



PALEXPO CHARTER

OUR IDENTITY

PALEXPO, Geneva's Exhibition and Congress Centre, is an international multipurpose exhibition and congress venue. It is designed to offer high-quality infrastructure and services to third-party event organisers and to boost their loyalty to Geneva as a meeting venue by tapping appropriate market opportunities.

OUR ACTIVITY

We welcome and organise 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 infrastructure and to maintain financial independence.

OUR CLIENTS

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

Therefore PALEXPO pledges:

- To maintain and strengthen a privileged relationship with its clients based on the professionalism and experience of its staff, on respect and equality.
- To offer all its clients the best possible service, to address and anticipate their needs, while paying attention to the evolution of the marketplace and new trends to optimize the quality of its services.
- To develop an environment fostering dialogue 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

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

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



PALEXPO CHARTER

The core values of PALEXPO are:

- **Client Orientation**

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

- **Professional Awareness**

We demonstrate rigour, 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

Make PALEXPO a premier meeting place and venue for exchange, offering a unique experience to our guests. The tools to meet our objective are:

- Adapting our infrastructure to market needs.
- 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 PALEXPO adhere to this charter. It marks the commitment of everyone to support - individually and collectively - the values of the organisation and to make certain they are observed. They also apply to the partners and suppliers of PALEXPO who are committed to adhere to its values.

Claude Membrez
Managing Director

