

OUR IDENTITY

Palexpo SA, the Geneva Exhibition and Congress Centre company, runs an international multipurpose exhibition and congress venue boasting high-quality services and infrastructure. Palexpo also uses its organisational flair and expertise to offer its services well beyond its site in Geneva with a view to forging long-term ties with its partners and promoting the city as a place to be.

OUR ACTIVITIES

We host and organise events (exhibitions, congresses, conferences, product launches, etc.) at Palexpo and elsewhere in every sector of activity (commercial, industrial, cultural, sports, leisure, etc.), help promote and/or finance them and perform all the relevant sideline activities.

OUR MISSION

To serve society, generate economic benefits for the region and further spread Geneva's reputation in Switzerland and worldwide, while at the same time maintaining our financial independence.

OUR CLIENTS

Each Palexpo client (organiser, exhibitor, visitor) is treated as unique, in line with our belief that long-term business relationships depend on a personalised approach based on mutual trust.

In this light, Palexpo undertakes to:

- maintain and consolidate its special relationship with its clients, capitalising on the professionalism and experience of its staff, based on the principles of respect and fairness;
- offer all its clients the best possible service, and address and anticipate their needs by closely monitoring market developments and new trends as part of its drive to optimise the quality of its services;
- develop a corporate culture fostering dialogue and an atmosphere of trust between the various stakeholders, and serve as a locus for multicultural dialogue, exchange and discovery befitting Geneva's history of openness to the world.

OUR VALUES

Five values and guiding principles serve as a leitmotiv for Palexpo's activities and are reflected in the work of its staff.

These values are the cornerstone of Palexpo's success, providing the basis for the vital bonds of trust needed between the organisation and its clients, partners and suppliers and between the members of staff themselves.

Palexpo's core values are:

- **Client Satisfaction:** We go outside our comfort zone by really putting ourselves in our clients' shoes as we explore their actual needs and expectations and go about addressing them.
- **Professionalism:** We show competence, make personal commitments and stick to them, get involved in (continuing) training, are able to take the initiative, follow with interest the company's operations, integrate and assume responsibility.
- **Innovation:** We propose and implement new ideas and foster a genuine sense of curiosity and an 'out of the box' approach while keeping our feet firmly on the ground. Furthermore, we aim to transcend the conventional state of the art with our pioneering spirit.
- **Quality:** Providing an impeccable level of service, we are considered an authority in our field and aspire to continuous improvement of our operations.
- **Team Spirit:** We support each other, share our knowledge, are transparent in our activities, motivate those around us, accept the differences between us, respect others, establish bonds of trust, provide constructive criticism and share our success.

OUR VISION

To serve as a role model in terms of hosting and organising events in Switzerland and around the world with the unique experience it offers characterised by:

- **the transformation of ideas into innovative solutions;**
- **compliance with the values of sustainable development;**
- **the excellence of our skills and services;**
- **a unified approach with our partners.**

OUR COMMITMENT

All the staff members of Palexpo abide by this charter, which enshrines everyone's commitment to upholding – both individually and collectively – the values of the organisation and to ensuring they are maintained. It also applies to Palexpo's partners and suppliers, who undertake to adhere to the values described herein.

Done at Geneva and signed on 18 January 2016