



**Rega 2013**  
with Annual Report 2012



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# Rega cannot be taken for granted



**Ulrich Graf**



**Ernst Kohler**

A typical operational day in January: around noon, Rega rescues a missing pensioner suffering from hypothermia from rough terrain near Egerkingen. Earlier, a critically ill child had been flown from Interlaken to Berne Children's Hospital. In Klosters, the Rega crew searches an avalanche cone – luckily no one is buried underneath. A 63-year-old man who has suffered a heart attack is transported from the Männlichen mountain to the Inselspital University Hospital in Berne, and a pregnant woman from Delémont to the University Hospital in Basel. All day long, the rescue helicopters are repeatedly called out to deal with injured winter sports enthusiasts – by evening, 15 times in all. Rega's ambulance jets have returned from Salzburg and Salerno, bringing their patients safely back to Switzerland. A seriously ill holidaymaker flies home from Turkey on board a scheduled aircraft, accompanied by a Rega intensive care flight nurse. And in Mollis, a short training exercise in night flying is on the programme. All of this takes place in the course of 7 January 2013.

No other rescue organisation is more diverse than Rega. It is long since not simply limited to operating in mountainous regions. Rega's helicopters and ambulance jets are on call every day, around the clock, in the service of the Swiss people. Rega costs the Swiss government, cantons and communes nothing. Alexander Solzhenitsyn once said: "A society is judged on the basis of how it treats its weakest member". Was he perhaps also referring to the ill and injured? In any case, we are well advised to take good care of our rescue services, for the welfare of our patients.

Indeed, there are warning signals that need to be taken seriously. The pressure on costs in the health sector is triggering tougher discussions about who should cover the cost of Rega missions. An artificial rival is appearing in a "market" where there are no profits to be gained. The visual attractiveness of air rescue is being exploited for other purposes. All of this is entirely unnecessary as the sphere of air rescue is not facing an explosion in costs. On the contrary, Rega's flight minute tariffs are constant or have even dropped, and our patronage contributions have remained unchanged for two decades. At most, it is commerce that benefits. These developments are not in the interests of our involuntary customers – our patients.

It is our task to make people aware that Rega cannot simply be taken for granted. It can only remain one of the best rescue organisations in the world if the Swiss people continue to show their solidarity. On this basis, we can develop Rega further.

Over the next pages, we show you by means of reports, facts and figures exactly what Rega does, why it is so vitally necessary, what challenges it is confronted with, and why each and every patronage franc is money well invested.



**Ulrich Graf**  
Chairman of the Foundation Board



**Ernst Kohler**  
CEO/Chairman of the Management Board

# Missions: integrated communication and organisation

**Effective communication between the person raising the alarm, the Operations Centre and the rescue team is absolutely essential in Rega's work. A whole range of information, from the emergency call itself to the latest weather data, needs to be transmitted reliably. In a project known as REMICO (REga MIssion COntrol), Rega is updating its communication system and has recently launched a modern, integrated dispatch system.**

From the outside, very little seemed to change when, at 10 o'clock precisely on 3 December 2012, the switch was flicked at Rega's Operations Centre at Zurich Airport and its new dispatch system went online. Less than ten seconds later, the first emergency call came in from the Ticino mountains via the iRega smartphone app. Behind the scenes, however, the route this call took was quite new. The Operations Centre staff have been equipped with brand new workplaces to give them a better overview of the situation. Information that was previously collected from separate sources is now available on a single user interface. Until the modernised Operations Centre is completed, these workplaces are located at a provisional site, also in the Rega Centre building.

REMICO comprises three subprojects: the basic infrastructure, the Rega radio network and the new dispatch system.

## **Basic infrastructure as a foundation**

The first phase of the project was to renew the basic infrastructure as a foundation for the modern dispatch system and its complex hardware. The former server and network devices had reached the end of their useful lives and become very costly to maintain. To guarantee the necessary bandwidths for data transmission, the replacement of the equipment was combined with a massive increase in capacity. No fewer than 43 servers work to ensure that

information flows smoothly around the clock, 365 days a year. The key components are therefore designed as redundant devices. This means that if one device fails, another takes on its function. Power failures similarly pose no problem for the Operations Centre. Batteries in a powerful emergency supply group provide the necessary backup until the diesel generators kick in to maintain the electricity supply.

A new reserve Operations Centre is being set up in Winterthur, from where missions could be coordinated if the Operations Centre at Zurich Airport were to completely break down. At this site, the flight coordinators will in future have a total of eight fully equipped workplaces; the permanent Operations Centre at the Rega Centre has fourteen.

## **Partners integrated in the system**

In day-to-day operation, the dispatch system, which has been specially designed to meet Rega's requirements, offers a whole series of new functions. Automated processes – for example, the system suggests the nearest suitable and available rescue helicopter – and digital logging of all actions taken simplify mission control. Radio communication is established with the relevant crew simply by clicking the mouse on a helicopter icon on the map of Switzerland.

A major advance has been made at the interfaces with the various partner organisations, such as the air-traffic control company Skyguide, the Swiss Air Force, MeteoSchweiz and the Institute for Snow and Avalanche Research. Comprehensive maps and high-quality satellite images from Swisstopo and other map providers help in localising emergency calls. This important information was available to

the Operations Centre team before, but it had to be painstakingly gathered from a variety of sources.

Data can now be quickly compiled to display a complete overview on the monitors at the Operations Centre, which helps to increase the efficiency with which missions are conducted. For example, the relevant satellite image can be superimposed on the screen showing the current avalanche situation and supplemented with details of the latest flight restrictions or the current precipitation radar.

## **CHF 21 million for optimal mission coordination**

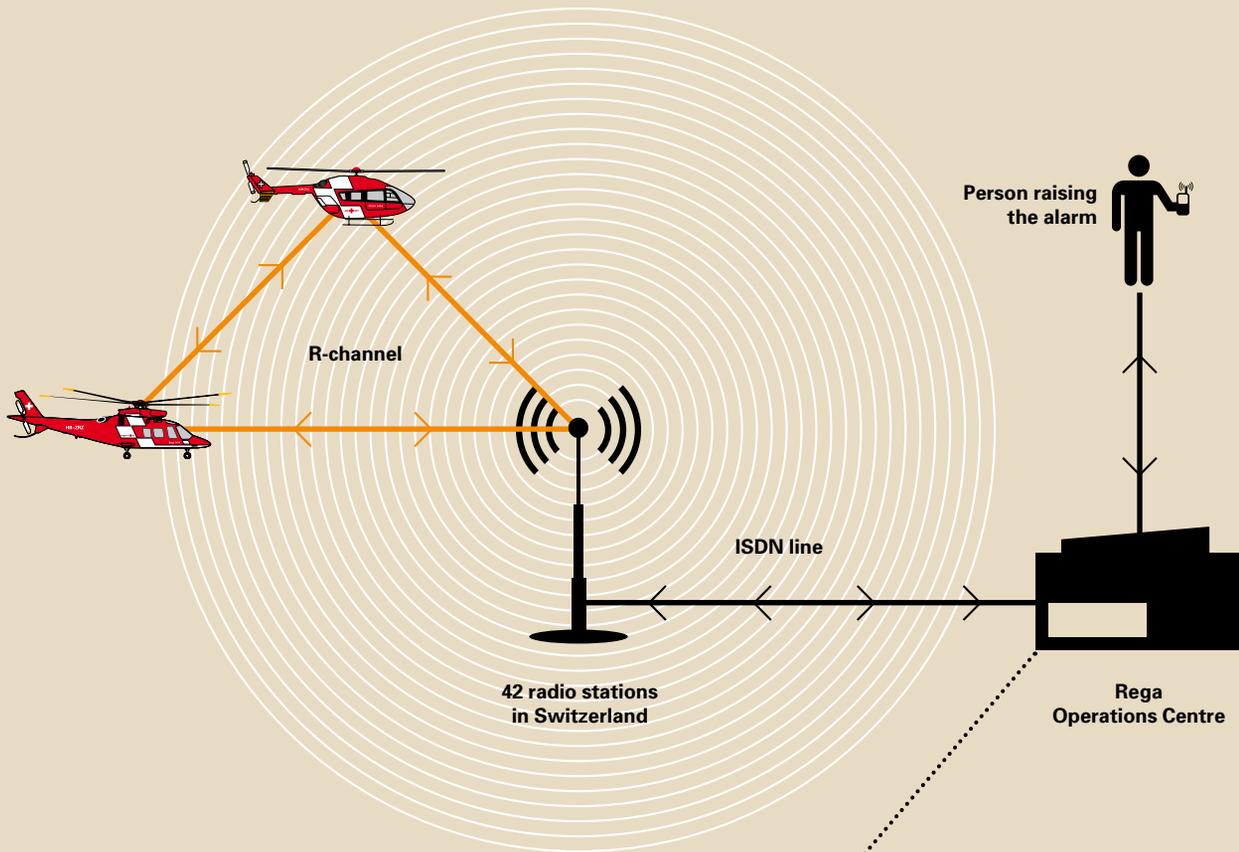
In the old Operations Centre, a range of separate systems were used: for example, for radio communication or for the Geographic Information Systems (GIS). In contrast, the integrated dispatch system brings everything together in a single information and communication pool. When an emergency call comes in via the iRega smartphone app, the system shows the caller's exact coordinates on the digital map. They can then be passed on to the crews or other operation partners without the risk of misunderstandings.

To ensure full communication coverage, the infrastructure of the now somewhat dated Rega radio network is also to be renewed. Apart from the central radio network computer at the Rega Centre, the radio devices, station computers, filters and antennae of the 42 radio stations belonging to the Rega radio network across Switzerland are to be replaced with new equipment. A major step will be the installation of the new radio equipment in all Rega helicopters. Simply by pushing a button on the modern control unit, the digitally transmitted mission coordinates can be fed into the helicopter's flight management system and appear on the map display in the cockpit.

Rega is investing CHF 21 million in the REMICO project. Around 30 Rega employees are involved in this major undertaking, with at least as many external partners. The project still has



The provisional Operations Centre at the Rega Centre with its new workplaces



some way to go before completion. After the move to the modernised Operations Centre on the third floor of the Rega Centre at Zurich Airport in early summer 2013, work on the radio stations will also be completed by the end of the year. REMICO is scheduled for completion in 2014, when the new radio devices have been installed in the helicopters. The architecture of the new infrastructure offers capacity for further expansion, such as integrating digital police radio or other new and innovative functions to make coordination of Rega rescue missions even more efficient in future.



# Real flight training – but not in the air

**Highly trained crews are crucial for the safety and success of rescue flights. That is why Rega is investing in a simulator for the AgustaWestland Da Vinci helicopter. In addition to “regular” flight training, it will also be possible to practise accident scenarios realistically and efficiently in the simulator without danger, noise or polluting the environment.**

Weighing in at nine tonnes, this huge apparatus is three times heavier than a Da Vinci helicopter (or AW 109 SP to give it its technical name). Inside the spherical dome, which is mounted on electro-pneumatic legs for free movement and reaches a height of up to nine metres, is a true replica of the Da Vinci cockpit. A field of view 220 degrees by 60 degrees is projected onto the inside of the dome. Hospital helipads frequently flown to by the helicopters, as well as the different

accident sites integrated in the simulation, are reproduced in particularly detailed form.

For the crew, the sensation of flying is deceptively real on this Level-B certified simulator, which has been in operation since February 2013. This level of certification means that the simulator can be used for compulsory check flights previously only possible in a real helicopter, which helps to reduce noise emissions and fuel consumption.

This training apparatus also permits simulation of emergency scenarios, including tail rotor failure or engine fire, and of flying to absolute limits, which would not be possible in reality.

The simulator similarly plays an important role in training pilots in instrument flying (IFR). The network of IFR routes that Rega aims to establish in order to enable rescue flights to be carried out in poor visibility demands a high

level of training among pilots. A large proportion of that training – a pilot requires a minimum of 55 training flight hours to gain a IFR licence – can take place in the simulator.

All Da Vinci helicopter pilots, as well as the paramedics making up the cockpit crew, will complete up to eight training exercises in the simulator every year. The new simulator is located on the site of Swiss AviationTraining (SAT) in Kloten, which will operate Rega’s modern training equipment and also offer any free capacity to third parties.

**Inside view of the simulator cockpit and outside view showing the electro-pneumatic legs**



# Better networking strengthens aeromedical services

**Rega is an indispensable cog in the Swiss health system chain. To improve networking and mutual understanding, Swiss Air-Rescue is continually intensifying its cooperation with medical partners, such as hospitals and other rescue services.**

For many years, Rega has been working with the anaesthesiology departments of the central hospitals closest to its helicopter bases and deploys their staff as flight physicians. Over the past four years, this successful collaboration has been extended even further. New working models, such as job sharing and rotation, have also been created for doctors and nurses on the Rega ambulance jets. Networking in this way encourages mutual understanding within the healthcare system and enables hospitals and Rega to continue optimising interfaces and processes in emergency medicine and to be aware of their mutual needs.

## **Cooperation on the road**

When an accident happens, the rescue services and Rega are often called out in close succession. By the time the rescue helicopter arrives at the scene of the accident, the ambulance vehicle is often already there, and the patient has already received professional first aid. In the case of serious injuries such as a polytrauma (multiple injuries), the minutes it takes to reach the nearest trauma centre may be of vital importance. Getting the patient to hospital and beginning professional diagnosis and treatment quickly has a positive impact on the patient's prognosis, particularly as far as long-term effects are concerned. In order to ensure that this mutual understanding and cooperation continue to grow, several Rega paramedics are already working on a part-time basis for rescue services on the ground.

## **Repatriation and advice**

Even the best-made preparations (careful planning, vaccinations, medication) cannot always prevent accidents or illness during a stay abroad. If travellers encounter medical problems in a foreign country, Rega is available around the clock to provide advice. The medical consultants look with the patients and their relatives for practicable solutions, such as transfer to a hospital in the relevant country or in a neighbouring country with a better infrastructure. The worldwide hospital database, compiled specifically for this purpose and containing a wealth of background information, is an indispensable resource in this context. In many cases, expert advice can eliminate the need for a repatriation flight. However, if it is necessary for a patient to be repatriated on medical or social grounds, Rega arranges for them to be transported home for further medical care and treatment from anywhere in the world.

## **Rare illnesses and hygiene issues**

Nowadays, travel to exotic countries is easy; in fact for many people it is almost commonplace. Foreign countries, foreign illnesses: malaria is just one of many tropical diseases with which Rega is confronted. To ensure Rega can also offer patients the best possible advice for rare conditions, Swiss Air-Rescue works with a highly competent partner, the Swiss Tropical and Public Health Institute in Basel, which it can contact at any time with questions.

Headlines in the media about new viruses like SARS or Influenza-A H1N1, better known as swine flu, make one thing very clear: germs, too, travel the world. It is essential that questions concerning hygiene and the appropriate procedures can be answered competently in order to protect Rega crews, patients and, in the broadest sense, the Swiss population. This is another area in which Rega can rely on round-the-clock professional support, in this case from the Division of Infectious Diseases and Hospital Epidemiology at Zurich University Hospital.

## **Trauma assessment and high-tech equipment**

After an accident abroad, Rega often receives x-rays from the hospital to which the patient has been admitted. These images are not always very good quality, and CT or MRI images are not available in many cases. For injuries such as highly complex and unstable fractures, for example, a decision must be made as to whether a patient is fit to be transported and whether an operation can wait until they have been flown home. In such cases, Rega works with the trauma team at Winterthur Cantonal Hospital, who provide a specialist assessment of the patient's medical condition.

In recent years, Rega has been developing transports with high-tech medical equipment. Working together with cooperation partners, it performs flights carrying cardiovascular support equipment (IABP, ECMO). When flying IABP missions, the Rega crew on board the jet or helicopter is accompanied by a cardiovascular technician. If a life support machine (ECMO) is used during transport to perform the function of the patient's lungs or heart, a heart surgeon is required to be on board in addition to the cardiovascular technician. Here, too, Rega has established appropriate collaborations.

## **Outcome**

The intensive cooperation and use of synergies with partners in the health system supports and strengthens the specialised medical services provided by Rega. Its goal is to offer patients, patrons and the Swiss population the very best possible treatment and care.



**Trauma assessment and high-tech equipment**



**Cooperation with hospitals**



**Rare illnesses and hygiene issues**



**Cooperation on the road**



**Repatriation and medical advice**

# Medical assistance by air

Swiss Air-Rescue Rega was founded in 1952 for the purpose of providing emergency medical assistance by air.

Thanks to wide-scale support from the Swiss people, it is able to meet the challenges posed by a country with extremely demanding topography. With its highly trained employees and state-of-the-art aircraft, Rega is on call around the clock, finances the building and renovation of its dense network of helicopter bases, and is constantly improving its air rescue services and procedures.

Rega provides assistance wherever a person's life or health can be preserved or protected through its intervention. It comes to the aid of people in distress and in need of help in accordance with the Fundamental Principles of the Red Cross, without discrimination as to person, financial circumstances, social status, nationality, race, religious beliefs or political opinions. It is the patient's medical condition that counts. Ambulance jets and rescue helicopters are swift, comfortable and efficient means of transport. Their targeted use helps reduce the subsequent costs arising from acute illnesses and accidents.

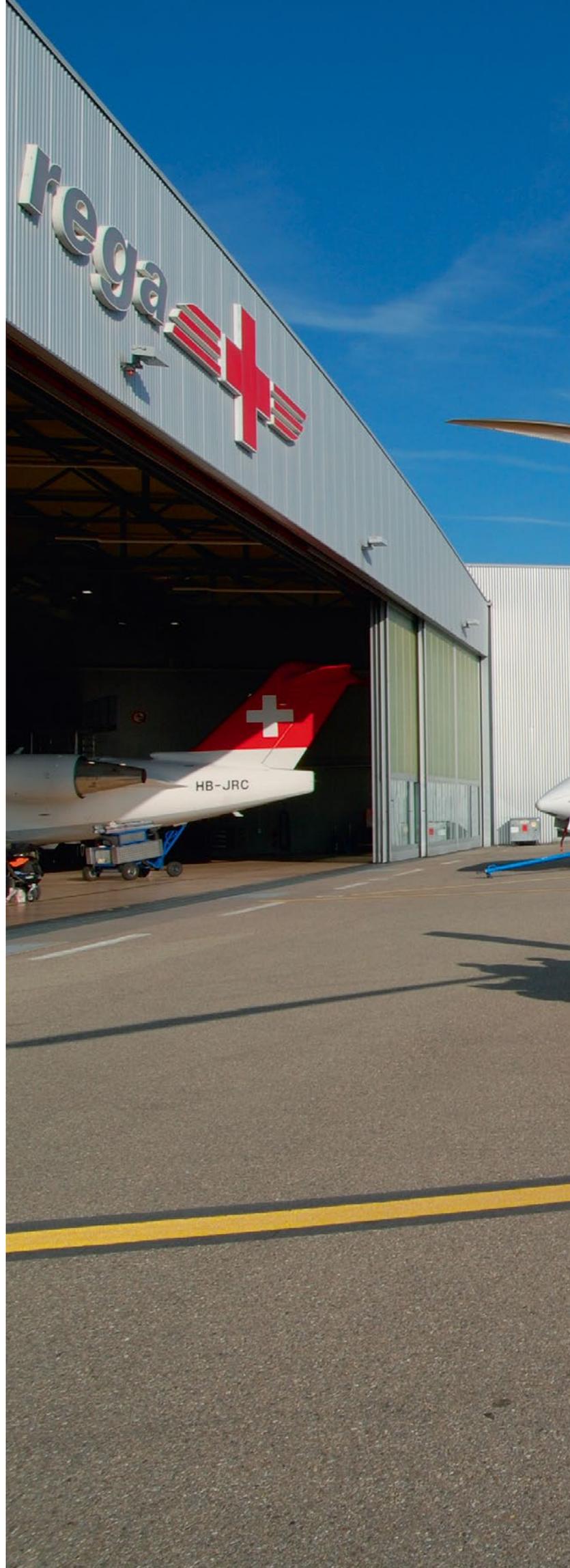
Rega is an autonomous, privately run, non-profit foundation. With over 2.4 million patrons, it is firmly rooted within the Swiss population. Although it performs a public service, it operates independently of political interests and is not subsidised by the State. Its activities also contribute towards improving the quality of life, the economy and tourism in Switzerland.

## Key figures

	2012	2011	%
<b>Total number of missions</b>	<b>13,966</b>	<b>14,240</b>	<b>-1.9</b>
Helicopter	10,250	10,797	-5.1
Fixed-wing aircraft	1,215	1,052	15.5
Other missions <sup>1</sup>	2,501	2,391	4.6
No. of patrons (in millions)	2,445	2,380	2.7
No. of employees <sup>2</sup>	321	319	0.6
Operating revenue (CHF million)	139	146	-4.7
Operating expenditure (CHF million)	128	129	-1.3
Operating result (CHF million)	11	17	-31.1
Balance sheet total (CHF million)	510	493	3.4

<sup>1</sup> Other missions: transports by ambulance, on behalf of the Swiss Alpine Club, Spéleo-Secours, Redog, etc.

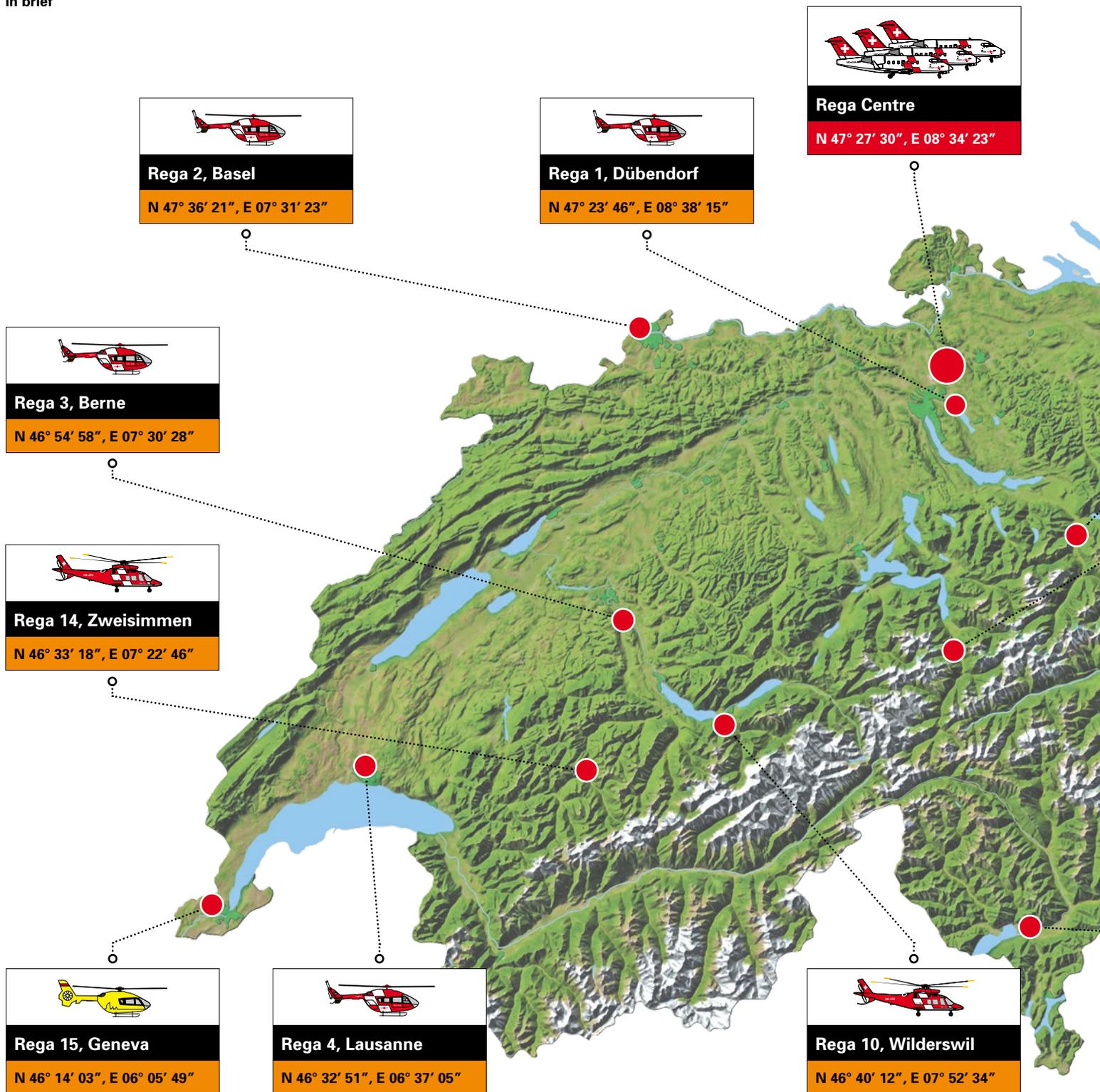
<sup>2</sup> Full- and part-time employees at the end of December (Job Count)





People have been able to rely on Rega for more than 60 years.

**Solidarity, empathy, professionalism, competence, Swissness**



## Lowland base fleet



### Eurocopter EC 145

No. of helicopters:	6
Patient capacity:	1 lying, 1 sitting
Rotor diameter:	11.00 m
Length:	13.03 m
Height:	3.95 m
2 engines (Arriel 1E2), take-off power:	2 x 720 PS
Maximum cruising speed:	220 km/h
Rescue hoist:	90 m cable length, 270 kg payload

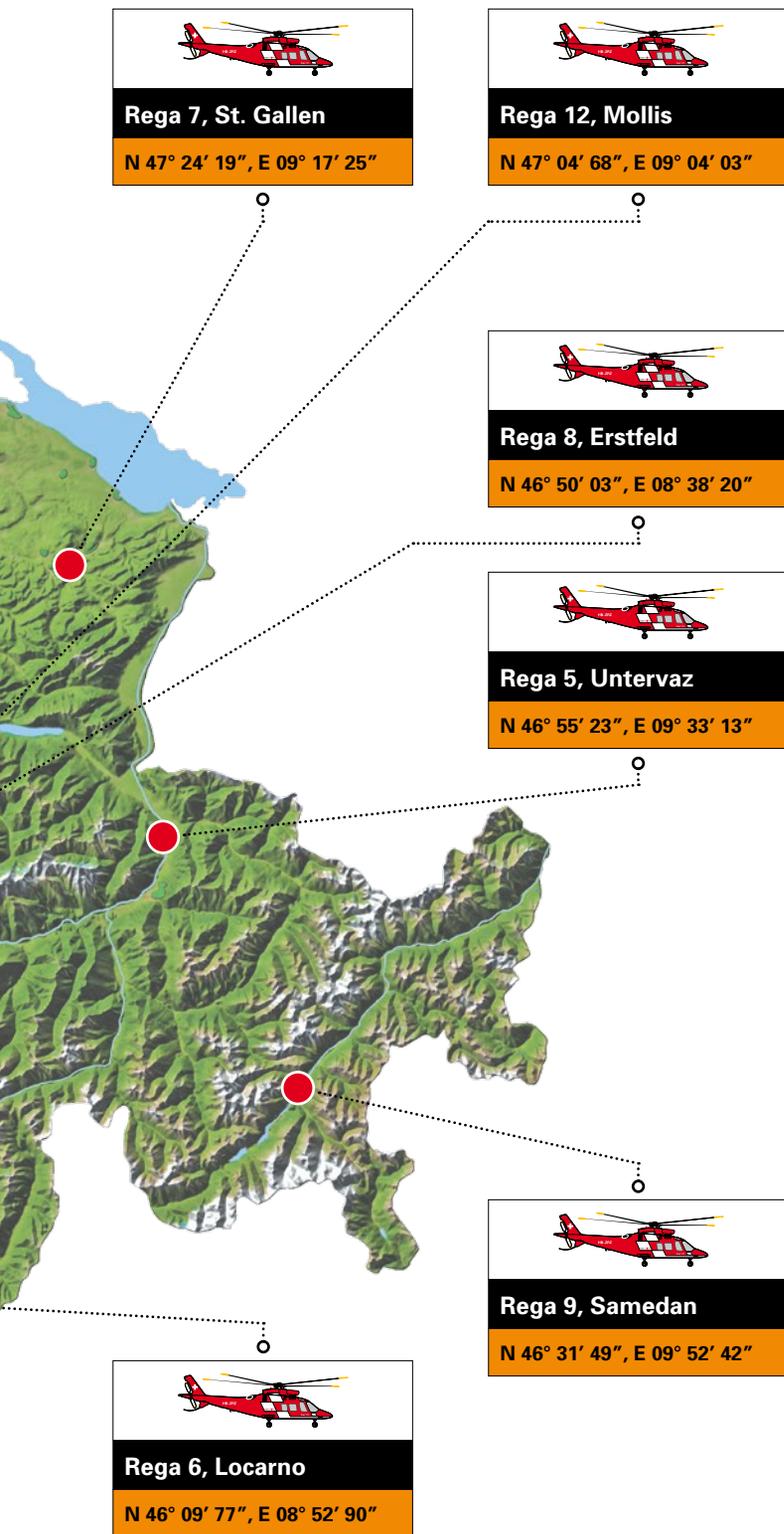
## Mountain base fleet



### AgustaWestland Da Vinci

No. of helicopters:	11
Patient capacity:	1 lying, 1 sitting
Rotor diameter:	10.83 m
Length:	12.96 m
Height:	3.40 m
2 engines (Pratt & Whitney), take-off power:	2 x 778 PS
Maximum cruising speed:	235 km/h
Rescue hoist:	90 m cable length, 270 kg payload

# Locations



## Rega Centre

Rega's head office, operations centre and maintenance works, as well as the base for its three ambulance jets, are located at Zurich-Kloten Airport.

## Helicopter bases

The 12 helicopter bases, each of which operates one rescue helicopter, are situated in Dübendorf, Basel, Berne, Lausanne, Untervaz, Locarno, St. Gallen, Erstfeld, Samedan, Wilderswil, Mollis and Zweisimmen. There is also a partner helicopter base in Geneva.

## Operations Centre

The Operations Centre, located in the Rega Centre building, organises around 14,000 missions each year. It can be contacted around the clock – in Switzerland via emergency number 1414, and from abroad via emergency number +41 333 333 333.

## Ambulance jet fleet



### 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 cruising speed:	850 km/h
Maximum range:	6,200 km

# Emergency numbers

In Switzerland

**1414**

Abroad

**+41 333 333 333**

# Rega in Switzerland

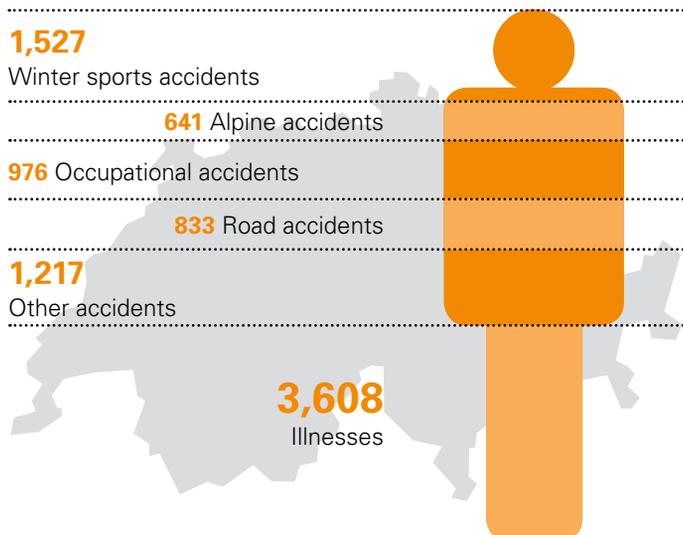


Rega's rescue helicopters are on call 24 hours a day, 365 days a year, in the service of the Swiss people. The 17 AgustaWestland Da Vinci and Eurocopter EC 145 helicopters transport state-of-the-art medical services directly to the patient – not just in response to serious accidents or injuries, but also in cases of acute illness, such as cardiac problems.

The rescue helicopters are called out not only to deal with incidents in inaccessible mountainous terrain, but also on motorways and in built-up areas. They are used to transport critical patients gently and reliably to the nearest suitable medical centre or to fly newborn babies to a paediatric hospital. A highly versatile and efficient means of rescue, the helicopter plays an indispensable role in the modern-day healthcare system.

Helicopter operations are divided into primary and secondary missions. Primary missions comprise rescue flights that transport medical assistance direct to the scene of the incident. Secondary missions mostly involve inter-hospital transfers – for example, if a patient's condition has worsened and requires specialist attention. Just under a quarter of all Rega helicopter missions take place at night – a demanding task for the pilot, paramedic and flight physician making up the crew.

## Patients primary/secondary missions in 2012 helicopter



# Rega international



For people who become seriously injured or ill abroad, Rega represents a bridge to their homeland. Its three own Challenger CL-604 ambulance jets are used exclusively for transporting patients. The crew invariably comprises at least two pilots, a flight physician and an intensive care flight nurse. Rega is equipped to transport patients who are in a very critical physical condition. However, as each transport involves a certain degree of risk, operations of this kind need to be closely supervised by experienced medical coordinators.

The use of an ambulance jet is not always necessary. Often patients are repatriated on board a scheduled aircraft – competently and professionally attended to by a member of Rega’s medical staff.

If travellers suffer serious medical problems abroad, Rega can also assist by providing them with expert medical advice as part of its emergency medical management. Rega doctors are on duty around the clock to help those concerned find the best possible solution to their problem – such as giving them the address of the nearest suitable hospital.

Providing that it has capacity available, Rega also puts its knowledge and fleet at the disposal of external customers for patient transports. These missions help Rega crews to maintain and improve their operational and medical expertise, and also contribute towards covering costs.

## Medical emergencies abroad in 2012

**1,002**

Transported/accompanied patients  
fixed-wing aircraft

**1,732**

Medical emergency  
management



# No patrons, no Rega

Thanks to their annual contributions, Rega's patrons enable the continued existence of the air rescue organisation. They keep Rega in the air, as a public service for the Swiss people.

Professional rescue by air around the clock, 365 days a year, with highly qualified staff, state-of-the-art rescue equipment and a dense network of helicopter bases – it would be impossible to provide all this in a cost-effective manner. When, back in the 1960s, the fledgling air rescue organisation ran into serious financial difficulties, instead of asking for State subsidies, it set up a privately operated patronage system. Since then, patrons' annual contributions have succeeded in covering the "deficit", which comprises around 60 percent of the total budget. The remaining costs are covered by cost bearers, such as health and travel insurers, in the form of payments for missions carried out on their behalf.

In the meantime, this system has more than proved its worth. It gives Rega the freedom and independence to perform its duties as it deems best and allows it to fully focus on its patients' welfare. The annual patronage contributions have only ever been increased once, and have remained unchanged for the last 20 years.

As a token of thanks for patrons' support, Rega waives the cost of any of its services performed on their behalf, provided that these are not covered by the individual's insurance.

You can find the Conditions of Patronage on page 34.

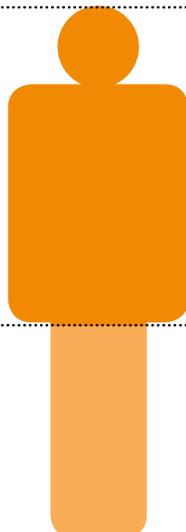
## Cost coverage in 2012

**CHF 83 million**  
(60%)

Patrons' contributions and donations

**CHF 56 million**  
(40%)

Cost bearers and other revenue





A huge thank-you to all of our 2,445,000 patrons, whose financial contributions keep Rega in the air.

Become a Rega patron: [www.rega.ch](http://www.rega.ch)

# Milestones

## 60 years of Rega

Swiss Air-Rescue Rega was founded in 1952 to provide emergency medical assistance by air. Since then, it has organised over 300,000 missions and rescued countless people in distress. Even back in the pioneering days, Rega's air rescuers succeeded in achieving the impossible. Rega has remained true to this credo.

> 27.4.1952



### The organisation is founded

Swiss Air-Rescue is founded as a sub-section of the Swiss rescue association, Schweizerische Lebensrettungsgesellschaft (SLRG), in the Hotel Bären in Twann.

> 1952



### Swiss Air-Rescue is ready to start operations

On 25 December, Dr. Rudolf Bucher, the head of Swiss Air-Rescue, announces over Radio Beromünster that the parachutists and helicopters are ready for action.

> 1953



### The first rescue parachutists

In winter 1953, Swiss Air-Rescue parachutists are used on a rescue mission for the first time.

> 1955



### Large-scale live demonstration

During three days in March, over 300,000 spectators watch a live demonstration in the area around Zurich's lower lake basin, held to procure funds for air-rescue services.

> 1956



### Emergency assistance in the USA

After a plane accident, Swiss Air-Rescue pioneers recover the bodies of 128 persons from an inaccessible area in the Grand Canyon region.

> 1957



### The first helicopter of its own

A countrywide collection by the Association of Swiss Consumers' Cooperative Societies (now Coop) produces sufficient funds to purchase a Bell-47 J helicopter.

> 1960



**An autonomous organisation under Fritz Bühler** Swiss Air-Rescue breaks away from its parent organisation, the SLRG. Fritz Bühler is appointed Technical Director.

> 1960



**First repatriation** For its first repatriation mission, the private Piaggio P-166 aircraft owned by Dr. Armin Meyer flies a patient from France back home to Switzerland.

> 1966



### Self-help by means of patronage

No funds from the Swiss government. However, a nationwide appeal for help proves successful. 25,000 patrons save Swiss Air-Rescue from financial ruin.

> 1968



### Bell 206A, the first turbine-powered helicopter

The Jet Ranger HB-XCU has a turbine, but no rescue hoist. In mountainous areas where the helicopter is unable to land, rescue is only possible using the fixed rope.

> 1971



### First direct rescue the Eiger north face

What until now had been considered impossible, suddenly becomes reality: using a rescue hoist, the crew from the Gsteigwiler base lift two mountain climbers directly off the rock face.

> 1971



**First Alouette III** The Alouette III SE 316 HB-XDF is Rega's first helicopter to be financed by patrons' contributions. The picture shows it in operation at the Engadin Ski Marathon in 1972.

> 1973



**Twin-engine helicopter** The introduction of the Bölkow BO-105C – depicted here on the roof of the University Children's Hospital in Zurich – marks the beginning of the era of twin-engine helicopters at Rega.

> 1973



**Operations abroad with its own aircraft** Rega's Learjet 24D HB-VCY is the first civilian ambulance jet in the world. It is fully equipped with medical apparatus and is on stand-by around the clock.

> 1975



### Rescue helicopter can land on roads

After extensive negotiations, the Zurich Cantonal Council approves a trial phase for the use of the rescue helicopter to help deal with road accidents.

> 1979



### Rega becomes a non-profit foundation

The Association sets up a Foundation. Fritz Bühler is appointed the first Chairman of the Foundation Board.



1980

**Fritz Bühler dies** on 23 August: the great organiser and promoter of air rescue passes away totally unexpectedly at the age of 72 during a business event.



1980

**The "Hitchcock" rescue** A parachutist's canopy becomes entangled in the aircraft's tail wheel. The helicopter flies above the plane so that the rescuer suspended at the end of a rescue hoist can cut the parachutist free.



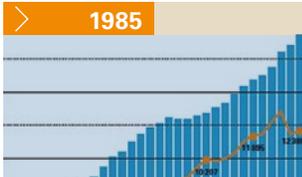
1984

**Long-haul ambulance jet** The Challenger CL-600 HB-VFW is equipped to perform long-haul operations with several patients on board. In Geneva, it is christened "Fritz Bühler".



1984

**New Operations Centre** Rega moves into its new head office in Zurich's Seefeld district. The Operations Centre is housed on the top floor of the building.



1985

**The magic number of 1,000,000 patrons** Rega's patronage system proves to be an on-going success. On 23 August, Rega issues its one millionth patronage card (yellow line: no. of rescue missions).



1987

**Helicopters with night vision goggles** Rega is the first non-military organisation in the world to equip all of its helicopters with night vision goggles, thus increasing the safety of night missions.



1987

**The Hawker 800 jets commence services** Two new ambulance jets replace the pair of Lear-35 aircraft. The larger cabin and longer range improve the services for patients.



1992

**The new fleet is made up of Agustas** On 14 August, the Untervaz base in Canton Graubünden puts the first of the 15 new twin-engine Agusta A 109 K2 helicopters into operation.



1996

**The first round the world flight** In a mission lasting 43 hours, the Challenger CL-600 transports three patients in consecutive legs, a journey that takes it all the way round the world for the first time.



1997

**New Rega Centre at Zurich-Kloten** For the first time, Rega's hangar, Operations Centre, maintenance works, logistics operations, Patronage Centre and Administration Department are all united under one roof.



1997

**The new emergency number "1414"** The four-digit emergency number, 1414, is adopted for calling out the air-rescue services in Switzerland.



2002

**Three new Challenger CL-604 jets** Three identical aircraft from the Canadian manufacturer, Bombardier, replace the 15-year-old air ambulance fleet.



2002

**Five Eurocopter EC 145 helicopters** Rega purchases five spacious rescue helicopters from helicopter manufacturer Eurocopter for use at its lowland bases. This is followed by a sixth.



2004

**Tsunami in Southeast Asia** Rega is pushed to the limit. Over a period of ten days, 16 medical teams are in operation. Within the space of a week, more than 60 casualties are repatriated to Switzerland.



2006

**2,000,000 patrons** The Van der Bent family from Veyrier, Canton Geneva, register as the two-millionth patron. They are invited to spend a day at the Rega Centre.



2009

**AW Da Vinci, the new mountain helicopter** Rega purchases from the helicopter manufacturer, AgustaWestland, 11 rescue helicopters for use at its mountain bases.



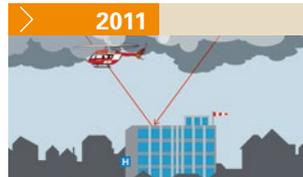
2009

**Mobile heart-lung machine on board** For the first time, critically-ill patients can be hooked up to a heart-lung machine in the Rega helicopter.



2010

**300,000th mission** Newborn twins are flown by Rega helicopter from the Children's Hospital in Lucerne back to their home in Canton Vaud.



2011

**Flying "blind" to the Inselspital** 27 July: Thanks to satellite navigation, Rega can now also fly direct to the Inselspital University Hospital in Berne when visibility is poor.



2012

**60 years. Thanks to you.** Rega celebrates its 60th anniversary and thanks its loyal patrons by organising various events.





## Annual Report 2012

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# Activities in 2012

Rega can once again look back on an intensive year, during which the number of missions performed exceeded the long-term average. In comparison with 2011, it flew slightly fewer rescue missions (13,966, -1.9%) and transported fewer patients (10,000, -2.9%). However, more patients were repatriated by ambulance jet than ever before.

In 2012, Rega organised on average around 38 missions per day.

## Helicopters

Figures for the missions performed by Rega's helicopter fleet were down slightly on the previous year (10,250, -5.1%).

In particular, fewer primary missions (flying directly to the accident site) were required, which was largely due to the weather. The amount of secondary missions (inter-hospital transfers) remained virtually unchanged.

The activities carried out by the TCS, which also offers transfer flights, had no negative impact on Rega's helicopter missions, except for a few flights to deliver transplant organs. Another

factor that has not had any repercussions for Rega so far is the new flat rate payment system introduced at Swiss hospitals (SwissDRG).

The marginal decline in activity in comparison with the previous year is hardly surprising, as in 2011 the number of helicopter missions reached an all-time high. Nevertheless, the helicopter fleet flew more missions in 2012 than, for example, in 2010 (10,213), or even in 2003, with its record-breaking summer (10,196).

In 2012, Rega's helicopters were called out to deal with an average of 28 rescue missions per day.

## Fixed-wing aircraft

The situation relating to Rega's fixed-wing aircraft, however, presents a rather different picture, for in 2012, Rega transported more patients than ever before in Swiss Air-Rescue's history (855, +23.7%). The previous record dated from 2007 (848).

In 2011, the strong Swiss franc had forced Rega to adjust its prices for cost bearers in Switzerland (health, accident

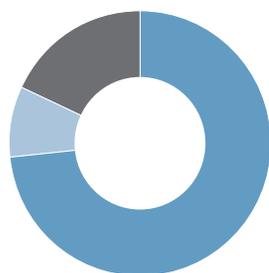
and travel insurance companies), as the difference in prices compared with those charged by foreign low-cost providers threatened to be too great. From the perspective of Rega and its core task, it is pleasing that this measure has had a positive impact on patients and Swiss cost bearers. It is also gratifying that thanks to careful planning, it is frequently possible to organise combined flights, whereby several patients are transported in the same ambulance jet. Last year, the repatriation missions took the Rega jets to all corners of the globe, including on two occasions to Australia.

On the other hand, it is somewhat alarming that, despite minimal price differences, a number of Swiss health and travel insurance companies are opting to use foreign organisations to carry out repatriations on their behalf, and on doing so are willing to compromise on the quality of the services they offer their patients.

2012 also saw an upswing in repatriations on board scheduled airlines (343, +4.9%). This financially and ecologically

### No. of missions

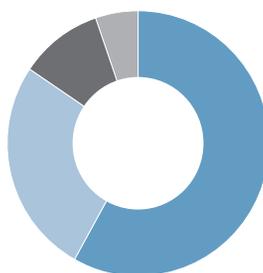
	2012	2011	+/-
Total missions	<b>13,966</b>	14,240	<b>-1.9%</b>



■ Helicopter	<b>10,250</b>	10,797	-5.1%
■ Jet/Scheduled aircraft	<b>1,215</b>	1,052	15.5%
■ Other missions <sup>1</sup>	<b>2,501</b>	2,391	4.6%

### Missions by helicopter

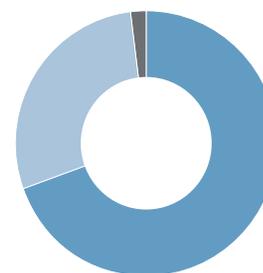
	2012	2011	+/-
Total missions	<b>10,250</b>	10,797	<b>-5.1%</b>
of which are performed at night	<b>1,924</b>	2,083	<b>-7.6%</b>



■ Primary missions <sup>2</sup>	<b>5,975</b>	6,351	-5.9%
■ Secondary missions <sup>3</sup>	<b>2,703</b>	2,753	-1.8%
■ Assistance to mountain farmers	<b>1,041</b>	1,206	-13.7%
■ Special missions <sup>4</sup>	<b>531</b>	487	9.0%

### Missions by fixed-wing aircraft

	2012	2011	+/-
Total missions	<b>1,215</b>	1,052	<b>15.5%</b>



■ Ambulance jet	<b>847</b>	698	21.3%
■ Scheduled aircraft	<b>347</b>	326	6.4%
■ Chartered aircraft	<b>21</b>	28	-25.0%

<sup>1</sup> Other missions: transports by ambulance, missions on behalf of the Swiss Alpine Club, Spéleo-Secours, Redog, etc.

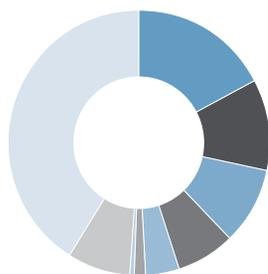
<sup>2</sup> Primary missions: emergency missions

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

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

### Patients primary/secondary missions helicopter

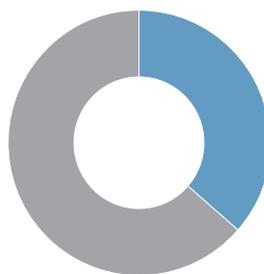
	2012	2011	+/-
Total patients	8,802	9,278	-5.1%



Winter sports accidents	1,527	1,615	-5.4%
Occupational accidents	976	954	2.3%
Road accidents	833	1,000	-16.7%
Alpine accidents	641	770	-16.8%
Sports accidents	365	409	-10.8%
Aviation accidents	127	133	-4.5%
Avalanche accidents	34	27	25.9%
Other accidents	691	794	-13.0%
Illnesses	3,608	3,576	0.9%

### Medical emergencies abroad

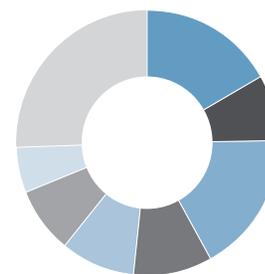
	2012	2011	+/-
Total patients	2,734	2,114	29.3%



Transported/accompanied patients fixed-wing aircraft	1,002	838	19.6%
Medical emergency management	1,732	1,276	35.7%

### Transported/accompanied patients fixed-wing aircraft

	2012	2011	+/-
Total patients	1,002	838	19.6%



Limb injuries	167
Cranio-cerebral trauma	82
Other injuries	172
Cardiovascular diseases	99
Strokes	92
Gastrointestinal diseases	80
Malignant tumours	54
Other illnesses	256

sensible alternative to the ambulance jet is employed when the patient's health is stable enough for them to return home on a scheduled flight, without this having any negative impact on the other passengers. However, for this a sufficient number of seats need to be available.

On average, Rega organised over three ambulance jet missions per day during the year under review.

### Fluctuations in mission and patient numbers

The number of missions and patients do not always concur, as either several patients are transported on board one flight, or flights are performed without any patients at all, for example, if a search flight proves unsuccessful. Generally speaking, the mission statistics reflect the meteorological conditions, as well as the leisure activities and travel patterns of both Swiss people and foreign tourists in Switzerland. In 2012, the weather during the week was often fine, while many weekends, school vacations and public holidays were hit by bad weather. This had a direct impact on people's leisure and travelling activities, and thus also on the

number of rescue missions. As a result, figures relating to Rega's rescue activities both at a national and an international level are invariably subject to fluctuation.

### Gratifying growth in the number of patrons

The patrons form the backbone of Swiss Air-Rescue. If it were not for its patrons, Rega would not be able to perform its public service without having recourse to government subsidies in the form of taxpayers' money. Rega's patronage system is firmly anchored in Swiss society. During 2012, the number of patrons has seen a gratifying growth, rising 65,000 or 2.75 percent. A total of 2.445 million patrons support Rega with their annual contributions (no. of actual patronages; not included are children and partners who are part of a Family patronage).

### Financial development

Patronage contributions, legacies and donations fell by a total of 3.5 percent to CHF 83.5 million, which is attributable to a reduction in the number of legacies received. Revenue from flight operations

dropped from CHF 62.7 to 59.7 million. Against this negative background, the operating result decreased from CHF 16.5 to 11.4 million. Despite this, the annual result climbed to CHF 22.7 million (2011: CHF 14.2 million), while the organisation capital increased 5 percent to CHF 472.8 million. The balance sheet total at the end of the year was CHF 517.3 million.

The pleasing annual result for 2012 is principally attributable to the positive financial results. Rega's reserves are invested in a very conservative manner, and its investment strategy focuses primarily on retaining its capital. Due to the on-going volatile situation in the financial markets, the securities portfolio was not increased, resulting in a relatively high amount of cash totalling CHF 73.7 million.

Patronage contributions have remained at the same low level for over 20 years. Taking into account accumulated inflation, these contributions have decreased by a good 15 percent. Our helicopter flight minute 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 percent. (Source: Swiss Federal Statistical Office).

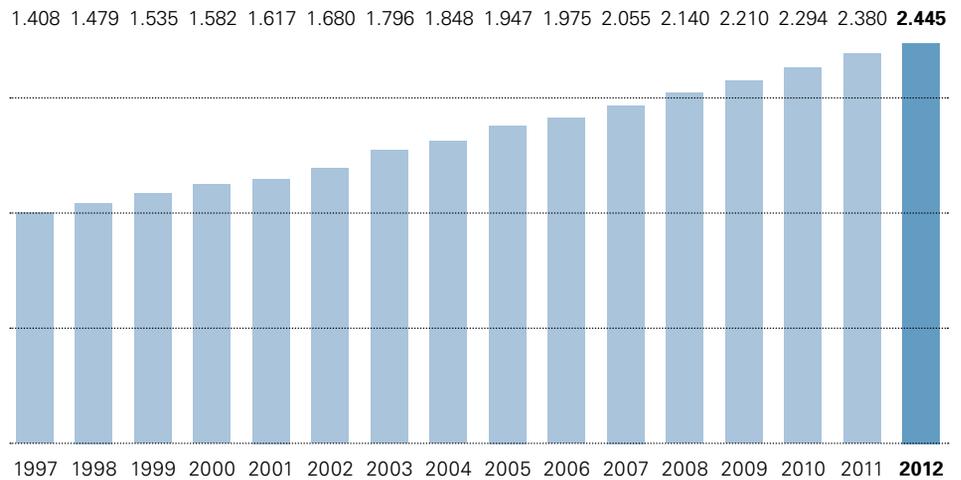
**No change in the VAT situation for the time being**

Since 2008, Rega has been required to pay around CHF 5.5 million in VAT on patronage contributions to the Federal Treasury every year, a sum equivalent to 185,000 Individual patronages. In October 2012, the Committee for Economic Affairs and Taxation (CEAT) of the National Council passed a resolution suspending the Frick parliamentary initiative (exemption of patronage contributions from VAT). The matter is to undergo further consideration within the VAT Review Part B. Rega is disappointed with this decision, as patronage contributions continue to be diverted away from its non-profit activities and instead to the Treasury, which provides nothing in return. Rega will continue to take a stand against this treatment, which it feels to be both unjustified and unfair.

**Commercialisation of air rescue**

Patient welfare continues to be at the very heart of Rega’s activities, in spite of the growing pressure of costs and competition. Backed by its patrons, Rega is resisting the noticeable trend in the spheres of healthcare and air rescue to place financial interests above patients’ well-being. Competence, quality, reliability and countrywide coverage are essential features of the rescue service – all the more so since air rescue cannot be held responsible for the explosion in costs in the healthcare system. There has been no increase in patronage contributions or flight minute tariffs for many years. Rega is not prepared to enter into compromises to the detriment of its patients and – with the support of its 2.445 million patrons and in the interests of the Swiss population – strongly opposes further commercialisation of air rescue.

**Development in no. of patrons up to 2012 (in millions)**



**Developments in aeromedical services**

In 2012, Rega conducted an intensive investigation into various means of transmitting ECG and other vital data from its rescue helicopters and ambulance jets. The technical requirements will be in place in 2013. A pilot project in collaboration with the Cardiology Clinic at the Inselspital University Hospital in Berne has already been initiated.

Rega was the first user worldwide to start operating a new intensive ventilator specifically designed for use when transporting patients. Important input had already been passed on to the team of developers in the planning phase. The ventilator works like an aircraft autopilot in that it assumes the optimal settings for artificial respiration: with every breath, various parameters are measured and used to control the device. This permits highly intelligent and careful respiration of the patient, ensuring they receive only as much as necessary but as little as possible.

Rega is continually intensifying its collaboration with partners, such as hospitals and rescue services on the ground, in order to strengthen networking and mutual understanding in the healthcare system (see report on page 10).

**60 years of Rega – thanks to you**

Swiss Air-Rescue was founded in April 1952, and in 2012, it invited the general public to join it in celebrating its 60th anniversary. To mark the occasion, it opened the doors of the Rega Centre at Zurich Airport and various helicopter bases and received over 50,000 visitors. The jubilee festivities were rounded off with a number of special events, including an official celebration in the hanger at the Rega Centre on 27 April, exactly 60 years to the day since Swiss Air-Rescue was founded.

Rega organised these events as a way of thanking its patrons and operation partners. It looked back on its early days and pioneering work and also outlined its current activities, among other things by showing its new image film, “Rega close up”. In honour of the jubilee, Verlag Wörterseh published a book in German entitled “1414 – Die Erfolgsgeschichte der Rega und ihre Gesichter” (1414 – the success story and faces of Rega) by Franziska Schläpfer.

### **Improving emergency call options**

The Rega emergency app for iPhone and Android ([www.app.rega.ch](http://www.app.rega.ch)) is proving a great help to flight coordinators at the Operations Centre. Transmission of the caller's exact coordinates permits the rescue service to reach the casualty – and therefore provide emergency medical treatment – faster. Up to the end of 2012, the Rega iPhone app was downloaded 527,000 times, the equivalent app for the Android operating system 158,000 times. So far, Rega has been called out in response to an emergency call made using the app in more than 540 cases.

Since January 2013, Rega has also been using another innovative tool, Rega Alarm Web (RAW), which precisely locates distress calls. To obtain the exact position of the owner of a smartphone, they are sent a text message with a link, whereupon a website uploads the smartphone's coordinates and transmits them to Rega. This procedure requires a data-capable smartphone with a GPS receiver and sufficient network coverage.

### **Rescue Track for ambulance dispatch centres**

Since spring 2012, Rega has been providing control centres in Switzerland and the Principality of Liechtenstein that operate the ambulance emergency number 144 with the "Rescue Track" Internet application free of charge. With this newly introduced software, the dispatchers can get a clear overview of the Rega helicopters within their area of operation and thus coordinate assistance more efficiently. Some 80 percent of the 19 Swiss ambulance dispatch centres are now using the software, and the feedback has been positive.

### **New approach procedures for helicopters**

The first patients have already benefited from the satellite-assisted approach procedure which, after many years of intensive work, was implemented by Rega at the Inselspital University Hospital in Berne in the summer of 2011. Such procedures make it possible to transport patients even in poor weather and

visibility conditions, and greatly improve safety. Rega is working with various partners on implementing approach procedures at other hospitals and connecting them with air corridors. In order for these procedures to be used throughout the organisation, Rega is retrofitting its AgustaWestland Da Vinci helicopters and training its helicopter pilots for instrument flight (IFR). The EC 145 aircraft have already been fitted with the appropriate technology.

### **Modernisation of the helicopter bases**

Construction of the new Ticino helicopter base on the Magadino plain went smoothly, and in spring 2013 the crew were able to commence operations at the new Rega base.

After a gratifyingly short planning and approval phase, the groundwork for the new Zweisimmen base in the western part of the Bernese Oberland got underway in October 2012. The building project is running to schedule. If progress continues at the same favourable rate, the base will be able to be put into operation towards the end of 2013.

The 22-year-old Erstfeld base is also planned to be extensively renovated in order to bring it up to modern Rega standards and optimise operations. The existing base will be modernised and extended. If everything goes according to plan, work can begin in the spring of 2014. Rega is investing some CHF 2.5 million in the project.

In the Engadin, Rega is working with the local authorities in pursuing its plans to rebuild the existing base at Samedan airport.

### **REMICO integrates mission control**

Rega's new dispatch system went into operation at the beginning of December 2012, marking a milestone in the major project known as REMICO (REga MIssion COntrol). It consists of three sub-projects: the basic infrastructure, the dispatch system and the Rega radio network. In the course of the project, Rega is renewing and modernising its system of communication between the

person making the emergency call, the Operations Centre, the helicopter and jet crews, partners and other systems supplying necessary information, such as weather data. A total of CHF 21 million is being invested (see report on page 6).

### **Simulator improves training opportunities**

In February of 2013, a simulator for the AgustaWestland Da Vinci helicopter costing CHF 10 million went into operation in Zurich-Kloten. The cockpit crews – the helicopter pilots and rescue paramedics – are now able to complete a considerable part of their training on the simulator, which has a positive effect on sustainability. At the same time, emergency situations can be practised, something that is not possible in real life, which in turn helps improve safety (see report on page 9).

### **Working for sustainability**

Rega has made it its goal to further reduce the size of its ecological footprint and is taking various measures to achieve this. The recently installed simulator will make a significant contribution to these efforts by reducing noise emissions and kerosene consumption for educational and training flights. With outside assistance, Rega is also in the process of compiling a detailed carbon footprint. The findings will be taken as a basis for identifying and implementing appropriate measures. Since the end of 2012, the kerosene consumption of the ambulance jets has already been lessened by slightly reducing the flying speed wherever possible, making a significant saving on fuel.

# 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.

In order to maintain and further improve the top level of expertise of our medical staff, we also perform medically indicated flights on behalf of international clients.

## 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.

# Foundation Board

## Foundation Board of Swiss Air-Rescue Rega

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

Albert Keller, Uitikon, since 1990  
Member of the Executive Committee until December 2012

Michael Hobmeier, Bäch, since 2007  
Member of the Executive Committee

Christian Kern, Prof. Dr. med., Geneva, since 2009  
Member of the Executive Committee

Patrizia Pesenti, Breganzona, since 2009  
Member of the Executive Committee

Paul Maximilian Müller, Berne, since 1990

Adrian Frutiger, PD Dr. med., Trimmis, since 1998

Roland Müller, Prof. Dr. iur., Staad, since 2006

Andreas Berger, Dr. med., Merlischachen, since 2007

Bruno Jelk, Zermatt, since 2007

Heidi Hanselmann, Walenstadt, since 2010

Thomas P. Emmerich, Riehen, since 2011

Marco Maggiorini, Prof. Dr. med., Schindellegi, since 2011

Josef Meier, Wettingen, since 2013

Adrian Amstutz, Schwanden, since 2013

Markus Mader, Berne  
(Swiss Red Cross representative) since 2008

## 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

Franz Steinegger, Vice-Chairman Rega Foundation Board, Chairman

Bruno Jelk, Rega Foundation Board

Philipp Perren, Dr. iur., Canton Valais representative

Patrick Deriaz, Spéléo-Secours representative

Lorenzo Hutter, police commanders representative

Vali Meier, Swiss Cable Cars Association representative

Oliver Okle, DDPS, Swiss Air Force representative

Peter Salzgeber, Medical Emergency Call Centres 144 representative

Adrian Stäger, Swiss Helicopter Association representative

Franz Stämpfli, Swiss Alpine Rescue representative

## Auditors

KPMG AG, Zurich

as of 1 January 2013

Back, from left: Andreas Berger, Markus Mader, Adrian Frutiger, Michael Hobmeier, Josef Meier, Christian Kern  
Front, from left: Paul Maximilian Müller, Ulrich Graf, Patrizia Pesenti, Franz Steinegger, Thomas P. Emmerich, Roland Müller  
Missing from the picture: Adrian Amstutz, Heidi Hanselmann, Bruno Jelk, Marco Maggiorini



# 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, and adopts the strategy and the budget. It 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 70 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 comprises five members of the Foundation Board: the Chairman, the Vice-Chairman, the Chairman of the Medical Commission, the Chairman of the Finance Commission, and one other member 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.

The members of the Executive Committee also serve on the Board of Directors of the subsidiaries, Swiss Air Ambulance Ltd. and Airmed AG.

## 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 emergency and rescue medicine that fall within the competence of the Foundation Board, prior to the latter 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, the Swiss Helicopter Association, the Canton of Valais Air-Rescue Service, the Swiss Air Force, the Swiss Cable Cars Association, police commanders, Spéléo-Secours Switzerland and the Medical Emergency Call Centres 144.

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**

The financial statements of the Swiss Air-Rescue Rega Foundation and its subsidiaries are prepared in accordance with the principles of Swiss GAAP FER accounting and reporting recommendations (in particular, GAAP FER 21), and give a true and fair view of its net assets, financial position and earnings performance.

At Rega, the “four eyes” principle is applied. This means that fundamentally two joint 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.

### **Risk Management – Internal Control System, IKS**

The highly complex nature of emergency medical rescue, coupled with the strict requirements of aviation law and the demands of the Code of Obligations, make it necessary to take a structured approach to risks. Rega has combined demands from the IKS (Internal Control System) and the SMS (Safety Management System) to create integrated risk management in order to identify and view risks holistically and make use of available synergies.

As Rega’s supreme body, the Foundation Board is responsible for risk management at Rega and all its subsidiaries. The key risks are systematically identified and evaluated every year, and appropriate risk control measures are taken. The identified risks are additionally monitored on an ongoing basis.

### **Rega’s interests**

Rega has interests in various companies domiciled in Switzerland. Strategic interests in companies and foundations in which Swiss Air-Rescue Rega directly or indirectly holds over 50 percent of the voting rights or which are controlled by the Foundation Board are consolidated in the annual financial statements. An overview of these interests is provided

in Rega’s consolidated annual financial statements.

Rega further holds operative and functional minority interests of up to 17 percent in helicopter companies, airfield associations and assistance companies in Switzerland. This portfolio is maintained in order to fulfill the purpose of the Foundation.

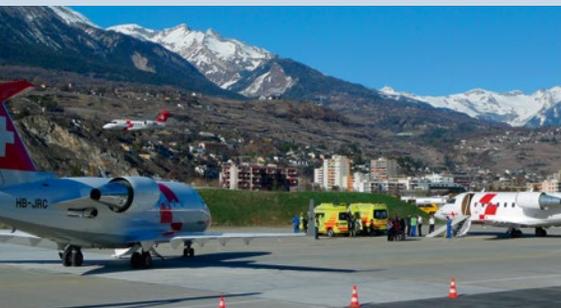
Rega also has interests/investments which are managed by external asset managers under a written asset management agreement.

### **Foundation Board compensation**

Compensation of the Foundation Board is based on the set of regulations approved by the Swiss Federal Supervisory Board for Foundations. Compensation (fixed sums, attendance fees and expenses) covers part of the expenses of Foundation Board members for preparing meetings, reviewing documents and attending meetings of the Foundation Board, Foundation Board Committee, specialist and ad hoc committees, Advisory Committee, partner organisations, pension foundations and other companies in which Rega has an interest. All compensation made to the Foundation Board and its Chairman is reported in detail in Rega’s consolidated annual financial statements.

# Rega in 2012

16 March



23 June



18 August



27 September



8 November



## 11 January:

A year after launching its free emergency app, iRega, for the iPhone, Rega also introduces this service for the Android operating system. Information about the Rega app can be found at [www.app.rega.ch](http://www.app.rega.ch)

## 16 March:

For the first time in its history, Rega deploys its entire fleet of ambulance jets on the same mission. After the tragic coach crash in Canton Valais, Rega flies 14 children back home to Belgium. Further repatriation flights follow on 22 March.

## 27–29 April:

On 27 April, Rega celebrates its 60th anniversary, and during the next two days it opens the doors of the Rega Centre at Zurich-Kloten Airport to the general public. Over 20,000 visitors flock to Swiss Air-Rescue's headquarters.

## 11 May:

The Carnegie Rescuers' Foundation awards Rega an honorary diploma and its Silver Medal.

## 9 & 23 June:

The Rega helicopter base in Lausanne holds an Open Day on 9 June, and the base in Berne on 23 June. In all, over 17,000 visitors take part in the jubilee celebrations.

## 7 July:

The crew at the Zurich helicopter base in Dübendorf welcome over 10,000 guests to the base's Open Day.

## 18 August:

Rega brings its anniversary celebrations to a conclusion with a special event in Basel. Over 3,000 passers-by look on as a Rega rescue helicopter lands right in the city centre, on the Barfüsserplatz square – a very rare sight.

## 25 September:

In Berlin, Rega's Jet Operations division is presented with the Bombardier Airmanship Recognition Award 2012 for its outstanding professional work and untiring efforts to improve operations.

## 27 September:

Rega's chief helicopter pilot, Heinz Leibundgut, receives the Aerosuisse Award. With this prize, the Swiss aviation and aerospace industry's umbrella organisation pays tribute to his outstanding achievements in the field of helicopter flight safety and reliability.

## 16 October:

Building work commences on the new Rega helicopter base at Zweisimmen Airport. During the approximately 12 month construction phase, missions are organised from temporary facilities.

## 8 November:

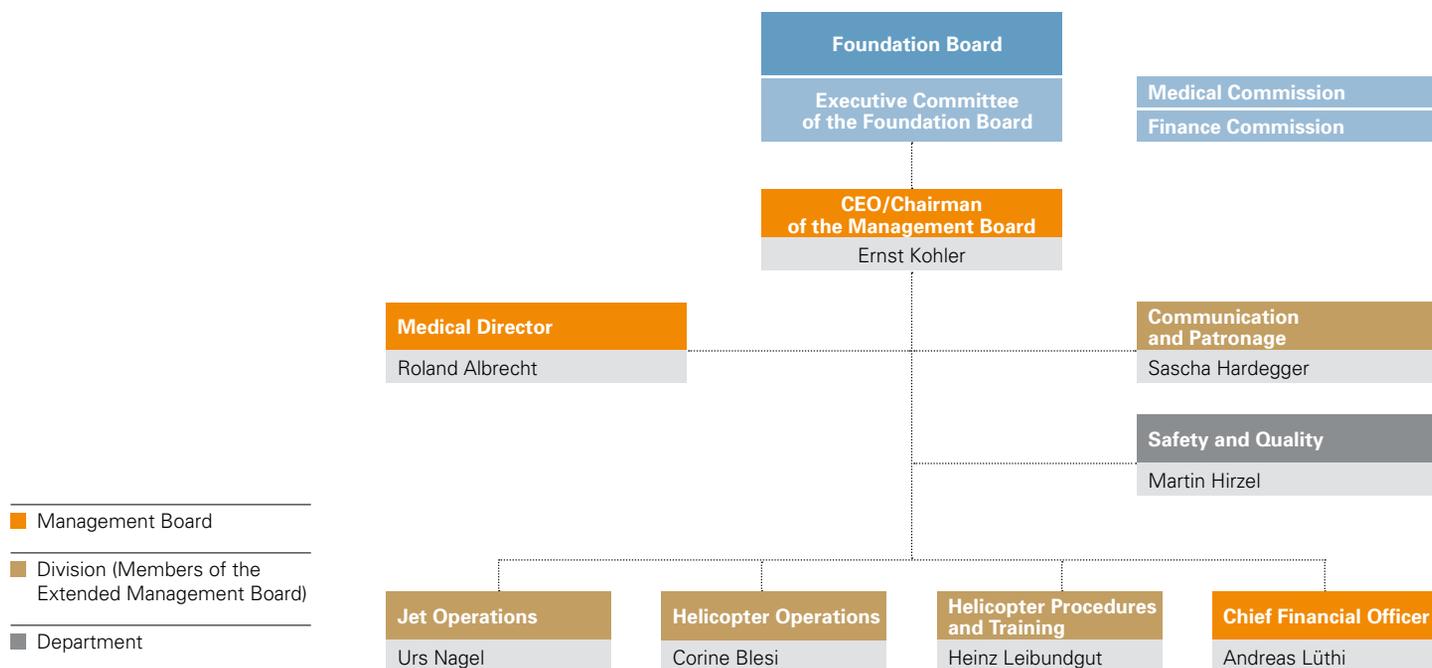
At the Swiss Leadership Forum, Rega is presented with the Swiss Leader Award for its contribution to the competitiveness of the Swiss economy.

## 3 December:

Rega puts its new dispatch system into operation. The introduction of this new system represents a key milestone within the major REMICO (REga MISSION CONTROL) project. During the holiday period, the system is fully put to the test for the first time, revealing a few teething problems that still need to be eliminated.

# Management Board

**Organigram** as of 1 January 2013



From left: Sascha Hardegger, Heinz Leibundgut, Roland Albrecht, Andreas Lüthi, Urs Nagel, Ernst Kohler, Corine Blesi (ascent of the Mönch, 4,107 metres above sea level)



# Conditions of Rega 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 contribution:

- 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 one-parent families (single parents with children who are under 18 on the day of payment)

Patronage is valid for the current calendar year and starts on the date of 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 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 and transport them 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 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 Operations Centre (emergency number in Switzerland: 1414; from abroad: +41 333 333 333) is available around the clock to anyone in need of help due to serious accident or acute illness.

**Rega Centre**  
Postfach 1414  
8058 Zürich-Flughafen  
Phone no.: 044 654 33 11

**Rega 1, Dübendorf**  
Überlandstrasse 299  
8600 Dübendorf  
Phone no.: 044 802 20 20

**Rega 2, Basel**  
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4030 Basel-Flughafen  
Phone no.: 061 325 29 66

**Rega 3, Bern**  
Flugplatzstrasse 1  
3123 Belp  
Phone no.: 031 819 65 11

**Rega 4, Lausanne**  
Route de Romanel 33  
1018 Lausanne  
Phone no.: 021 644 22 66

**Rega 5, Untervaz**  
Postfach  
7204 Untervaz  
Phone no.: 081 300 09 99

**Rega 6, Locarno**  
Aeroporto cantonale  
6596 Gordola  
Phone no.: 091 820 50 00

**Rega 7, St.Gallen**  
Postfach 320  
9015 St.Gallen  
Phone no.: 071 313 99 33

**Rega 8, Erstfeld**  
Reussstrasse 40  
6472 Erstfeld  
Phone no.: 041 882 03 33

**Rega 9, Samedan**  
Piazza Aviatica 6  
7503 Samedan  
Phone no.: 081 851 04 04

**Rega 10, Wilderswil**  
Bönigstrasse 17  
3812 Wilderswil  
Phone no.: 033 828 90 30

**Rega 12, Mollis**  
Flugplatz  
8753 Mollis  
Phone no.: 055 614 55 55

**Rega 14, Zweisimmen**  
Postfach 210  
3770 Zweisimmen  
Phone no.: 033 729 10 30

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Swiss Air-Rescue Rega  
PO Box 1414  
CH-8058 Zurich Airport

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Wordmaster English Translations, Ottenbach

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Rega Photo Archive  
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Production  
tutto fatto, Zurich

Design  
Schenker visuelle Kommunikation, Zurich

Prepress  
Swissprinters, Zurich

Print  
Hürzlerer AG, Regensdorf

This publication is printed on 100 % recyclable  
and FSC-certified paper.

A PDF version is available at [www.rega.ch](http://www.rega.ch).

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