



PRESS RELEASE

13 March 2018

Five of Groupe ADP's international Airports ranked among the world's best

Groupe ADP was once again recognised by the **Airport Service Quality** (ASQ) ranking established by **Airport Council International** (ACI) for the year 2017. This ranking is determined by passenger votes and pays tribute to the quality of service offered by the airports.

Five international airports operated by Groupe ADP or its subsidiary TAV Airports, or benefiting from technical assistance contracts with the group, were highly placed in the ranking:

- ◆ **The international Airport of Franjo-Tuđman in Zagreb**, Croatia, is the European airport that has made the most progress in one year in terms of quality of service and therefore came first in the Most Improved Airport category
- ◆ **Sir Seewoosagur Ramgoolam International Airport in Mauritius**, achieved second place for the Africa region in the category of airports welcoming over 2 million passengers per year
- ◆ For the Middle East region, the **Prince Mohammad Bin Abdulaziz Airport in Medina**, in Saudi Arabia, came first in the category of airports welcoming between 5 and 15 million passengers per year, while **Amman Queen Alia International Airport**, in Jordan, came second in the category of airports with over 2 million passengers per year
- ◆ For the Latin America & Caribbean region, **the Mexican Airport of General Rafael Buelna in Mazatlán** – with which Groupe ADP has a technical assistance contract – was voted best airport in the category of airports with fewer than 2 million passengers per year.

In response to the news, **Antonin Beurrier, Chief International Director at Groupe ADP**, declared: *"These awards celebrate the commitment and professionalism of the teams deployed all around the world by Groupe ADP and its partners, and reflect international recognition of our achievements in airport design and management, and in the quality of services for passengers. They give us added confidence in our deployment strategy which aims to create value in our network of international airports."*

More about the ASQ/ACI ranking

ASQ/ACI is the only global survey measuring passengers' satisfaction while they are at the airport **The survey was carried out at 300 airports all over the world** via questionnaires completed by passengers who judged 34 performance indicators (access, check-in, security, layout, shopping, bars and restaurants, etc.). Each airport uses the same methodology, creating an industrial database that enables benchmarking. ACI's Airport Service Quality programme also has a feature to facilitate the sharing of best practices between airport operators.

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Groupe ADP develops and manages airports, including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. In 2017, the Group handled through its brand Paris Aéroport more than 101 million passengers and 2.3 million metric tonnes of freight and mail at Paris-Charles de Gaulle and Paris-Orly, and more than 127 million passengers in airports abroad through its subsidiary ADP International. 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 2017, Group revenue stood at €3,617 million and net income at €571 million.

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