



Annual Report 2011



Rega in brief

Key figures	2011	2010	%
Total number of missions organised	14,240	13,726	3.7
– Helicopter	10,797	10,213	5.7
– Fixed-wing aircraft	1,052	1,088	–3.3
– Other missions ¹	2,391	2,425	–1.4
No. of patrons (in millions)	2.380	2.294	3.7
No. of employees ²	319	314	1.6
Operating revenue (CHF million)	146	140	4.3
Operating expenditure (CHF million)	129	136	–5.1
Operating result (CHF million)	17	4	325.0
Balance sheet total (CHF million)	493	474	4.0

¹ Other missions: transports by ambulance, organ transports by taxi, missions on behalf of the Swiss Alpine Club, Spéléo-Secours, Redog, etc.

² Full- and part-time employees at the end of December (Job Count)

Fleet (as at 01.01.2012)

AgustaWestland Da Vinci



No. of helicopters:	10
Patient capacity:	1 lying, 1 sitting
Rotor diameter:	10.83 m
Length:	12.96 m
Height:	3.44 m
Engines:	2 Pratt & Whitney PW 207 C
Maximum flying speed:	250 km/h
Rescue hoist:	payload max. 270 kg, cable length 90 m

Eurocopter EC 145



No. of helicopters:	6
Patient capacity:	1 lying, 1 sitting
Rotor diameter:	11.00 m
Length:	13.03 m
Height:	3.96 m
Engines:	2 Arriel 1E2
Maximum flying speed:	240 km/h
Rescue hoist:	payload max. 270 kg, cable length 90 m

Challenger CL-604



No. of aircraft:	3
Patient capacity:	4 lying
Wing span:	19.61 m
Length:	20.86 m
Height:	6.40 m
Maximum take-off weight:	21,863 kg
Maximum range:	6,500 km
Cruising speed:	850 km/h

Contents

Operations	4
Medicine	6
Services	8
Organigram	9
Organisational structure	10
Corporate Governance	11
Conditions of Patronage	12
Mission Statement	13
Rega in 2011	14
Locations and addresses	15



“Rega is justifiably taking an active stand against the commercialisation of air rescue.”



For Rega, the 2011 operational year was characterised by a record number of helicopter missions and a further increase in the number of ambulance jet flying hours. Taking the purpose of the Foundation as a benchmark, Rega has thus fully accomplished its task. Day after day, it transports emergency medical assistance to people in distress, both in Switzerland and abroad.

At a political level, 2011 proved to be a challenging year. The ruling that Rega's patronage contributions should be subject to VAT was upheld by the Federal Supreme Court. We shall continue to fight against this decision through political channels and hope that Parliament will see fit to dispense with this unjustified burden on our non-profit patronage contributions. The Swiss Touring Club (TCS) is attempting to grow wings by launching an airborne repatriation service – and by doing so is cherry-picking, leaving Rega with the costly stand-by service. This is not in the spirit of Switzerland's air-rescue activities, which are founded on solidarity and aimed at serving the general public. The on-going, unwarranted discussion triggered by the Swiss Price Supervisor about Rega's allegedly overly high prices also plays a role in this respect. Once again, we would like to point out that both Rega's flight minute tariffs and its patronage contributions have remained unchanged for decades!

Instead of wasting time debating such matters, Rega prefers to focus its attention on its core task of swiftly transporting emergency medical assistance by air. It has now been doing this for 60 years; Swiss Air-Rescue celebrates this special anniversary on 27 April 2012. The motto of our jubilee is “60 years. Thanks to you.” It is dedicated to our patrons, whose financial support keeps Rega airborne. In 2011, the number of patrons rose even further, by an incredible 86,000. As the Chairman of Rega's Foundation Board, I would also like to express my heartfelt thanks to our reliable operation partners, the various insurance companies and, in particular, all our employees.

On behalf of the Foundation Board

Albert Keller
Chairman until 31.12.2011



New Chairman of the Foundation Board

Ulrich Graf, who has served on Rega's Foundation Board for many years, took over the position of Chairman from Albert Keller on 1 January 2012. Rega's Foundation Board, Management Board and staff would like to thank

Albert Keller for his hard work on behalf of Rega and wish Ulrich Graf all the best with his new responsibilities.

Operations

“We are preparing for the future by making targeted investments.”

Ernst Kohler, CEO/Chairman of the Management Board



10,797 missions by rescue helicopter – never before in Rega’s history were its helicopters in such great demand. On average that is almost 30 helicopter missions every day – and added to that are the flights performed by our ambulance jets, as well as the services provided by our medical teams who accompany patients on scheduled flights. By way of comparison, in 1953 – a year after Swiss Air-Rescue was founded – just six rescue operations were carried out. Even after 60 years, Rega is untiring in its efforts to provide emergency assistance from the air.

Long-awaited milestone is set

In 2011, after many years of working towards certification, Rega was finally able to carry out its first GPS helicopter approach flight to a hospital. Since 27 July 2011, it has been possible to fly direct to the Inselspital University Hospital in Berne even in minimal visibility, thus increasing patients’ safety. We are convinced that the combination of visual and instrument flights – the latter guided directly by the “signposts in outer space”, as the aviation magazine, SkyNews, so aptly described it – will become firmly established in the sphere of air rescue in Switzerland. The path continues to be a stony one, but Rega is intent on reaching its goal. For this, it relies on the support of the Federal Office of Civil Aviation (FOCA).

Working for the next generation

Rega’s investment activity has remained as vigorous as ever. In June 2011, the foundation stone was laid for the new Ticino base at Locarno Airport. Work is in full swing and we are confident that the new helicopter base will be able to start operations some time in 2012. The project for a new helicopter base in Zweisimmen, in the Bernese Oberland, is proceeding well; the plans are currently at the approval stage and if all goes well, building will commence in 2012. The work on our helicopter simulator is also making good progress. In addition, Rega has, almost unnoticed, been setting up a new dispatch system. The future-oriented reorganisation measures adopted by the Foundation Board at the end of 2010 were successfully implemented by the Management Board in 2011. Young faces were appointed to the Management Board, and responsibilities were broadened and supported across our in-house processes. As a result, Rega is now well-equipped to face the challenges of the future.



New infrastructure for the Operations Centre

Rega's largest project at present involves setting up a new dispatch system. Various parts of the old system have now reached the end of their operational life. Considerable effort is being invested in integrating tried-and-tested procedures into Swiss Air-Rescue's new "heart" and transferring existing data. The Operations Centre at the Rega Centre is being completely redesigned and modernised, and after an intensive phase of testing, training and trial operation, the new workplaces will be installed. Within the framework of these activities, Rega's operation radio network is also undergoing revision. Overall, Rega is investing around CHF 21 million in REMICO (Rega Mission Control), as the project is known internally.

Expansion and modernisation at the Rega Centre

Rega is currently busy with various building projects at Zurich Airport. We have had the opportunity to rent additional facilities in the neighbouring building. Both the Patronage Centre and the Mission Administration department have moved into new offices, which has substantially improved the quality of their workplaces. The major conversion of the Operations Centre on the third floor is scheduled to commence in 2013. During this time, the mission coordinators will work in a provisional Operations Centre, also housed at the Rega Centre.

iRega and Android

On 2 February 2011, Rega launched its free iPhone application, iRega. Since the beginning of January 2012, a version has also been available for smartphones using the Android operating system. Two finger clicks are all it takes to trigger the alarm. The exact coordinates of the caller are transmitted to Rega and a telephone connection is automatically set up with the Operations Centre, thus saving valuable time. With approximately 450,000 downloads to date, the app has proved extremely popular. So far, the alarm has been raised over 200 times via iRega and Rega for Android.

60 years. Thanks to you.

Swiss Air-Rescue was founded on 27 April 1952. In 2012, its jubilee year, Rega would like to express its thanks particularly to its patrons, its numerous partners and the Swiss population by organising various events and Open Days. For example,

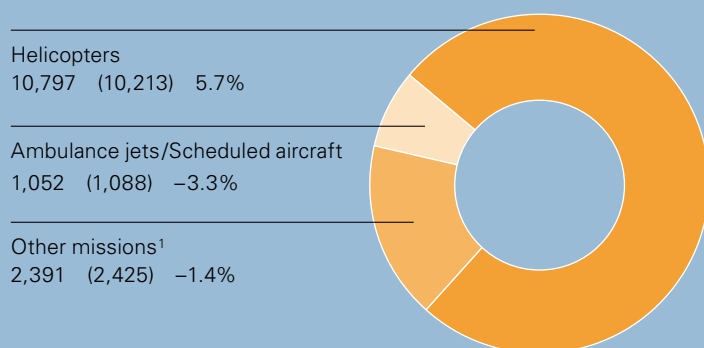


on 27 April 2012, festivities will be taking place at the Rega Centre at Zurich Airport, and on the following two days,

the doors will be open to the public. Open Days will be held at the lowland bases, too: on 9 June at the Lausanne helicopter base, on 23 June at the Berne base in Belp, and on 7 July at the Zurich base in Dübendorf. In addition, Rega is pleased to present to the general public its brand new film, "Rega close up".

No. of missions

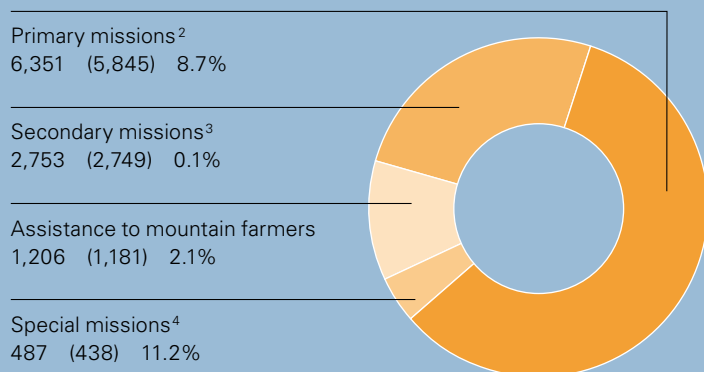
2011 (2010) and change compared to previous year **14,240 (13,726) 3.7%**



Missions by helicopter

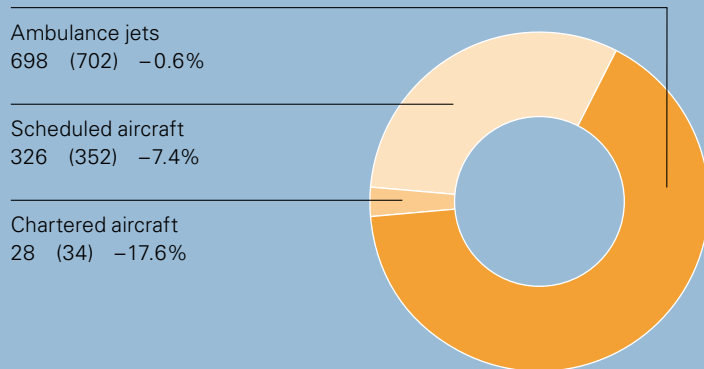
2011 (2010) and change compared to previous year **10,797 (10,213) 5.7%**

of which are carried out at night 2,083 (1,980) 5.2%



Missions by fixed-wing aircraft

2011 (2010) and change compared to previous year **1,052 (1,088) -3.3%**



¹ Other missions: transports by ambulance, organ transports by taxi, missions on behalf of the Swiss Alpine Club, Spéleo-Secours, Redog, etc.

² Primary missions: emergency missions

³ Secondary missions: inter-hospital transfers, neonatology/organs

⁴ Special missions: non-medical missions (search, route securing and reconnaissance flights on behalf of operation partners)

Medicine

“By stepping up our networking activities, we are able to optimise aeromedical services.”

Dr. med. Roland Albrecht, Medical Director/Member of the Management Board



In 2011, Rega transported a total of 10,116 patients, representing an increase of 4.9%. Of these, 9,278 seriously injured or ill persons were flown to hospital by rescue helicopter. Rega also repatriated 691 patients using its own ambulance jets. Moreover, 147 patients were accompanied

and attended to by Rega jet flight physicians and/or flight nurses on scheduled flights. Repatriations do not always require the use of an ambulance jet; sometimes the Rega flight coordinator can arrange for the patient to be flown back home on board a scheduled aircraft. However, this is often not possible due to lack of empty seats, particularly during the high season. In such cases, Rega organises combined flights using an ambulance jet, whereby up to four patients from different destinations are repatriated at the same time.

Intensified cooperation with the hospitals

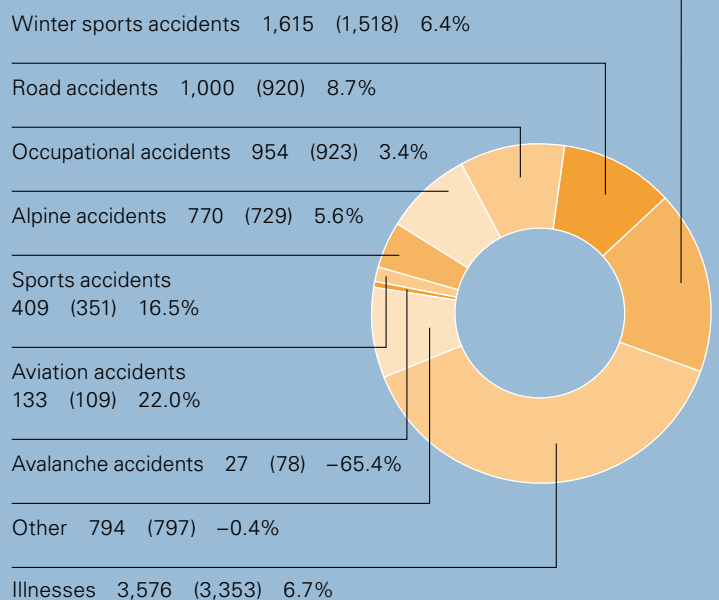
In order to be able to deploy flight physicians at our helicopter bases, for many years Rega has been working in close collaboration with the anaesthetic department at the regional hospital located closest to the Rega base. Over the last three years, this successful cooperation has been further expanded. In the field of air-ambulance operations, too, new working models were created for the flight physicians and flight nurses, such as job sharing and rotation positions. This networking within the healthcare sector enables both Rega and the hospitals to further optimise the interfaces and processes relating to emergency medicine and to address their mutual requirements. In the end, this is of benefit to the patients.

Quality Management – assessment of the indications for repatriation

Rega arranges repatriation flights for patients from all over the world back to Switzerland, where they then receive further medical care. In many cases, it is extremely difficult to accurately assess the necessary medical treatment, the therapeutic possibilities available locally, the optimal time to transport the patient, and the choice of a suitable means of transport. Within the framework of its Quality Management activities, Rega aims to shorten the time taken to identify the various indications, and to constantly reassess the deployment of the means of transport, particularly the extremely costly ambulance jet.

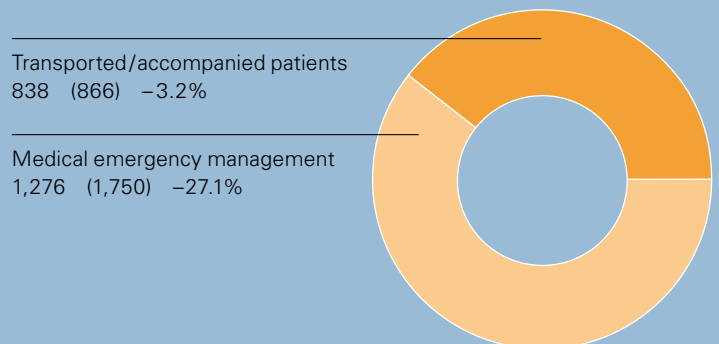
No. of patients, primary/secondary missions by helicopter

2011 (2010) and change compared to previous year **9,278 (8,778) 5.7%**



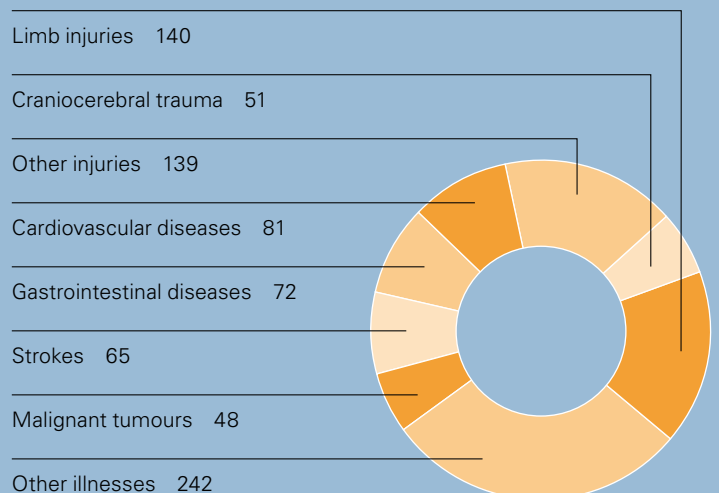
Medical emergencies abroad

2011 (2010) and change compared to previous year **2,114 (2,616) -19.2%**



Transported/accompanied patients

2011 (2010) and change compared to previous year **838 (866) -3.2%**





Services

“Thanks to our loyal patrons, Rega is able to perform a public service.”

Andreas Lüthi, Chief Financial Officer/Member of the Management Board



In 2011, patrons' contributions increased by 2.8% to CHF 86.478 million, the annual result rose CHF 13 million to CHF 17 million, and the organisational capital grew 3.2% to CHF 450 million. The balance sheet total at the end of the year was CHF 493 million.

This gratifying result is attributable, among other things, to the adjusted amortisation period, which for the helicopters was extended to 14 years. As a result of the volatile situation in the financial markets, the securities portfolio was not increased, which led to a relatively high amount of liquid funds totalling CHF 60.8 million.

Thanks to its patrons, Rega is able to provide its air-rescue services without burdening the taxpayer. This is absolutely unique. Currently, Rega has 2.38 million patronages. For some 20 years now, patronage contributions have remained at the same low level. Taking into account accumulated inflation, these contributions and the costs invoiced have dropped by a good 15%. Our helicopter flight tariffs, too, have not increased since the mid-1990s. By way of comparison, between 1990 and 2009, the costs in the Swiss health sector rose 127% (Swiss Federal Statistical Office).

Rega and insurance companies

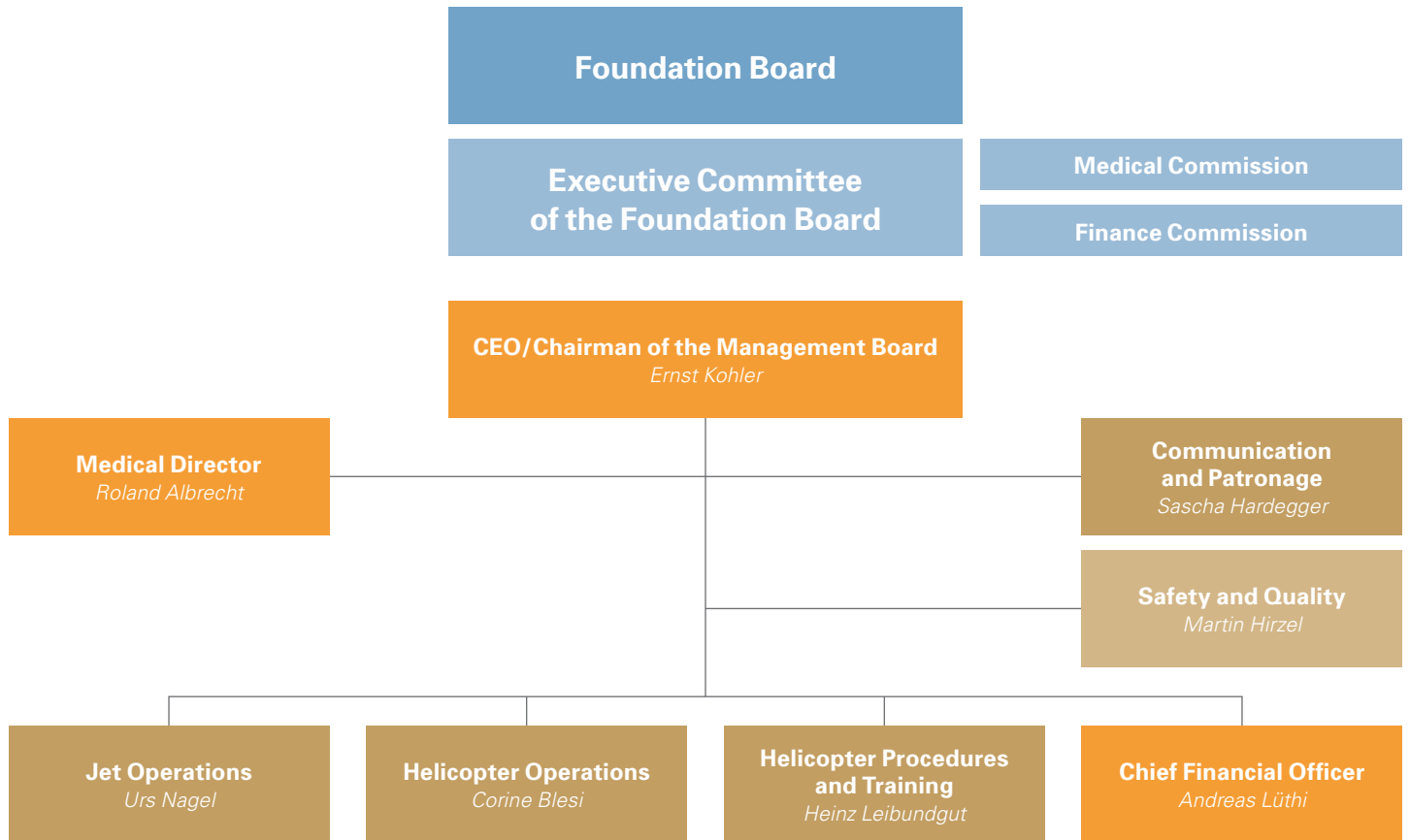
The tariff structure for Rega missions is being subjected to ever greater pressure. This is due, on the one hand, to the constant rise in healthcare costs and, on the other, to the fact that our jet repatriations are increasingly being confronted with dumping prices offered by other providers. Not even half of Rega's costs are covered by insurance companies. Rega is only able to survive thanks to the financial contributions of its patrons. Swiss Air-Rescue is now taking measures to better inform the cost carriers and hospitals, in particular, of its cost structure. Occasionally, it also explains why it is fighting against the cherry-picking by other organisations and why it is opposed to the commercialisation of air rescue.

Rega and VAT

Swiss Air-Rescue Rega provides round-the-clock emergency assistance by air as a public service. However, thanks to its patronage system, the taxpayer is not impacted in any way. Since 2008, Rega has been required to pay VAT on these patronage contributions, totalling around CHF 5.5 million per annum. Rega is fighting against this decision. In October 2011, the Federal Supreme Court, as the final instance, ruled against Swiss Air-Rescue. Nevertheless, Rega will continue to actively oppose this VAT obligation at a political level. A parliamentary initiative is currently pending.



Organigram (as at 01.01.2012)



Management Board
 Division (Members of the Extended Management Board)
 Department



Extended Management Board

From left: Heinz Leibundgut, Sascha Hardegger, Corine Blesi, Urs Nagel

Management Board

From left: Roland Albrecht, Ernst Kohler, Andreas Lüthi



Foundation Board 2012

From left: Andreas Berger, Thomas P. Emmerich, Paul Maximilian Müller, Christian Kern, Michael Hobmeier, Franz Steinegger, Ulrich Graf, Albert Keller, Patrizia Pesenti, Adrian Frutiger, Heidi Hanselmann, Marco Maggiorini, Bruno Jelk, Roland Müller
(Absent: Markus Mader)

Swiss Air-Rescue Foundation Board

- Albert Keller, Uitikon, since 1990
Chairman until December 2011 and Member of the Executive Committee
- Ulrich Graf, Bäch, since 2001
Chairman and Member of the Executive Committee
- Franz Steinegger, Flüelen, since 1990
Vice-Chairman and Member of the Executive Committee
- Michael Hobmeier, Bäch, since 2007
Member of the Executive Committee
- Christian Kern, Prof. Dr. med., Geneva, since 2009
Member of the Executive Committee
- Paul Maximilian Müller, Berne, since 1990
- Adrian Frutiger, PD Dr. med., Trimmis, since 1998
- Charles Raedersdorf, Köniz, 1998–2011
- Roland Müller, Prof. Dr. iur., Staad, since 2006
- Andreas Berger, Dr. med., Merlischachen, since 2007
- Bruno Jelk, Zermatt, since 2007
- Patrizia Pesenti, Breganzona, since 2009
- Heidi Hanselmann, Walenstadt, since 2010
- Thomas P. Emmerich, Riehen, since 2011
- Marco Maggiorini, Prof. Dr. med., Schindellegi, since 2011
- Markus Mader, Berne (Swiss Red Cross representative), since 2008

Auditors

KPMG AG, Zurich

Medical Commission

- Christian Kern, Prof. Dr. med., Chairman
- Adrian Frutiger, PD Dr. med.
- Andreas Berger, Dr. med.
- Marco Maggiorini, Prof. Dr. med.

Finance Commission

- Michael Hobmeier, Chairman
- Ulrich Graf
- Paul Maximilian Müller

Advisory Committee Partner Organisations

- Charles Raedersdorf, Rega Foundation Board, Chairman until December 2011
- Franz Steinegger, Vice-Chairman Rega Foundation Board, Chairman
- Bruno Jelk, Rega Foundation Board
- Bruno Bagnoud, Canton Valais representative
- Thierry Boillat, Spéléo-Secours representative
- Marc Defalque, Swiss Touring Club representative
- André Duvillard, police commanders representative
- Vali Meier, Swiss Cable Cars Association representative
- Oliver Okle, Swiss Air Force representative
- Peter Salzgeber, Medical Emergency Call Centre 144 representative
- Adrian Stäger, Swiss helicopter companies representative
- Franz Stämpfli, Swiss Alpine Rescue representative

Corporate Governance

The purpose of the Swiss Air-Rescue Rega Foundation is above all to help people in distress and in need of assistance, in accordance with the Fundamental Principles of the Red Cross. As a member of the Swiss Red Cross, it provides its services without discrimination as to person, financial circumstances, social status, nationality, race, religious beliefs or political opinions.

Rega is fully committed to conducting its business according to the principles of good corporate governance. It upholds the five guiding principles of non-profit governance: checks and balances, responsibility and efficiency, transparency, safeguarding the interests of patrons, and safeguarding the interests of donors. Rega's guiding principles relating to corporate governance are embedded in its Foundation Deed and Regulations, its Mission Statement, and its organisation and management regulations. They are regularly monitored and, where necessary, amended by the Foundation Board.

Foundation Board

The Foundation Board is Rega's supreme body. It lays down the guiding principles of the organisation in accordance with the Foundation Deed. It draws up the Mission Statement and pertinent regulations. It adopts the strategy and the budget, and approves the Annual Report and the annual financial statements. It defines the supervision and monitoring of the business activities. It also authorises the principles relating to the remuneration of the members of the Foundation Board and the Management Board.

The Foundation Board comprises a maximum of 15 members. The term of office is four years. Members are eligible for re-election up to their 70th birthday. There is no limitation on the length of service of the members of the Foundation Board.

The Foundation Board elects from among its members a Chairman, as well as the five members of the Executive Committee, and also defines the Committee's tasks and competences.

Executive Committee of the Foundation Board

The Executive Committee of the Foundation Board is responsible for carrying out the tasks delegated to it. It coordinates the permanent commissions of the Foundation Board. Furthermore, on behalf of the Foundation Board, it supervises and monitors the Management Board and issues it with the necessary instructions.

Management Board

The Chairman of the Management Board is charged with managing the operative business, implementing the resolutions adopted by the Foundation Board and the Executive Committee, and delegating the various tasks and competences within the organisation.

Tasks and procedures of the permanent commissions and the Advisory Committee

Each specialist body is governed by a set of regulations specifying its various tasks and competences, and is headed by a chairperson elected by the Foundation Board. The commissions meet on a regular basis to discuss specialist matters, which are specified by the relevant chairperson.

Prior to the meeting, the commission members receive the relevant documents so that they can prepare for the various items on the agenda.

Medical Commission

The Medical Commission comprises the Chairman, *Prof. Dr. med. Christian Kern*, and three physicians, all of whom are members of the Foundation Board. The meetings are also attended by the Chairman of the Management Board, the Medical Director and, where necessary, other specialists, who are present in an advisory capacity and have the right to propose motions.

The Medical Commission is an advisory body to the Foundation Board and the Medical Director. It deals with and considers specialist matters relating to rescue and transport medicine that fall within the competence of the Foundation Board, prior to the Board taking any decisions. When drawing up medical guidelines and quality controls, the Commission is assisted by Rega's Medical Service.

Finance Commission

The Finance Commission comprises its Chairman, *Michael Hobmeier*, and other members of the Foundation Board. The meetings are also attended by the Chairman of the Management Board, the Chief Financial Officer and, where necessary, other specialists, who are present in an advisory capacity and have the right to propose motions.

The Finance Commission is an advisory body to the Foundation Board. It deals with matters relating to financial planning, budgeting, investment policy and the internal control system, and periodically examines the form and scope of financial reporting.

Advisory Committee Partner Organisations

Under the chairmanship of *Franz Steinegger*, the Advisory Committee comprises members of Rega's Foundation Board, together with representatives from the partner organisations, namely Swiss Alpine Rescue, commercial helicopter firms, the Canton of Valais Air-Rescue Service, the Swiss Air Force, the Swiss Cable Cars Association, police commanders, Spéléo-Secours, the Medical Emergency Call Centre 144, and the Swiss Touring Club.

The Advisory Committee is concerned with tasks relating to the collaboration between the partner organisations and promotes the exchange of information between the various network members.

Accounting and auditing

At Rega, the "four eyes" principle is applied. This means that fundamentally two signatures are required at all levels. The Foundation Board has drawn up a set of regulations governing competences and signatory rights. Both internal and external control bodies periodically check that these regulations are being complied with.

Conditions of Patronage

To ensure that Rega can provide a professionally run and suitably equipped air rescue service at all times in accordance with its objective as a charitable foundation, it needs private donations.

You can become a Rega patron by paying the following minimum donation:

- CHF 30.– for individuals
- CHF 60.– for couples (married/cohabiting couples or registered partners)
- CHF 70.– for families (parents with children who are under 18 on the day of payment)
- CHF 40.– for small families (single parents with children who are under 18 on the day of payment).

Patronage is valid for the current calendar year and starts with your payment. If patronage is not renewed it will expire on 15 May of the following year.

As a token of appreciation for this support, Rega can, at its own discretion and within the bounds of its resources, waive the costs for the services listed below for patrons, wholly or in part. This includes both rescue services that Rega provides itself and any services of other providers which it organises. Such services can only be provided at reduced or no cost, however, if health insurers and other insurance companies or other liable third parties do not or only partially cover the costs of the rescue mission. Under all circumstances, Rega provides its rescue services and also grants any possible cost reductions without any legal obligations, since these can only be given within the limits of Rega's human and technical resources as well as the means at disposal. In particular, operational, medical or meteorological reasons may prevent Rega from engaging in rescue operations.

1. Switzerland and the Principality of Liechtenstein

- Rescue flights and flights undertaken for medical reasons to the closest suitable hospital
- Rescue operations conducted by rescue teams of the Swiss Alpine Club (SAC)
- Search operations in cooperation with the police and other competent organisations, as long as there is reasonable hope that help can be given to the missing persons
- Evacuations and preventive missions in case of danger to life and limb
- Flights to recover dead persons after consultation with the competent authorities
- Flights to rescue injured, sick or dead cattle to the next location that can be reached with another means of transport, provided that the owners of the animals are natural persons and family patrons.

2. Worldwide

- Advice in case of medical problems abroad provided by Rega's emergency operations centre
- Medically indispensable repatriation flights to Switzerland for patrons resident in Switzerland or in the Principality of Liechtenstein as well as for Swiss nationals living abroad.

Rega will take a decision as to whether assistance is provided on the basis of medical, social and operational considerations. Rega shall determine the type and time of operation. Rega may entrust third-party organisations with the execution of rescue operations.

Rega's rescue operation centre (phone number from within Switzerland: 1414; from abroad: +41 333 333 333) is available around the clock to anyone in need of help due to an accident or acute illness.





Mission Statement

1. Our purpose

We provide an around-the-clock service offering swift, expert assistance by air. In particular, we transport medical care to the casualty and help in emergency situations.

This assistance also takes the form of medical advice and the use of our infrastructure.

Our operations are characterised by our highly qualified, professional members of staff and the very best equipment available in the fields of rescue, medical and flight technology.

2. Our fundamental concept

We are a non-profit organisation that is funded by its patrons. Our services are primarily geared towards the needs of the Swiss population.

We are financed by means of private funding. This enables us to operate independently in the service of our patients.

In the interest of the patient, we take an active stand against the commercialisation of air rescue.

Emergency missions and other operations carried out on behalf of the general public are not conditional upon whether or not the ensuing costs are covered.

Our rescue activities are based on the Fundamental Principles of the Red Cross.

3. Our patrons

Thanks to their annual contributions, our patrons enable us to build up and operate a suitable infrastructure to perform air-rescue operations on behalf of the Swiss population.

The services rendered by Rega to its patrons are not of a contractual nature and are therefore not deemed to be insurance benefits.

4. Our partners

We are fully aware of the importance of working in close collaboration with our partner organisations, and actively foster a successful working relationship with them.

We act as a fair and reliable partner.

We focus our activities on the fields of air rescue, air-ambulance repatriation services and medical advice.

5. Our staff

Our members of staff play a decisive role in fulfilling our purpose. The following factors are of particular importance in this respect:

- personal identification with the organisation and its purpose;
- independence and responsibility;
- willingness to perform, flexibility and motivation.

We aim to achieve this by means of:

- on-going training appropriate to the various hierarchical levels;
- progressive working conditions;
- appropriate salaries and attractive social benefits.

We foster a style of behaviour among our staff that is open, cooperative and characterised by mutual respect.

6. Our values

We strive to provide around-the-clock services of first-class quality and safety, as well as to cultivate a conscious, structured manner of dealing with risks.

Our organisational structures are characterised by a clear-cut delineation of tasks, competences and responsibilities. These are implemented and respected at all hierarchical levels, from ordinary employees right up to the members of the Foundation Board.

We act and communicate in an open and transparent way, both within our organisation and towards the outside.

We are conscious of a potential conflict between performing our work and protecting the environment, and take this into account in everything we do.

Rega in 2011



1 February



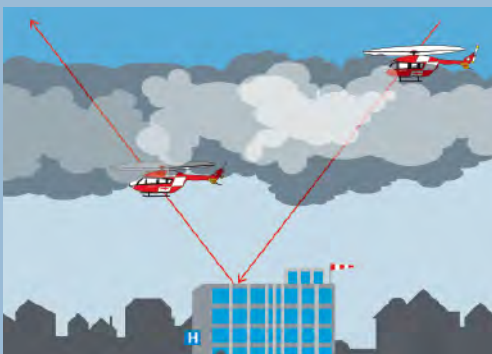
17 March



18–21 March



1 June



27 July

1 February: Rega launches its own emergency app for the iPhone.* Already on 5 February, the first alarm call is made via iRega to request emergency assistance for an injured snowshoe trekker. The coordinates transferred enable the rescue team to land at the exact site of the accident in the Furka region.

22 February: The first iRega emergency call from abroad reaches the Operations Centre. A person in Venezuela requires medical advice.

2 March: Rega refers the ruling by the Federal Administrative Court that Rega patrons' contributions should continue to be subject to VAT to the Federal Supreme Court. The entire amount of these contributions should, as before, be used to finance air-rescue services.

17 March: The first Rega ambulance jet bearing the new livery lands at Zurich Airport. The repainting of all three aircraft was the last measure in the major overhaul carried out after eight years of operation.

18–21 March: The deployment of a Rega ambulance jet to the earthquake region in Japan takes place in exceptional circumstances. The situation in Fukushima needs to be continually reassessed. A seriously ill member of the Swiss Humanitarian Aid Unit is repatriated.

14 April: At its annual media conference, Rega reports a further, highly gratifying, increase of 84,000 new patrons.

29 April: After a bomb attack in Marrakesh (Morocco), Rega flies two seriously injured tourists back to Switzerland.

1 June: The laying of the foundation stone for the new Ticino helicopter base at Lugano Airport marks a new era in the history of Swiss Air-Rescue in Italian-speaking Switzerland.

27 July: Thanks to satellite navigation, Rega can now fly direct to the Inselspital University Hospital in Berne when visibility is poor. The Federal Office of Civil Aviation approved Switzerland's first civilian GPS approach flight procedure for helicopters. As a result, patients benefit from improved safety in adverse weather conditions and high-lying fog.

5–7 August: As part of the activities to celebrate its 150th anniversary, the mountaineering and snow sports manufacturer, Mammüt, holds the "largest base camp ever" on the Jungfrauoch during the first week of August. Swiss Air-Rescue is responsible for providing round-the-clock medical care in the camp, at 3,471 metres above sea level.

10 October: Two Rega helicopters, together with partner firms, evacuate around 50 persons in the Bernese Oberland, one of a number of flood-hit areas. According to the authorities, it is a one-in-a-hundred-year flood event.

24 October: The Federal Supreme Court rules that Rega's patronage contributions should remain liable to VAT. Rega resolves to continue to fight against this decision through political channels. It believes that the full amount should go towards financing air rescue.

* Rega's emergency app for iPhones and Android smartphones can be downloaded free of charge at: www.iphoneen.rega.ch, www.androiden.rega.ch

Swiss Air-Rescue



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8058 Zurich Airport
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Fax +41 44 654 33 22
www.rega.ch
Postal account 80-637-5

Emergency numbers

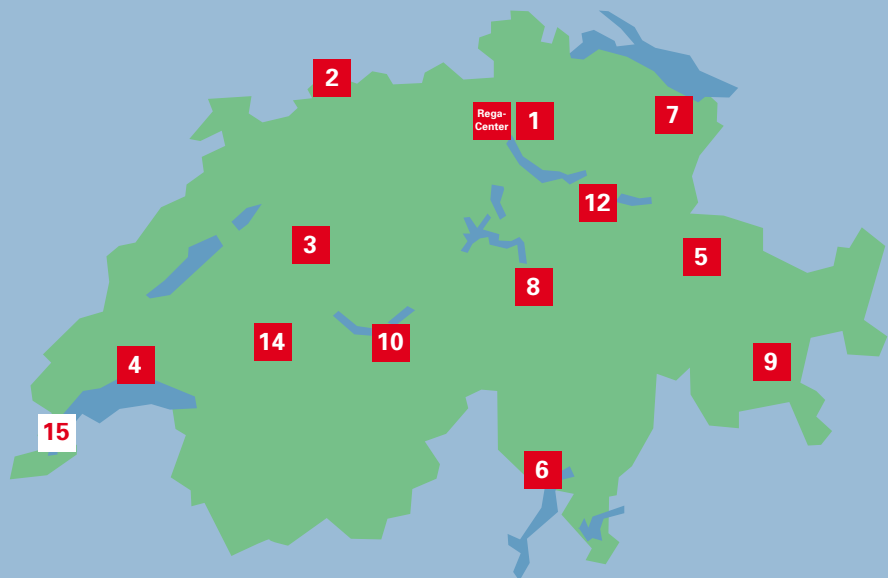
In Switzerland: 1414
Abroad: +41 333 333 333

Patron Service

Rega Centre
PO Box 1414
8058 Zurich Airport
Tel. +41 44 654 32 22
Fax +41 44 654 32 48
www.info.rega.ch

Media Service

Tel. +41 44 654 37 37
Fax +41 44 654 37 88



Rega helicopter bases



1 Dübendorf
Überlandstrasse 299
8600 Dübendorf
Tel. +41 44 802 20 20



6 Locarno
Aeroporto
6596 Gordola
Tel. +41 91 745 37 37



12 Mollis
Flugplatz
8753 Mollis
Tel. +41 55 614 55 55



2 Basel
Postfach
4030 Basel-Flughafen
Tel. +41 61 325 29 66



7 St. Gallen
Postfach 320
9015 St. Gallen
Tel. +41 71 313 99 33



14 Zweisimmen
Postfach 210
3770 Zweisimmen
Tel. +41 33 729 10 30



3 Berne
Flugplatzstrasse 1
3123 Belp
Tel. +41 31 819 65 11



8 Erstfeld
Reussstrasse 40
6472 Erstfeld
Tel. +41 41 882 03 33

Partner helicopter base



4 Lausanne
Route de Romanel 33
1018 Lausanne
Tél. +41 21 644 22 66



9 Samedan
Plazza Aviatica 6
7503 Samedan
Tel. +41 81 851 04 04



15 Geneva
Hôpitaux Universitaires de Genève
Base hélicoptère
1217 Meyrin
Tél. +41 22 798 00 00



5 Untervaz
Postfach
7204 Untervaz
Tel. +41 81 300 09 99



10 Wilderswil
Bönigstrasse 17
3812 Wilderswil
Tel. +41 33 828 90 30

Rega ...

... is funded by the Swiss population;

... can be called out in the event of serious illness or severe accident, as well as in adverse terrain, by calling the emergency number 1414;

... assists with medical emergencies abroad in response to calls on emergency number +41 333 333 333.

