



PRESS RELEASE

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Several Groupe ADP's airports awarded by Skytrax audits on health safety and on service quality for passengers

Paris-Charles de Gaulle and Paris-Orly airports, as well as the Georgian airport of Tbilisi, have received the highest rating of 5 stars in the 2021 health safety audit led by the independent organization Skytrax. This rating attests to the highest level of cleanliness and disinfection in the context of Covid pandemic.

Skytrax also audited quality of service in several airports belonging to Groupe ADP's network. Tbilisi airport, Ankara airport, Izmir domestic terminal and the Paris Airports confirmed their overall 4-star rating. At Paris Airports, the maximum of 5 star-rating was awarded to facilities at Paris-Charles de Gaulle such as the fully refurbished terminal 2B-2D or the hall L of terminal 2E.

Since start of the Covid pandemic, Groupe ADP has been committed to spread the highest level of sanitary devices in its Paris terminals to guarantee health security for passengers, employees and staff. The measures taken are regularly updated to the evolution of the sanitary situation, changes imposed by legislation and health standards in force within each country. By giving a 5-star rating to the two Parisian airports, **Skytrax showcases the work done for sanitation and focuses in particular on the cleanliness of the terminals**. This award follows Airport Health Accreditation (AHA) delivered by ACI (Airports Council International) in 2021.

Regarding quality of service, **Skytrax highlights the progress made over the last two years, to improve passenger experience, especially with signage and boarding room comfort**. At Paris-Charles de Gaulle airport, some facilities such as 2B-2D terminals or hall L in terminal 2E were awarded 5 stars, synonymous with airport excellence. At Paris-Orly, Skytrax underscores works on homogenization of the different areas of the airport, and focus for instance on the high level of design and seating offer in Orly 4 departure lounge.

Outside France, audits were conducted at three airports managed by TAV Airports: Tbilisi in Georgia, Ankara, and Izmir in Turkey. The first two airports and the renovated domestic terminal in Izmir were awarded a 4-star rating, with Skytrax rating the level of service quality as very close to 5 stars.

On this occasion, **Augustin de Romanet, Chairman and CEO of Aéroports de Paris SA - Groupe ADP** stated: *"These 5 Skytrax stars gained in health safety and quality of service show the day-to-day commitment of our operational staff and those of all our partners to better serve our customers, passengers and airlines. Since the beginning of the pandemic, we have been a driving force in health safety and the improvement of reception and service quality have always guided our actions. The tightening of some type of controls, particularly at the border arrivals, may have led to longer waiting times. We fight every day to improve quality of service, hospitality and general atmosphere in our terminals. Outside France, some of our airports achieved convincing results in the Skytrax audits and I congratulate all the group's teams that made these good results possible."*

About the Skytrax health safety audit



Skytrax's health safety audit assesses the anti-Covid safety features and their implementation. A series of samples and analyses is carried out to assess the effectiveness of disinfection protocols in the terminals. Also examined are compliance with international health standards, staff protective equipment, signage and the implementation of barrier measures and social distancing, etc.

About the Skytrax service quality audit



Complementary to the 100 best airports worldwide ranking based on passenger votes, this audit conducted by air transport experts, assesses all the service components on 670 points: access, information and signage, orientation and stages of the journey, connections, atmosphere in the terminals, commercial offer, bars and restaurants as well as all the different services offered to travelers. Therefore it provides an analysis of the end-to-end quality of service at the airport, together with detailed recommendations.

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Groupe ADP develops and manages airports, including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. In 2020, the group handled through its brand Paris Aéroport 33.1 million passengers and 1.8 million metric tons of freight and mail at Paris-Charles de Gaulle and Paris-Orly, and more than 96.3 million passengers in airports abroad. Boasting an exceptional geographic location and a major catchment area, the group is pursuing its strategy of adapting and modernizing its terminal facilities and upgrading quality of services; the group also intends to develop its retail and real estate businesses. In 2020, group revenue stood at €2.137 billion and net result attributable to the Group at -€1.169 billion.

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