

Groupe ADP throws the gates wide open for Paris 2024.



CONTENT

The background features a dark blue triangle in the top-left corner, a white triangle in the top-right, and a teal triangle in the bottom-left. These triangles meet at a central point, creating a white diamond-shaped area in the middle.

1

Delivering
a memorable passenger
experience.

— 04 —

2

Preparing for
an extraordinary
experience.

— 20 —

3

Treasured legacy
for us all.

— 42 —

4

One destination,
a multitude of experiences.

— 48 —

“We are all working together to make the Paris 2024 Olympic and Paralympic Games an unforgettable collective success.”

AUGUSTIN DE ROMANET - CHAIRMAN AND CHIEF EXECUTIVE OFFICER - GROUPE ADP

The opening ceremony of the Paris 2024 Olympic Games will be held on July 26th. Over 19 days, more than 10,000 athletes from 206 nations will come together for the biggest sporting event ever held in France. The Paris 2024 Paralympic Games will extend this celebration, which officially ends on September 8th.

For Groupe ADP and the entire airport community, the stakes are high. Because Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget will be the settings for the first celebratory moments experienced by hundreds of athletes delegations and thousands of journalists, spectators, supporters, ambassadors and heads of state from all over the world. The vast majority will make their first and last memories with us. We owe it to ourselves to live up to this honour, and hence must set the gold standard in customer care.

Keeping this promise - which is at the heart of Groupe ADP's purpose - motivates us and compels us to rise to the occasion and meet the highest of expectations.

We pledge that the Paris 2024 Olympic and Paralympic Games will demonstrate both our airport expertise and our hospitality. Developing, innovating, organising, but above all mobilising all the teams involved - this has been the focus of our attention for several months now, to ensure we showcase the best side of France: its generosity and emotion. This sporting event is therefore a powerful driving force behind the transformation of our sector and the construction of a new airport model geared towards sustainability, accessibility and performance. We are keen to ensure that its legacy lives on, so that we can continue to share our horizons.



**Delivering
a memorable
passenger
experience.**



“For the Paris 2024 Olympic and Paralympic Games, we want to offer our passengers an experience that is both memorable and seamless.”

RENAUD DUPLAY, GROUP CHIEF OPERATING OFFICER AND PARIS 2024 OLYMPIC AND PARALYMPIC GAMES PROJECT LEADER

For the first time, the Olympic and Paralympic family will be welcomed at the Paris airports. More than 60,000 accredited guests, arrivals and departures spread over just a few days... Renaud Duplay, Group Chief Operating Officer and Paris 2024 Olympic and Paralympic Games Project Leader, spoke to us about the challenge faced and ambition shared by the entire airport community: to rise to the occasion.

WHAT EXPERIENCE WOULD YOU LIKE TO OFFER PASSENGERS TRAVELLING FOR THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES?

R.D. For the vast majority of participants, our airports will be one of the first and last points of contact with the Paris 2024 Olympic and Paralympic Games. We want everyone to have a great time. In particular, we want every passenger, from the moment they arrive, to become immersed in the Paris 2024 experience. So we will be decorating our airports in the event colours. Our terminals will be decked out for the occasion. These decorations will be complemented by a range of events, offering our passengers a variety of entertainment and activities from the moment they land. The idea is that everyone will see that the party starts here and they will feel welcome. And the same goes for when it's time to leave. A number of events have been planned to mark the end of the Games, with choreography, music and outfits specially designed by leading young French artists.



humility. The situation may seem paradoxical, given that we are used to handling very large numbers of passengers - over 350,000 a day at Paris-Charles de Gaulle and Paris-Orly during seasonal peaks - as well as athletes and their outsized equipment, people with disabilities, large groups, etc. However, these groups usually represent only a small proportion of our passengers. For the Paris 2024 Olympic and Paralympic Games, they will be particularly numerous and their departures will be condensed over three days. All these specific elements combined create an unprecedented challenge. So we've been preparing for several months now to ensure we keep our promise: to extend the highest quality welcome to the accredited guests and to all passengers.

HOW DO YOU PLAN TO RISE TO THIS CHALLENGE?

R.D. Groupe ADP is able to open all of its terminals for the Games, including the reopening of Terminal 2C and the eastern part of Terminal 2A in spring 2024, following the completion of works. The effort obviously extends to outside of the airports, I'm thinking for instance of the extension of Metro Line 14 to Paris-Orly Airport which will be a genuine asset in terms of hosting the event. Coming back to our airports, the collaborative work launched several months ago with the airport community will ensure we are ready. Collectively, we know that we have to be at the top of our game to ensure that all of our passengers take away good memories of their arrival and departure. We are well-versed in collaboration, since our activities require many different professions and companies to work together on an ongoing basis. And now we're adding additional members: the Paris 2024 team, as well as their volunteers and service providers. Together, we form one large delegation, the Team Airport, and we are working hand in hand to prepare for the Games. We're testing new processes and working more closely together, ensuring that we are able to rise to the challenge. What's more, this event presents some great opportunities. One such example relates to how we welcome the para athletes. For us, it's a milestone in terms of the quality of customer service for people with disabilities. We are making progress in these areas and taking the opportunity of the Paris 2024 Games to demonstrate our commitment.

WHAT DO YOU HAVE PLANNED FOR THE PARTICIPANTS' JOURNEY THROUGH YOUR AIRPORTS?

R.D. We want this journey to be a seamless experience. For us, it's an obligation not only to the athletes, who have been preparing for this event for years, but also to France and the French people, who we are proud to represent and, more broadly, to all those who, like us, will be working hard to make the Paris 2024 Olympic and Paralympic Games a memorable experience. The route taken by the sports delegations must be seamless and straightforward, their equipment must be easy to collect, and they must be able to move around with ease and, of course, in complete safety. Members of the delegations need to be given a warm welcome, guidance and support. The competing athletes have sacrificed a lot to realise their dreams, and we have a duty to ensure that they stay focused on their goal. Welcoming the Paris 2024 accredited guests is a challenge for our entire airport community. So we are approaching it with a great deal of





When the gates open.

What will the arrival of the majority of accredited guests, including the sports delegations, look like at Paris-Charles de Gaulle and Paris-Orly during the Paris 2024 Olympic and Paralympic Games? Their route has been planned down to the last detail. The main challenges are fluidity and safety.



LANDING

The arrival of accredited guests will be monitored centrally. A dedicated command centre will coordinate these arrivals as well as the entire accreditation process at the airports. The aim is to ensure that all operations run smoothly and in the right order.



DISSEMBARKATION AND ROUTE

Presence of easily-identifiable customer service teams to show the accredited guests where they need to go. To ensure people with disabilities can move around comfortably and regain their independence as quickly as possible, they will be reunited with their wheelchairs on the boarding bridge walkway.



BORDER CONTROL

In order to keep the waiting times at this essential checkpoint as short as possible, the Border Police will be increasing its staff numbers and opening as many booths as possible. In addition, specific procedures will be put in place to ensure a smooth journey within the airport.



ACCREDITATION

For this essential and highly symbolic process, dedicated areas will be set up in each terminal. Paris 2024 volunteers will be on hand to issue passes.



BAGGAGE

Every athlete, every team and every media outlet will arrive with their own essential equipment, often oversized or outside. To aid in the collection of these items, the sports delegations' support teams will be granted access to baggage reclaim. Oversized trolleys will be made available to facilitate the transportation of these items and additional baggage handlers will be called in to assist. A process will be in place for lost and delayed baggage to ensure it is reunited with its owner as quickly as possible, thanks to significant cooperation with the airlines and Paris 2024.



ENTRANCE TO THE PUBLIC AREA

The route to be taken by the sports delegations in the public area has been planned with all relevant stakeholders. It will be decorated to celebrate their arrival and encompass the Media Zone and the Welcome Desk. There, Paris 2024 volunteers will advise accredited guests on the next stage and how they will be taken to the Olympic and Paralympic Village. They can also notify their delegation of their arrival, if required.



TRANSPORT

The final stage is road transport. Paris 2024 has set up an "Athlete Transport" scheme, with coaches taking the delegations to their accommodation. Their equipment will be transported by lorry at the same time. Congestion on the roads and outside the airports will be monitored and adapted in real time using the reserve parking area.



WHAT ABOUT THE OTHER PASSENGERS?

During the Paris 2024 Olympic and Paralympic Games, many non-accredited passengers will also be using our airports. Everything is in place to ensure that the quality of their welcome is of the highest standard, as always. And everyone can enjoy the unique atmosphere and entertainment along the way.



WHO ARE THE ACCREDITED GUESTS?

These are all the people who have a role to play during the Paris 2024 Games. Accreditation makes it possible to identify people and their roles, and gives them the access they need to carry out their duties. It is not a privileged status, but a necessary tool for managing large numbers of people and facilitating their movements.

Accreditation:

- Guarantees that only duly qualified and eligible persons are authorised to take part in the Paris 2024 Games and to perform official duties,
- Limits participants' access to the areas necessary for them to carry out their official duties and prevents unauthorised persons from gaining access to secure areas,
- Ensures that participants can access these areas in a safe and orderly manner.



PARIS AÉROPORT
VOUS OUVRE GRAND
LES PORTES DE PARIS 2024.

TENTEZ
VOTRE CHANCE !
TRY YOUR LUCK!



Time to leave.



EARLY CHECK-IN

A remote check-in facility will be set up at the Olympic and Paralympic Village. The majority of the sports delegations will check in with their airline there the day before their flight, to ensure everything goes smoothly on departure day. Their baggage will be taken to Paris-Charles de Gaulle and Paris-Orly to be securely stored before being transported to the aircraft at the appropriate time. This process will also improve traffic flow at the airports by preventing congestion.



TRANSPORT TO THE AIRPORT

Paris 2024 will organise the sports delegation transport from the Olympic and Paralympic Village to the departure airports (Athlete Transport scheme). Once they have arrived at the airport, these coaches will go to the reserve parking area before being directed to the terminal drop-off areas at the right time for the delegations.

WHAT ABOUT THE OTHER PASSENGERS?

Thanks to the dedicated route in place for the majority of accredited guests, optimum conditions will be maintained in the terminals for all other passengers. They can also take advantage of the planned Farewell Parties, entertainment and events.



**AT PARIS-CHARLES DE GAULLE,
THE "ATHLETE SPECIAL HALL" (ASH)
OFFERS A PRIVATE ROUTE TO
THE RUNWAY DURING THE PARIS 2024
OLYMPIC GAMES**

Upon arrival at the airport, sports delegations that have checked in in advance will make their way to the Athlete Special Hall (ASH) to enjoy a private route to the runway. This hall encompasses the security and identity control checkpoints, following which the athletes will be taken by shuttle bus to their boarding lounge. Paris 2024 volunteers and Groupe ADP staff will welcome them, guide them along their route and answer any questions they may have.



BEFORE DEPARTURE

As they arrive in the terminals to await their flights, the sports delegations will be welcomed by "Farewell Parties" to celebrate the end of the experience and honour their performances.



METICULOUSLY PLANNED ROUTES

The International Olympic Committee and the International Paralympic Committee have established three categories of accredited persons. Each has its own specific arrival and departure procedures. Groupe ADP, in close collaboration with the Ministry of Transport, the Ministry of Foreign Affairs and the relevant State services, as well as with the airlines and service providers concerned, has set up dedicated routes. These have now been definitively approved, enabling us to move on to the detailed organisation of each process.

For the Team Airport, it's a question of performance.

Performing their own tasks, coordinating with the other members of a team that has been significantly expanded for the occasion, delivering a memorable experience to our passengers: during the Paris 2024 Olympic and Paralympic Games, the Team Airport will also be at the top of its game.

To ensure the reception of accredited guests and passengers is a genuine success, and to rise to the challenges presented by the arrival and departure of the sports delegations over a very short space of time, every member of our airport community needs to get involved.

OPERATING OUR AIRPORTS, A TEAM SPORT

On a day-to-day basis, the qualities we need to welcome our passengers are comparable to the keys to sporting success: team spirit, coordination, solidarity, practice, as well as the constant desire to progress and the quest for performance. Each member of our large team is already familiar with the complexities and challenges of coordination, whether in traditional or busy periods. But the challenge of hosting the Paris 2024 Olympic and Paralympic Games is a brand new one for our well-established organisation. Over a very short period of time, we need to offer the best possible conditions in which to welcome people with very specific expectations, in both arrivals and departures. All the usual services will be exceptionally busy: customer service and the welcome team, check-in, handling of large volumes of baggage, security and safety, border control, baggage screening, traffic coming into and around

the airports, cleaning, etc., not to mention looking after the high numbers of people with disabilities using the airports during this period.

SUCCESSFULLY HOSTING THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES, A TEAM EFFORT

All of the teams are making adjustments and preparations as we speak. Together, they form the Team Airport. When the time comes, this large team will also be able to rely on the internal reinforcements mobilised by Groupe ADP and will incorporate the Paris 2024 team. Its volunteers will be on hand to issue accreditation passes, provide customer care and escort the sports delegations through the airport. In addition, the Paris 2024 service providers - baggage handlers, logistics integrators and transport service providers - will be on hand to ensure that the sports delegations and their equipment are transported between our airports and their accommodation. Each of them will need to demonstrate agility in terms of overcoming any obstacles that may arise, while keeping in mind the priority objective: quality of service. Our airports will be their showground, the fruit of their commitment and determination, their fastidiousness and care.



A campaign to build momentum.

Alongside the operational mobilisation of all our teams, Groupe ADP has launched a communications campaign for members of the airport community. The aim is to rally around a common goal, to enthuse all Parisian Airports employees and to showcase the wide range of professions that will contribute to making Paris 2024 an unforgettable collective success.

Like the hundreds of delegations of athletes and officials who will pass through the Groupe ADP airports this summer, the airport community forms a large team of experts who, like top-level athletes, excel in specialist disciplines and achieve extraordinary results. Which is why Groupe ADP is pushing the analogy and suggesting that all of its members join in to create this extensive Team Airport. A delegation of eight teams who will facilitate the hosting of the world's biggest sporting event.

An extensive poster campaign will invite all airport employees to join the Team Airport and one of its eight teams by logging on to a new WebApp created for this purpose. By registering, members of the airport community can take part in a variety of challenges and win prizes including tickets to the Paris 2024 Olympic and Paralympic Games. They will also be able to keep up to date with news about the Paris 2024 Games and the Team Airport in the run-up to and during the event.

THE TEAM AIRPORT

The eight teams, each with a name and symbol inspired by the sporting disciplines of the Paris 2024 Games and by the world of airports, have been designed to unite all airport professions and highlight the challenges to be overcome:





The **Athletic Experience** team, ready to climb to the top of the hospitality podium.



The **Marathon Logistics** team, ready to go the distance to make sure everything happens on time.



The **Triathlon Design** team, juggling creativity, ingenuity and innovation.



The **Track Racing** team, covering the miles to excellence.

The **Rhythmic Course** team orchestrating every move within our airports.



The **Synchronised Safety** team, ready to ensure the perfect coordination of safety and security.



The **Obstacles Preventions** team, ready to intervene in any situation.



The **Dynamic Relay** team, always in the starting blocks ready to lend its support.



Preparing for
an extraordinary
experience.



A few figures.

For us, the complexity of the Paris 2024 Olympic and Paralympic Games isn't related to the numbers of people but to their specific requirements. The challenge therefore lies in the combination of passengers with specific expectations and the very short time periods.

A TOTAL OF **64,000**
ACCREDITED GUESTS are expected for the Paris 2024 Olympic and Paralympic Games.

OLYMPIC GAMES

34,000 **8,000**

accredited guests will fly in and out of Paris-Charles de Gaulle.

accredited guests will fly in and out of Paris-Orly.

PARALYMPIC GAMES

18,000 **4,000**

accredited guests will fly in and out of Paris-Charles de Gaulle.

accredited guests will fly in and out of Paris-Orly.

JUST AS MANY PASSENGERS, BUT FEWER CONNECTIONS.

The usual number of passengers is expected during the summer of 2024. Some will avoid Paris during the event, while others will come especially to attend the Games. In addition,

a sharp fall in the number of stopovers is expected, which will automatically increase the number of passengers within the terminals and on the access routes (roads, public transport).

114,000

The equipment used by sports delegations and the media is particularly bulky.

THE BAGGAGE

47,000

items of sports equipment, including **17,000 oversized items** (poles, canoes, bicycles, etc.).

These large volumes require careful organisation to ensure the efficiency, safety and precision of all baggage flows.

THE PERIODS

4,000

Arrivals will happen in waves over two to three weeks, with peaks of up to **44,000 arrivals/departures per day**.

ARRIVALS

The **first peak period** is expected to be when the Olympic Village opens (18/07) and around the Olympic Games Opening Ceremony (26/07), and the **second** will coincide with the Paralympic Games Opening Ceremony (28/08).

DEPARTURES

Departures will be highly concentrated. Olympic Games departures will take place between 11 and 14 August, with a peak expected the day after the closing ceremony, on 12 August. Those associated with the Paralympic Games will take place mainly between 6 and 11 September, with a peak the day after the closing ceremony.

Each of the Parisian platforms has its own specific challenges.

Paris-Charles de Gaulle and Paris-Orly, the official gateways to the Paris 2024 Olympic and Paralympic Games, will offer the same high level of service.

PARIS-CHARLES DE GAULLE

Based on the information we have currently, the vast majority of accredited guests will be arriving into and departing from Paris-Charles de Gaulle. Consequently, we will be dealing with different types of passenger, requiring adjustments in terms of capacity and the handling of oversized baggage.



THE GENERAL AVIATION AIRFIELDS

Activity at some of these airfields may need to be adapted to ensure everything runs smoothly. The airfields may also be called upon to meet very specific logistical needs.



PARIS-LE BOURGET

At Paris-Le Bourget, the busiest periods are expected to coincide with the opening and closing ceremonies. The areas around the airport will see especially high levels of activity, playing host to the Media Village and the Broadcast Centre, where a large number of media professionals are expected.



PARIS-ORLY

At Paris-Orly airport, operations are likely to be more targeted. This is where we expect the European delegations, as well as other delegations already in Europe, to arrive. The opening and closing ceremonies should also be busy periods for Paris-Orly, as dignitaries are likely to choose this airport.



FEATURE ARTICLE

Preparation: a long-distance race.



“Preparing to host the Paris 2024 Olympic and Paralympic Games means launching a gigantic countdown”, explains Régis Lacote, Managing Director of Paris-Charles de Gaulle Airport. And time is ticking. To achieve the various milestones and have everything ready, several sequences must follow one another. The first was an exploratory phase, during which Groupe ADP and Paris 2024 gathered key information to assess the various needs and their tangible impacts on the infrastructure and organisation. Within Groupe ADP, a team dedicated solely to this project was set up in 2022. It has identified the challenges to be overcome, working closely with the relevant State services and Paris 2024. Very quickly thereafter came phase two: infrastructure. The work had to be started if everything was to be ready on time. The project took on a more human aspect then, as the circle of people involved in the preparations grew considerably. Finally, in spring 2024, when the facilities have been delivered and all the teams are in place, it will be time for the full-scale rehearsal and the extensive decoration of the airports.

ANTICIPATION AND COLLABORATION: THE KEYS TO SUCCESS.

Within Groupe ADP, expert advisors have been working to determine appropriate responses and solutions, notably through the creation of themed working groups. These solutions were presented to the Groupe ADP Executive Committee for approval before their implementation. At the same time, Groupe ADP has been working with a large number of external players. There were, of course, constant exchanges with Paris 2024, the International Olympic Committee and the International Paralympic Committee. The relevant State services have set up dedicated working groups to bring together all the entities involved in the organisation of the Paris 2024 Olympic and Paralympic Games and to coordinate all of the key issues: mobility, accessibility, aviation security, public safety, welcoming dignitaries, the airport community, etc. Lastly, dedicated working committees have been set up between Groupe ADP and the airlines, to move forward in stages. “The aim of these meetings, aside from actively and diligently preparing for the event, is to draw up an operating plan”, explained Joséphine Londiche, Paris 2024 Olympic and Paralympic Games Chief of Staff within Groupe ADP. The objective is to draw up a guide summarising all the processes and procedures to be followed, so that it can be shared and everyone can be prepared.”

The key to anticipation is the early transmission of essential information by the delegations via the platform set up by Paris 2024, known as the Arrivals and Departures System (ADS). This includes details of the arrival and departure flights for delegation members, information on their baggage and regarding disabled passengers. This data helps to determine the appropriateness of our operating plans.





“We work to balance traffic with resources. In other words, we plan the best possible allocation of airlines to terminals by taking into account the number of check-in desks, aircraft stands available and passenger flow. We also carry out this work to ensure minimal disruption to passengers while the work is carried out. Our forecasts have enabled us to determine the best layout and support solutions to successfully host the Paris 2024 Olympic and Paralympic Games. We will also be very busy during the event, as we will be allocating resources on D-7 and providing Paris-Charles de Gaulle and Paris-Orly with real-time updates on traffic.”

SOPHIE MERCECA - AIRPORT CAPACITY AND DEVELOPMENT - GROUPE ADP



MOBILISATION AND TRAINING.

One thing is certain: the upcoming challenge requires the mobilisation of the entire airport community. An in-depth understanding of the role you will play, the dedicated processes, who to turn to for assistance... Groupe ADP's operational and support teams will receive the information they need and, if necessary, training. In addition, the entire airport community must get organised in advance to ensure it is able to carry out its duties, particularly during pre-determined peak periods. A number of issues are crucial to the success of the project. For example, the recruitment and training of assistants by service providers responsible for supporting people with disabilities. And let's not forget the fundamental role played by the Paris 2024 volunteers, who will welcome, guide and inform accredited guests, as well as Groupe ADP's internal reinforcements. Their training and commitment will be key to the quality of the welcome they provide.

— MOBILISING INTERNAL RESOURCES

A vast mobilisation campaign was launched in December 2023 to recruit more volunteers at Groupe ADP. 1,500 employees have joined the operational volunteering programme. They will support the operational teams during identified peaks to help with reception, orientation, process coordination, traffic control, baggage handling, etc. They have signed up for 10 shifts between June and September 2024, and will receive appropriate training. Between now and the summer, the volunteers will be able to take advantage of special opportunities including special visits to iconic sites, conferences, etc.

“As for us, we have the expertise of the Olympic and Paralympic Games. We have all the customer data and information we need to plan accordingly. Groupe ADP and the airport community are bringing their business expertise and we are pooling our specific knowledge to get ready for the event. We are working closely together and are a fantastic team.”

LUCIE ALLAIN - ARRIVALS AND DEPARTURES TEAM MANAGER, PARIS 2024



“Managing the flow of passengers and their baggage during this period is a major operational challenge for our airports. As part of our preparations, we are developing specific procedures involving our operational teams, on the ground and at the Airport Operations Centre, as well as with the entire airport community. To succeed, we need more than ever to anticipate and manage the unexpected, drawing on our existing operational resources and all of the relevant internal and external stakeholders.”

PATXI ARTOLA - PARIS-ORLY APOC MANAGER



PRACTICE MAKES PERFECT.

To put the theory into practice, Groupe ADP and its partners have embraced any opportunities for rehearsal. The summer of 2023, which saw France play host to a number of major sporting events, proved to be an excellent warm-up. The World Para Athletics Championships, the Paris 2024 Triathlon and Para Triathlon Test Event and the Rugby World Cup have all been used to test different processes with a view to either definitively approving them or refining them. The simultaneous management of a very large number of wheelchairs, creation of dedicated coach parking areas for groups, regulation using the reserve parking area that has been opened at Paris-Charles de Gaulle, routes within the terminals with priority at Border Control and screening checkpoints: all of these processes have been rolled out and meticulously monitored. Downstream, detailed feedback has been shared with stakeholders. These in situ observations also highlighted other points to be addressed, such as the phenomenon of group inertia as they make their way through the terminal. “These sequences have reinforced the crucial importance of transmitting information to ensure that operations run smoothly”, emphasises Juliette Bonet, Paris 2024 Olympic and Paralympic Head of Operational Coordination within Groupe ADP. Furthermore, a delegation comprising members of Groupe ADP, Air France and Paris 2024 travelled to Santiago de Chile in the autumn of 2023 to observe and study the organisation of the panamerican and parapanamerican Games. Full-scale testing is planned for spring 2024: these will be the final tests to ensure the robustness of the remote check-in system and the smooth operation of the private runway access for the departure of delegations. One last lap before the final event.





“Air France, with its hub at Paris-Charles de Gaulle, has been involved in the aviation working groups from the very start. Our role is to ensure a quality experience for all our customers and optimum operational performance over the summer of 2024, against a backdrop of business growth. To ensure this level of quality, we are working closely with Groupe ADP, Paris 2024 and the entire airport community to put in place the operational processes that will enable us to handle the volume of arrivals and departures including, for example, the delegation check-in facility at the Olympic and Paralympic Village. We will be there to share our expertise with our customers.”

CÉLINE KLEIN - HEAD OF CROSS-FUNCTIONAL OPERATIONS - AIR FRANCE



Overcoming all obstacles.

Of the many projects being carried out to rise to the challenge of hosting the Paris 2024 Olympic and Paralympic Games, eight in particular are highly significant and interdependent. All have been the subject of collaborative work between the stakeholders concerned and have been validated by the State services.



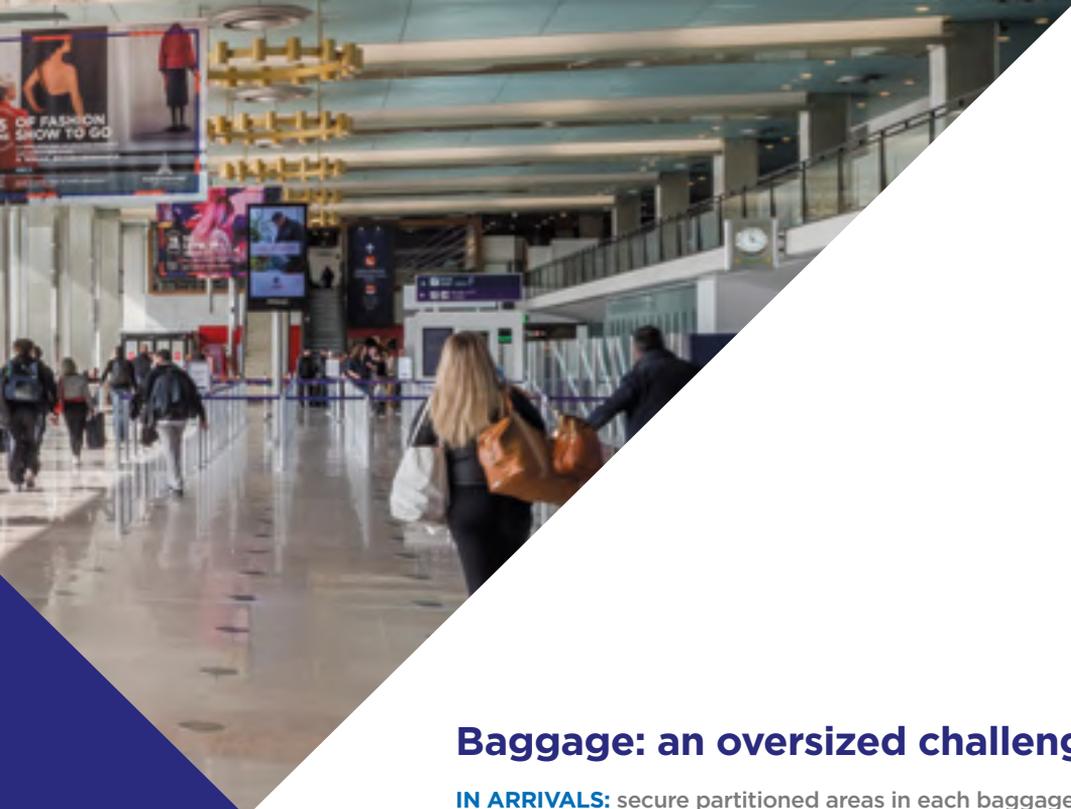


ADS: key planning information.

The Arrivals and Departures System (ADS) is a key component of how we are planning to welcome accredited guests. On this online platform, set up by Paris 2024, the heads of delegations will be able to enter all the information about their journeys: flight numbers, timetables, number of baggage and equipment items, etc. For the airport community, this data is crucial, as it will enable us to anticipate and optimise the organisation on the ground.

More than 60,000 passes to be issued.

The Validation-Accreditation Desks will be set up within the terminals, in a dedicated location generally close to the baggage reclaim area. This will allow the teams to conduct the necessary checks and issue passes while people wait for their baggage. Paris 2024 and Groupe ADP have worked together on the layout of these desks and the relevant equipment, particularly IT.



Baggage: an oversized challenge.

IN ARRIVALS: secure partitioned areas in each baggage reclaim area. Airline assistants will pay particular attention to delivering these items within a controlled timeframe, and the ground handlers will unload by hand so as to prevent congestion on the conveyor belts. In Terminal 2E, a new oversized baggage reclaim point has been created to increase handling capacity.

IN DEPARTURES: early and remote check-in will be available to the sports delegations. Baggage is checked in in advance and then taken to the hold at the appropriate time.



Early check-in at the Olympic and Paralympic Village: combining efficiency and simplicity.

The Off-Airport Process (OAP) refers to early check-in. The main benefit of this is the upstream handling of baggage, particularly oversized and outside baggage. This process, which will be very short-lived as the OAP will only run over two three-day periods around the closing ceremonies (from 10 to 13 August and from 7 to 10 September), has been under preparation for several months. There will be nine OAP points at the Olympic and Paralympic Village, as well as one additional point in Saint-Quentin-en-Yvelines, to ensure the highest possible success rate for the sports delegations. The day before their flight, they will be invited to check in during a specific time slot. Groupe ADP will have installed check-in desks and set up all the equipment they need. The airlines and their ground handlers will have arranged for their staff to be seconded to the site. Once the baggage has been checked in, the Paris 2024 logistics integrator will take responsibility for it, ensure its loading, traceability and integrity, and transport it to the departure airport.

— TWO BAG FACTORIES

Two dedicated infrastructures - known as Bag Factories - will be set up at both Paris-Charles de Gaulle and Paris-Orly for the storage of all pre-checked in baggage until its departure. These will be equipped with security equipment to X-ray the bags. When the time comes, the relevant airline's ground handlers will retrieve the baggage, transport it to the aircraft and load it into the hold. Located in the airports' security areas, these huge tents will be dismantled after the event and be reused for other projects.

On your marks: the Athlete Special Hall (ASH) offers the delegations private access to the runway.

This 12,000 sq.m space, which will be completed in spring 2024, will be where the sports delegations that have checked in early can wait for their return flight. On site, they will pass through the screening checkpoints and Border Control, then relax before being taken by shuttle bus to their boarding lounge. Delegations that have not checked in in advance will use the traditional route. In order to avoid additional journeys for the para athletes, this facility will not be used for the Paris 2024 Paralympic Games.



Land transport: prioritising access.

A number of developments and solutions have been put in place to minimise congestion.

- ◆ One of the most significant of these is the reserve parking area. This vast area will be home to an unusually high number of coaches, buses, chauffeur-driven cars and trucks. Vehicles will be directed to park there and then, with the support of a specialist partner, small numbers at a time will be sent to the next stage, thus avoiding congestion on the access roads.
- ◆ In front of each terminal, a dedicated Athlete Transport drop-off area will be created for the coaches that will provide land transport for the delegations. To reduce congestion at pre-identified points, the drop-off area at Terminal 2E has been extended and another has been created on departures level. The area on arrivals level will also be modified in 2024.
- ◆ For certain accredited guests, a Transport Connect bus service will be available. New stops will be created to accommodate these 20 regular routes: 16 at Paris-Charles de Gaulle and 4 at Paris-Orly.
- ◆ Finally, as an essential accompaniment to these developments, a major signage project is underway.

Accredited persons other than sports delegations will be asked to use public transport. But for those whose destinations cannot be reached by public transport, a fleet of around 1,600 cars, known as the “AND fleet” (AND: Arrival & Departure), will be made available at Paris-Charles de Gaulle and Paris-Orly.

Boosting intermodality: 50% more TGV trains to Paris-Charles de Gaulle’s TGV railway station, Metro Line 14 extended to Paris-Orly from June: airport intermodality and access via public transport are being ramped up, to the benefit of passengers and the environment alike.



Welcoming people with disabilities: be at the top of our game.

“The Paris 2024 Olympic and Paralympic Games represent major challenges for us”, explains Antoine Vigario, who is in charge of accessibility for people with disabilities at the event. Firstly, it is a question of reassuring the Paralympic delegations that they will be looked after in the best possible way while also ensuring that our passengers with disabilities receive the support they are accustomed to. Secondly, we need to move forward quickly and decisively in terms of improving the infrastructure, to offer more tailored and smoother routes and more pleasant spaces. With this in mind, we have chosen to work with a specialist firm to make lasting changes to our infrastructure. That said, we also need to take this unique opportunity to change the way people look at disability, as was the case at the London Olympic and Paralympic Games. We have also launched a disability awareness programme for all Groupe ADP employees. Ultimately, the aim is also to make it easier for people with disabilities to travel independently if they so desire, without the need for the assistance we offer.

DEDICATED PLANNING AND ORGANISATION.

It is essential that we have the appropriate staff and facilities in place. To ensure that there are enough ground handling teams and additional Groupe ADP reinforcements in the right places, we need to anticipate needs as much as possible, day after day, notably using the data collected via the Arrivals and Departures System (ADS). To be ready when the time comes, in March 2024 we will begin recruiting and training staff dedicated to supporting passengers with disabilities. There will also be teams responsible for the maintenance of necessary equipment, such as shuttles and ambulifts, the mobile lifts used to board and disembark people with disabilities. Teams will be ready and waiting for the arrival and departure of delegations: in particular, they will ensure that personal wheelchairs are brought to the boarding bridge walkways as quickly as possible, a key factor in the independence and comfort of the people concerned. Finally, flights will be allocated to the most appropriate aircraft parking stands. For departures, the para athletes will be strongly advised to check in remotely (OAP), which will save them time when boarding.





ESTABLISHING A DYNAMIC LEGACY.

“The organisation of this event is certainly an accelerator for Groupe ADP, but we began the adaptation of our infrastructures a long time ago”, emphasises Antoine Vigario. An advisory committee dedicated to the accessibility of our airports for people with disabilities has been set up and meets every two months. Its meetings are attended by our Chairman and CEO. We are also collaborating with a group of user experts and the Interministerial Delegate for the Olympic and Paralympic Games, and are working closely with the Groupe ADP Innovation Division to continue our progress in terms of innovation in these areas. We are also working on a joint project with SNCF to ensure that we can provide seamless assistance in the Terminal 2 railway station at Paris-Charles de Gaulle. Our ambition is to ensure that this momentum continues as a legacy, and everything is in place to achieve this.”

Approximately 140 developments have been identified to ensure the smooth hosting of the Paris 2024 Paralympic Games and to guarantee the accessibility of all routes for passengers with disabilities at both airports. Some can be carried out before the event, others will have to wait until afterwards, as their impact in terms of works was incompatible with the hosting of the event. These include the:

- ◆ **Creation of three changing rooms at Paris-Charles de Gaulle and two at Paris-Orly**
- ◆ **Replacement of all assistance kiosks in the public areas, outside the terminals and in the car parks at Paris-Charles de Gaulle**
- ◆ **Replacement of signage dedicated to passengers with disabilities at the security checkpoints and near the lifts**
- ◆ **Provision of an additional lift in Terminal T1**
- ◆ **Creation or improvement of 19 meeting points in boarding lounges and handover points throughout the Paris-Charles de Gaulle terminals, to provide better support for disabled passengers**
- ◆ **Creation of Quiet Rooms for people with disabilities**
- ◆ **Creation of Pet Rooms for guide and assistance dogs.**





In real time: the command centre.

“Each of our airports has an Airport Operations Centre (APOC), responsible for the centralised coordination of the airports’ operations in conjunction with the teams on the ground and the systems for managing adverse or crisis situations”, explains Emilie Antoniutti, who is in charge of the project’s operational management system. But these APOCs cannot, in addition to their usual role, take on the enhanced coordination of operations needed for the Paris 2024 Olympic and Paralympic Games, especially as other stakeholders also need to be involved. We therefore needed to organise a specific command centre to manage the accredited guests and the services dedicated to them, and to ensure a direct link with Paris 2024.” This enhanced coordination will therefore be carried out from a specially-equipped command centre, which will work hand in hand with the Paris 2024 Command Centre in charge of arrivals and departures, the Command Centre for all Paris 2024 operations and the Military Command Centre in charge of supervising flight operations in the Paris region.

UNITING STAKEHOLDERS, COORDINATING AND MEDIATING.

Based at Paris-Charles de Gaulle and working closely with the APOCs at the Paris airports, this command centre will bring together all parties involved in collective decision-making regarding the flow of accredited guests: representatives from Groupe ADP, Paris 2024, the relevant State services, Air France, the airlines association, etc. Then, for matters requiring dedicated coordination - diplomatic arrivals, managing off-site check-ins, welcoming para athletes - other entities will also be represented.

ANTICIPATE, ANALYSE, DECIDE, DISTRIBUTE AND MANAGE.

The duties of the command centre dedicated to the Paris 2024 Olympic and Paralympic Games require meticulous organisation. To successfully meet this challenge, the time sequence is of the utmost importance. Firstly, plans and preparations are made



for the week ahead: Groupe ADP, the airlines and their ground handlers, State services and Paris 2024 share information and define instructions for the allocation of resources and operational organisation. Then, each day is anticipated the day before to facilitate real-time management. Data is analysed in terms of matching traffic with capacity. Decisions are made together with the stakeholders and planned scenarios are adjusted. The sharing of information is also carefully planned to prepare for the operational implementation of changes, where necessary. Each day, a handover meeting is held between the command centre's representatives, who pass on key information about the previous and upcoming day. Everything is prepared in advance so that, on D-day, the command centre can ensure the smooth flow of accredited guests, communicate any changes to the airport community and work directly with the APOCs and operational teams.

TESTING AND TRAINING.

Details of all the procedures have been drawn up, as well as the communication plans - in concrete terms, who reports what type of information to whom: everything will be tested as part of the full-scale testing scheduled for the spring, in time to make any final adjustments required. A vast training programme has now been launched for members of the command centre as well as the operational teams. This will ensure a smooth handover when the time comes.

The Paris 2024 Olympic and Paralympic Games command centre will be manned from 5 am until 11:30 pm daily from 6 July until 12 September 2024. To this end, the number of Groupe ADP managers on site is tailored to the number of accredited guests expected on that day:

- ◆ **“Low day” = 400 accredited guests expected
= 1 Groupe ADP representative.**
- ◆ **“Normal day” = between 400 and 1,300 accredited guests expected
= 2 Groupe ADP representatives.**
- ◆ **“Peak Day” = over 1,300 accredited guests expected
= 3 to 4 Groupe ADP representatives.**

The schedule for activating the centre will be fine-tuned according to the updated flow of accredited guests.



**Treasured
legacy**
for us all.



“The Paris 2024 Olympic and Paralympic Games are a springboard for imagining and designing the airport of tomorrow.”

EDWARD ARKWRIGHT, DEPUTY CEO OF GROUPE ADP.

The roadmap rolled out for 2024 is part of a long-term strategy, as Edward Arkwright, Deputy CEO of Groupe ADP, explains. While the legacy of the Paris 2024 Olympic and Paralympic Games should benefit all passengers in terms of the airport experience, it will also accelerate the already initiated transition towards building an airport model geared towards sustainability, accessibility and performance.

ONE OF THE CHALLENGES OF HOSTING THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES LIES IN ITS LEGACY. HOW DO YOU VIEW THIS?

EDWARD ARKWRIGHT For Groupe ADP and the entire airport community, hosting this extraordinary event requires a great deal of preparation, anticipation and planning. The value of this work is compounded by its usefulness for the future, which we envisaged from the outset. Indeed, for the Paris 2024 Olympic and Paralympic Games to be meaningful, they must not just be an opportunity to demonstrate our expertise; they must also be beneficial in the long term. For several years now, Groupe ADP has been implementing a strategy to design the airport of tomorrow, which in turn will shape our future. So we're looking at this historic event as a great opportunity to accelerate the projects we're working on.



WHAT DOES THE AIRPORT OF TOMORROW LOOK LIKE?

E.A. It will be smarter, safer and more sustainable. For passengers, this means a simpler and smoother journey, thanks to digital technology and new “contactless” interfaces that rely on biometrics, artificial intelligence and big data. It will also have the smallest possible ecological footprint: our roadmap aims for carbon neutrality in Paris by 2050. The health crisis already accelerated the transformations and innovations undertaken by Groupe ADP. Playing a major role in the hosting of the Paris 2024 Olympic and Paralympic Games will strengthen and amplify this momentum.

WHAT ARE THE MOST STRIKING EXAMPLES OF THIS?

E.A. To rise to the challenge, we have notably relied on technological innovation. As such, the event will enable us to implement processes that we are trialling today, such as remote check-in and 3D baggage scanners. We will then be able to roll these out across all our infrastructures, improving the journey for all our passengers.

There is also the intermodal connectivity aspect, which is a key component of both the passenger experience and accelerating decarbonisation. Our aim is to create intermodal transport facilities for passengers, employees and residents of the municipalities concerned, who will benefit from the 50% increase in TGV capacity to and from Paris-Charles de Gaulle and the extension of Line 14 to Paris-Orly.



Finally, and this is a major issue, we need to further improve the accessibility of our airports for people with disabilities. We have been working on this for a long time, and over 140 needs have been identified, with infrastructure work starting in early 2022. In particular, we are creating dedicated changing rooms and waiting areas in boarding lounges and we plan to build a ramp between the Paris-Charles Gaulle TGV station and Terminals 2E and 2F after the Paris 2024 Olympic and Paralympic Games. In recent years, people with disabilities have shown an increasing appetite for travel. We have to live up to their expectations, respect their desired level of autonomy and develop our infrastructure in such a way that it is increasingly accessible to them. The mobilisation of the entire airport community to ensure the success of the Paris 2024 Games will provide an opportunity for new methods and considerations for people with disabilities.

WHAT OTHER POSITIVE DEVELOPMENTS DO YOU ENVISAGE FOLLOWING THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES?

E.A. I'm delighted that this great adventure will result in us working in a new way with the airport community from now on. It's a great opportunity to work together and achieve the things we're all capable of as a collective. We sincerely hope that this momentum will continue over time. We are also keen to make this event beneficial to our neighbours. For example, we will be offering local authorities the choice to re-use the materials used to decorate our terminals to create or renovate their own sports facilities.

“There will be a before and an after to the Paris 2024 Olympic and Paralympic Games.”

One destination, a multitude of experiences.

Find out
what yours
will be.

Whether you are a member of an Olympic or Paralympic delegation, an airline employee, a ground handling assistant or a Paris 2024 volunteer, here is all the information and advice you need to prepare for your experience with us. We also explain a bit about each person's role.



Accredited guests

TOP TIPS FOR
A SMOOTH JOURNEY
THROUGH
OUR AIRPORTS.



You are a V3 NOC accredited member of an Olympic delegation

THE AIRPORT COMMUNITY IS DELIGHTED TO WELCOME YOU AND HAS DONE EVERYTHING POSSIBLE TO ENSURE YOUR EXPERIENCE AT OUR AIRPORTS IS A PLEASANT ONE. HERE ARE A FEW TIPS TO HELP YOU TRAVEL WITH PEACE OF MIND. WELCOME!

PREPARING FOR YOUR TRIP

- ◆ Enter your travel details on the ADS: this information is essential to help us anticipate your arrival and organise a high quality welcome.
- ◆ Declare in advance: to save time at Border Control, consider completing your declaration online using the simplified procedure available on [douane.gouv.fr](https://www.douane.gouv.fr) website. The same goes for your equipment.
- ◆ Remember to attach the "baggage tag": these labels are supplied by your National Olympic Committee and make it easier to locate and process your baggage.

YOUR ROUTE THROUGH THE TERMINAL

- ◆ As soon as you exit the aircraft, follow the signs to the exit. If you have any questions, our on-site teams will be on hand to answer them.
- ◆ At Border Control, speak to the welcome agent at the entrance to the queue to ensure you are seen promptly.
- ◆ Before collecting your baggage, please visit the Validation-Accreditation Desk, located near the baggage reclaim area.
- ◆ Collect your baggage: large trolleys are available for your convenience.
- ◆ A Media Zone is located just outside the baggage reclaim area, where journalists are permitted to take photos and ask for brief statements.
- ◆ Head to the Welcome Desk where Paris 2024 volunteers will welcome you and show you the best way to get to your accommodation.

BEFORE YOUR DEPARTURE

- ◆ Once again, please enter your travel details on the ADS: this information is invaluable in helping us to organise your departure.
- ◆ Check in the day before your flight: you will be invited to check in at the Olympic and Paralympic Village, where your baggage and equipment will be taken care of. This will save you time the following day. Full details about this remote check-in will be provided to you at the Olympic and Paralympic Village.
- ◆ Once you arrive at the airport, if you have checked in your baggage in advance, you can enjoy a private route to the runway. This dedicated hall includes the security checkpoint and passport control. A shuttle bus will then take you to your terminal.

— TO SAVE TIME, CHECK IN THE DAY BEFORE YOUR DEPARTURE

To access the Athlete Special Hall, which speeds up your journey through the airport, you must fulfil two conditions: have checked in early and have only cabin baggage with you. If this is not the case, please aim to arrive early, as large numbers of passengers are expected and no accelerated routes are planned. You will have to queue to check in your oversized baggage, as well as at Border Control and the security checkpoints.

FOLLOW THE PINK SIGNPOSTS! YOU'LL SEE PINK SIGNPOSTS ALL ALONG YOUR ROUTE SHOWING YOU WHERE TO GO.

IF YOU HAVE ANY PROBLEMS OR DIFFICULTIES, TALK TO THE PARIS 2024 VOLUNTEERS, WHO ARE EASY IDENTIFIED BY THEIR UNIFORMS. THEY WILL POINT YOU IN THE RIGHT DIRECTION.

You are a V3 NPC accredited member of a Paralympic delegation

**WELCOME TO THE PARIS 2024 PARALYMPIC GAMES!
THE ENTIRE AIRPORT COMMUNITY IS DELIGHTED TO
WELCOME YOU TO THIS EVENT. EVERYTHING HAS BEEN DESIGNED
TO ENSURE YOUR AIRPORT EXPERIENCE IS AS EASY AS POSSIBLE.
HERE ARE A FEW TIPS TO HELP YOU PREPARE FOR YOUR TRIP.**

PREPARING FOR YOUR TRIP

- ◆ Enter your travel details on the ADS: this information is essential to help us anticipate your arrival and organise a high quality welcome.
- ◆ Declare in advance: to save time at Border Control, consider completing your declaration online using the simplified procedure available on the [douane.gouv.fr](https://www.douane.gouv.fr) website. The same goes for your equipment.
- ◆ Remember to attach the “baggage tag”: these labels are supplied by your National Paralympic Committee and make it easier to locate and process your baggage.
- ◆ Will you need to collect a wheelchair after you land? A label is provided for this purpose. Attach it to your wheelchair so that it can be quickly identified and brought to the aircraft door.

YOUR ROUTE THROUGH THE TERMINAL

- ◆ Once the aircraft has come to a complete stop, personal wheelchairs will be brought to the boarding bridge walkway. Those who have requested assistance will be met at the aircraft.
- ◆ As soon as you exit the aircraft, follow the signs to the exit. If you have any questions, our on-site teams will be on hand to answer them.
- ◆ At Border Control, speak to the welcome agent at the entrance to the queue to ensure you are seen promptly.
- ◆ Before collecting your baggage, please visit the Validation-Accreditation Desk, located near the baggage reclaim area.
- ◆ Collect your baggage: large trolleys are available for your convenience.

- ◆ A Media Zone is located just outside the baggage reclaim area, where journalists are permitted to take photos and ask for brief statements.
- ◆ Head to the Welcome Desk where Paris 2024 volunteers will welcome you and show you how to get to your accommodation.

BEFORE YOUR DEPARTURE

- ◆ Once again, please enter your travel details on the ADS: this information is invaluable in helping us to organise your departure.
- ◆ Check in the day before your flight: you will be invited to check in at the Olympic and Paralympic Village, where your baggage and equipment will be taken care of. This will save you time the following day. Full details about this remote check-in will be provided to you at the Olympic and Paralympic Village.

— TO SAVE TIME, CHECK IN THE DAY BEFORE YOUR DEPARTURE

To avoid having to queue to check in your hold baggage and equipment, opt for early check-in. If this is not the case, please aim to arrive early, as large numbers of passengers are expected and no accelerated routes are planned.

**FIVE CHANGING ROOMS ARE AT YOUR DISPOSAL:
THREE AT PARIS-CHARLES DE GAULLE AND TWO AT PARIS-ORLY.**

**FOLLOW THE PINK SIGNPOSTS! YOU'LL SEE PINK SIGNPOSTS
ALL ALONG YOUR ROUTE SHOWING YOU WHERE TO GO.**

You are a V3 “Other” accredited guest

(MEDIA, REFEREE, OFFICIAL REPRESENTATIVE OF
AN INTERNATIONAL FEDERATION, ETC.)

THE ENTIRE AIRPORT COMMUNITY IS THRILLED TO WELCOME YOU
TO THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES.
WE’VE DONE EVERYTHING WE CAN TO ENSURE YOUR EXPERIENCE
AT OUR AIRPORTS IS STRAIGHTFORWARD AND ENJOYABLE.
HERE ARE A FEW TIPS TO HELP YOU TRAVEL WITH PEACE OF MIND.

PREPARING FOR YOUR TRIP

- ◆ Enter your travel details on the ADS: this information is essential to help us organise a high quality welcome.
- ◆ Declare in advance: to save time at Border Control, consider completing your declaration online using the simplified procedure available on the douane.gouv.fr website. The same goes for your equipment.

YOUR ROUTE THROUGH THE TERMINAL

- ◆ As soon as you exit the aircraft, follow the signs to the exit. If you have any questions, our on-site teams will be on hand to answer them.
- ◆ While you’re waiting for your baggage, please visit the Validation-Accreditation Desk, located near the baggage reclaim area.
- ◆ Collect your baggage: large trolleys are available for bulky equipment.
- ◆ A Media Zone is located just outside the baggage reclaim area. This is not a press conference centre; the media present are only authorised to take photographs and ask for brief statements.
- ◆ Head to the Welcome Desk where Paris 2024 volunteers will welcome you and show you how to get to your accommodation using the transport services organised for you.

BEFORE YOUR DEPARTURE

- ◆ Once again, please enter your travel details on the ADS: this information is invaluable in helping us to organise your departure.
- ◆ Remember to get to the airport early: very large numbers of passengers are expected during the Paris 2024 Olympic and Paralympic Games, which may slow down the check-in, Border Control and security processes.

IF YOU HAVE ANY PROBLEMS OR DIFFICULTIES, TALK TO THE
PARIS 2024 VOLUNTEERS, WHO ARE EASY IDENTIFIED BY THEIR
UNIFORMS. THEY WILL POINT YOU IN THE RIGHT DIRECTION.

DETAILS OF AN APP WILL BE SENT TO YOU
TO FACILITATE YOUR JOURNEY.

Airline staff and ground handling assistants

YOUR ROLE IS KEY.



DURING THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES, IN ADDITION TO YOUR USUAL PASSENGERS, YOU WILL BE WELCOMING GAMES PARTICIPANTS. YOU WILL PLAY A VITAL ROLE IN ENSURING THAT EACH AND EVERY ONE OF THEM RECEIVES THE QUALITY OF SERVICE THEY EXPECT: THANK YOU FOR GETTING INVOLVED!

To succeed in this mission, which is unprecedented in its scale, seven key factors have been identified. The airlines and ground handling assistants are working with Groupe ADP and Paris 2024 to formalise solutions and operating procedures.

1. DELIVERY OF OVERSIZED BAGGAGE

Managing large volumes of oversized items of baggage, overseeing their delivery, ensuring they are handled with care... These are all key issues, for which procedures have been drawn up for both arrivals and departures in Paris.

2. BAGGAGE COMPLAINTS

The main challenge is to ensure that all athletes have the equipment they need to compete in the events and to enjoy the Paris 2024 Olympic and Paralympic Games under the best possible conditions. Our work consists of drawing up specific processes with each stakeholder to enable Paris 2024 to monitor the resolution of any problems.

3. WHEELCHAIRS

The city's hosting of the 2024 Paralympic Games entails the simultaneous presence of a large number of people with disabilities. It is vital that they can maintain their autonomy and have their own wheelchair at all times outside of the aircraft. The aim is to clarify the logistical and human organisation needed to guarantee this service.

4. BAGGAGE CHECK-IN ON DEPARTURE, EXCLUDING EARLY CHECK-IN AT THE OLYMPIC AND PARALYMPIC VILLAGE

When it's time to leave, the check-in of high numbers of sports equipment items requires a sufficient number of staff to handle the flow, as well as the application of procedures drawn up by Groupe ADP to ensure everything runs as smoothly as possible.

5. EARLY CHECK-IN AT THE OLYMPIC AND PARALYMPIC VILLAGE (OAP)

The success of the OAP is key to limiting the risk of saturation in the terminals during peak departure periods. A positive outcome requires a high level of involvement from the airlines and ground handling assistants. On D-Day, your employees can be sent to the remote check-in area to play their part in this exceptional operation and work behind the scenes of the Olympic and Paralympic Village for a few days, just like the Paris 2024 staff. The participation of any airline involved in transporting a delegation is crucial to the success of this scheme and the success of the athletes' departures as a whole.

6. THE ATHLETE SPECIAL HALL

This private area, dedicated to delegations that have checked in early at the OAP, will have airline and ground handling staff on-site to manage the check-in and boarding procedures.

7. OPERATIONAL COORDINATION

How can we guarantee that accredited guests will be taken care of in the event of major flight delays or cancellations, and how can we ensure that Paris 2024, the body responsible for looking after these people in France, is kept properly informed? A framework procedure and a communication plan will be drawn up and shared.

Members of the airport community

KEY POINTS TO MAKE
YOUR DAY-TO-DAY LIFE
EASIER DURING
THE EVENT.



DURING THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES, YOUR EXPERTISE WILL BE IN PARTICULARLY HIGH DEMAND. THE QUALITY OF THE WELCOME AT OUR AIRPORTS AND THE EXPERIENCE ENJOYED BY THE ACCREDITED GUESTS AND PASSENGERS ARE DIRECTLY LINKED TO YOUR INVOLVEMENT.

WHAT'S THE BEST WAY TO PREPARE?

By contacting Groupe ADP now to discuss expectations and points to watch out for, and to share information.

HOW CAN WE ENSURE THE PROCESS IS AS SMOOTH AS POSSIBLE?

During the event, the biggest challenges will relate to flow. We all need to pay close attention to ensure everything keeps moving, but we also need to be attentive to the needs of people with disabilities. Your hospitality is also essential, particularly towards the Paris 2024 volunteers and additional Groupe ADP staff who have agreed to help out and may need to ask you questions.

— INCREASED PRESENCE OF STATE SERVICES

The event will require the major mobilisation of all State services. Their teams will be expanded, in particular to ensure that as many Border Police booths as possible are open and to escort certain delegations. Representatives from the State services will also be permanently present at the command centre dedicated to the Paris 2024 Olympic and Paralympic Games.

— GOOD TO KNOW

Visas will not be stamped on the passports of accredited guests at the Paris 2024 Olympic and Paralympic Games. They will be included on their pre-validation card which, once checked by Paris 2024 volunteers, becomes their official accreditation.

— PARIS 2024 VOLUNTEERS

Numerous Paris 2024 volunteers will be joining the airport community for the duration of the event and will be present in all the terminals. Their main task is to welcome and guide accredited guests. They will be counting on your help to ensure they succeed in their own mission.

TOP TIP: REMEMBER TO CHECK THE INFORMATION PROVIDED FOR AIRLINE AND GROUND HANDLING TEAMS AND FOR THE PARIS 2024 VOLUNTEERS. KEEP THEIR ROLES AND MISSIONS IN MIND, SO YOU CAN WORK TOGETHER IN THE BEST POSSIBLE WAY.

Paris 2024 volunteers

WHAT YOU NEED TO KNOW
TO PREPARE FOR YOUR TIME
IN THE TERMINALS.



THANK YOU FOR CHOOSING TO GET INVOLVED AND HELP MAKE THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES A SUCCESS! TO MAKE YOUR TIME IN OUR TERMINALS AND INTERACTIONS WITH THE AIRPORT COMMUNITY AS STRAIGHTFORWARD AS POSSIBLE, WE HAVE PUT TOGETHER SOME USEFUL INFORMATION FOR YOU.

HOW TO GET HERE, HOW TO LEAVE?

Wherever possible, we recommend that you use public transport (RER B and Line 14). If your shift starts at 5 am or finishes at 11 pm and you need to use a car, you can park on site.

WHERE SHOULD I GO BEFORE STARTING MY SHIFT?

Each day, you will be briefed in the volunteer centres by your coordinator, before making your way to the terminal to which you have been assigned. During this briefing, you will be given the key information for the day: how many people are expected at the terminal, what type of accredited guests, allocated break times according to everyone's arrival and departure times.

WHERE CAN I TAKE MY BREAKS?

At the main volunteer centres, you'll find space to rest, eat, enjoy entertainment or watch the Paris 2024 Olympic and Paralympic Games on the big screen. There are also plans for other locations, known as the ancillary volunteer centres, in each terminal.

WHAT SHOULD I DO IF I HAVE A QUESTION OR COMPLAINT?

If you have any questions, please speak to your coordinator. They will also be your point of contact for any complaints or disputes, as resolving them is not part of your remit.

Groupe ADP operational reinforcements



THANK YOU FOR CHOOSING TO GO ABOVE AND BEYOND YOUR DAY-TO-DAY DUTIES TO STRENGTHEN THE OPERATIONAL TEAMS FOR THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES! THIS IS YOUR CHANCE TO ENJOY THIS HISTORIC EVENT FIRST HAND AND HELP MAKE IT A SUCCESS.

A WIDE RANGE OF MISSIONS

To ensure the best possible welcome for our passengers during the Paris 2024 Olympic and Paralympic Games, Groupe ADP has set up an operational volunteering programme for all its employees. The 1,500 registered volunteers will be on the ground for 10 days to help with reception, orientation, baggage reclaim, process and flow coordination, traffic control, etc. Other staff will also be called upon for shorter periods to support the teams responsible for managing the early check-in, private runway access and the command centre dedicated to the Paris 2024 Olympic and Paralympic Games. Whatever tasks are assigned to you during this exceptional summer, your experience will be unique.

TRAINING PHASE AND FULL-SCALE TESTING

A period of training has been planned to ensure that everyone is comfortable with their role. It is organised around 3 key events:

- ◆ Starting in March, a 20-minute e-learning course will introduce the challenges of the Paris 2024 Olympic and Paralympic Games for our airports, present the main operational players, the different types of passenger, their routes through the terminals and the new operational systems.
- ◆ Between April and May 2024, a half-day face-to-face training session will look at the missions and duties in detail.
- ◆ In the spring, rehearsals will be conducted in the form of full-scale tests.

LEADING THE REINFORCEMENT COMMUNITY:

EXCLUSIVE EVENTS

We have organised a number of special events exclusively for employees enrolled in the reinforcement programme:

- ◆ Exclusive visits to the Paris 2024 headquarters, previews of dedicated infrastructure at our airports, meetings with the Olympic Games team, etc.
- ◆ Conferences to discuss the various challenges that the Paris 2024 Olympic and Paralympic Games represent for our airports.
- ◆ And plenty more surprises!

GOT A QUESTION? EMAIL SPORT@ADP.FR: THE TEAM IN CHARGE OF MOBILISATION IS ON HAND TO ANSWER YOUR QUESTIONS.

Media professionals



YOU WILL BE COVERING THE PARIS 2024 OLYMPIC AND PARALYMPIC GAMES: YOUR IMAGES, ARTICLES, REPORTS AND INTERVIEWS WILL CONTRIBUTE TO THE SUCCESS OF THE EVENT. WE ARE WELL AWARE OF THIS AND ARE DELIGHTED TO WELCOME YOU TO OUR AIRPORTS. WE WILL DO ALL WE CAN TO ENSURE THAT YOU CAN CARRY OUT YOUR WORK IN THE BEST POSSIBLE CONDITIONS. WELCOME!

SIMPLIFIED ACCESS

We have introduced a simplified procedure for all requests relating to the Paris 2024 Olympic and Paralympic Games. All you need to do is send an email to let the press office know you're coming, to airportmediaparis2024@adp.fr.

MEDIA ZONES

We have set up dedicated spaces for you to use during the event.

- ◆ For the arrival of the delegations:
 - ◆ at Paris-Charles de Gaulle and Paris-Orly
 - ◆ from 1 July to 11 September 2024
 - ◆ one Media Zone per Terminal, located at the exits of or close to the baggage reclaim area.







GROUPE ADP

SHARING NEW HORIZONS

www.groupe-adp.com

1 rue de France
93290 TREMBLAY-EN-FRANCE
FRANCE