destinations of departing passengers at the Gates E East, 2nd half-year 2011

| City | Share in % |
|---------------|------------|
| New York | 22.3% |
| Bangkok | 6.5% |
| Chicago | 5.3% |
| Sao Paulo | 5.2% |
| Johannesburg | 5.2% |
| Hong Kong | 5.2% |
| Tel Aviv Yafa | 5.1% |
| Los Angeles | 5.1% |
| San Francisco | 5.0% |
| Miami | 5.0% |

Daily course of passengers at the Gates E East on a reference day in the 2nd half-year 2011

Daily course of arriving and departing passengers at the Gates E East, 2nd half-year 2011 (reference day 23rd of Sep 2011)



1.6. Gates E West

Type of flights

Merely flights to Non-Schengen countries: Swiss long distance flights and various airlines

Airlines:

Swiss long distance, British Airways, various other airlines long, short and medium distance

Reason for travel:

Business passengers: 46%, Leisure passengers: 54%

Number of passengers at the Gates E West
2nd half-year 2011 (incl. transfer passengers)

| <i>Month</i> | <i>arriving passengers</i> | <i>departing passengers</i> |
|--------------|--------------------------------|---------------------------------|
| 07.2011 | 212'692 | 276'800 |
| 08.2011 | 234'180 | 211'616 |
| 09.2011 | 193'086 | 213'249 |
| 10.2011 | 217'872 | 240'527 |
| 11.2011 | 163'297 | 171'276 |
| Total | 1'021'127 | 1'113'468 |

Number of departing passengers at the Gates E West
per class, 2nd half-year 2011

| <i>Class</i> | <i>departing passengers</i> | <i>Share in %</i> |
|--------------|---------------------------------|-------------------|
| Eco | 994'179 | 89.3% |
| Business | 112'166 | 10.1% |
| First | 7'123 | 0.6% |
| Total | 1'113'468 | 100.0% |

Destinations of departing passengers at the Gates E West, 2nd half-year 2011

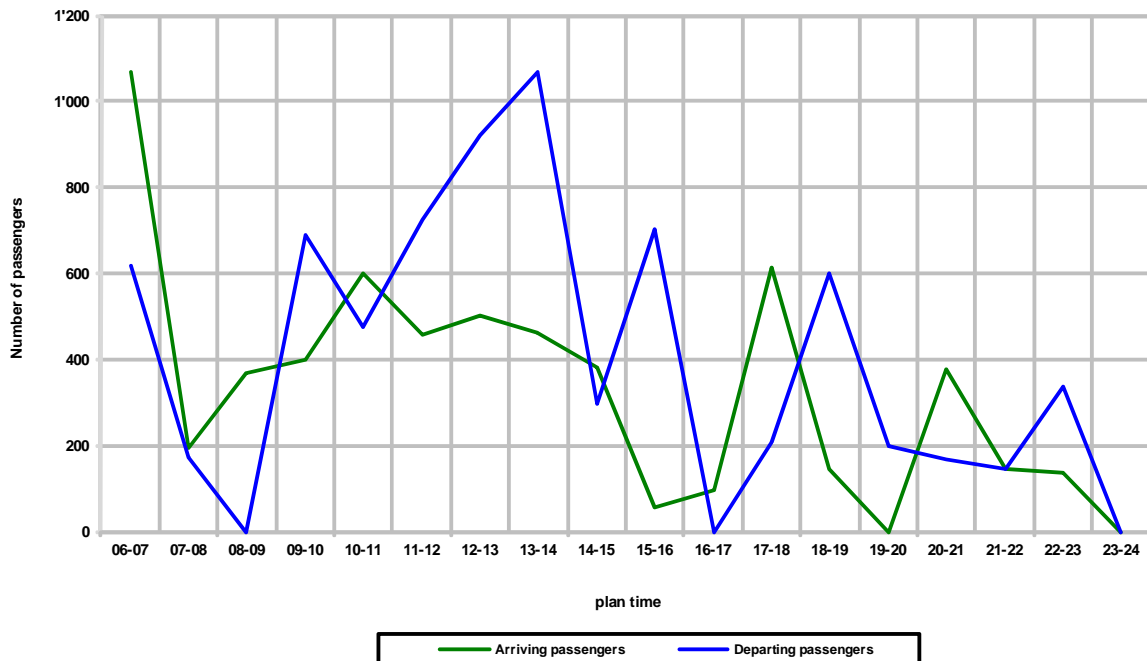
| Land | Share in % |
|----------------------------|------------|
| United Kingdom | 16.5% |
| Turkey | 14.1% |
| United Arab Emirates | 8.9% |
| Canada | 5.8% |
| Israel | 5.3% |
| India | 5.2% |
| Singapore | 4.6% |
| Egypt | 4.3% |
| Kosovo | 4.2% |
| People's Republic of China | 3.6% |

Main destinations of departing passengers at the Gates E West, 2nd half-year 2011

| City | Share in % |
|---------------|------------|
| London | 15.0% |
| Dubai | 8.9% |
| Antalya | 6.6% |
| Tel Aviv Yafo | 5.3% |
| Singapore | 4.6% |
| Istanbul | 4.5% |
| Pristina | 4.2% |
| Shanghai | 2.8% |
| Tokyo | 2.8% |
| Delhi | 2.8% |

Daily course of passengers at the Gates E West on a reference day in the 2nd half-year of 2011

Daily course of arriving and departing passengers at the Gates E West, 2nd half-year of 2011 (reference day 23rd of Sep 2011)



Appendix

Explanation of graphics on pages 5-8

The charts on page 4 provide a basis for the graphic chart of passenger flows on pages 5-8. The graphics are based on the stated period of the document.

The graphics differentiate between locally departing, transfer and locally arriving passengers.

Departing local passengers, page 5

The numbers, stated underneath the check-in areas show the total of passengers that has checked in at the respective check-in counter for the corresponding period.

After the check-in, several routes lead the passengers to one of the 4 different Boardingpass Control (BC) in the Airside Center. Which way the passengers use is based on the following experience:

Check-in 1 → BC2 upper level, to the right
= 20% of all passengers who have checked in at Check-in 1.

Check-in 1 → BC1 lower level, to the right
= 80% of all passengers who have checked in at Check-in 1, plus 20% of all passengers who have used Check-in 3.

Check-in 3 → Check-in 1
= 20% of all passengers who have checked in at Check-in 3.

Check-in 3 → Service bridge
= 80% of all passengers who have checked in at Check-in 3.

Service Bridge → BC3 lower level, to the left
= 60% of all passengers who have checked in at Check-in 3.

Service Bridge → Check-in 2
= 20% of all passengers who have checked in at Check-in 3.

Check-in 2 → BC4 upper level, to the left
= all passengers who have checked in at Check-in 2, plus 20% of all passengers who have used Check-in 3.

Albeit the use of BC can help to differentiate in which area of the Airside Center the passengers arrive, the way the passengers choose inside the Airside Center cannot be determined.

However, the flight numbers inform us about the departure gates of the passengers. The arrows on the Airside Center graphic illustrate how many locally departing passengers proceed to and depart from which gate.

Transfer passengers, page 6

The arrows indicate the number of arriving transfer passengers, as well as how many departing transfer passengers proceed to the gates.

All transfer passengers who arrive at a Non-Schengen gate and also depart from a Non-Schengen gate do not enter the Airside Center.

The numbers on the rotating arrows at Gates A and E define the percentage of transfer passengers which stay at their dock and do not visit the Airside Center, due to short connection times. The basic connection times are as follows:

- At Gates A 60 minutes
- At Gates E 3 hours

The rotating arrows inside the Airside Center define the number of transfer passengers inside the Airside Center. Here again, we cannot determine the ways the transfer passengers choose inside the Airside Center.

Total departing passengers, page 7

This graphic states the total number of departing local and transfer passengers, by adding the total of locally departing passengers (page 5) to the total of departing transfer passengers (page 6).

The number, written on the Airside Center includes the locally departing as well as the transfer passengers, which stay inside the Airside Center. The estimated total of transfer passengers that remain at their docks A and E due to connection times is excluded. These totals are written on the rotating arrows of the particular docks. The estimated connection time for Gates A is 60 minutes, and for Gates E 3 hours. Furthermore excluded is the number of transfer passengers who proceed from one Non-Schengen gate to another Non-Schengen gate.

The arrows show the total of departing passengers which proceed from the Airside Center to the individual areas.

Arriving local passengers, page 8

The arrows in this graphic indicate how many local passengers proceed from the gates to the arrival areas 1 or 2. The number below the arrival areas is the total of locally arriving passengers.

Gate areas

| Type of gate | Gate area |
|------------------------------|---------------------------------------|
| Bus Gates A10 (Schengen) | A01 - 10 |
| Bus Gates A50 (Schengen) | A51 – 56 (closed from September 2010) |
| Bus Gates B10 (Schengen) | B01 - 10 |
| Bus Gates B20 (Non-Schengen) | B22 - 29 |
| Gates A (Schengen) | A62 - 67 |
| | A71 - 75 |
| | A81 - 86 |
| Gates E East (Non-Schengen) | E16 - 37 |
| Gates E West (Non-Schengen) | E42 - 67 |
| Grüezi A (Schengen) | Grüezi A |
| Grüezi D (Non-Schengen) | Grüezi D |
| Grüezi Z (Schengen) | Grüezi Z |

Imprint

Editorial staff:
Franziska Platten
Teresa D'Onghia
Benjamin Müller
Eva Gramlich

OPD:
franziska.platten@zurich-airport.com
teresa.donghia@zurich-airport.com
benjamin.mueller@zurich-airport.com
eva.gramlich@zurich-airport.com