



AÉROPORTS DE PARIS

The world is our guest

16 March 2015

Press Release

Paris-Charles de Gaulle Airport wins Skytrax awards

Paris-Charles de Gaulle: “World's Most Improved Airport”

- **Among the Top 5 airports for shopping**
- **Among the Top 10 airports for services**
- **Hall M in Terminal 2E: 6th best terminal in the world**

At the recent Passenger Terminal Expo, Augustin de Romanet, Chairman & CEO of Aéroports de Paris, received the Skytrax award for the “World's Most Improved Airport” on behalf of Paris-Charles de Gaulle Airport. Voted on by passengers from all over the world, the prize goes to the airport that made the most progress in terms of service quality and customer satisfaction.

“This prize is a well-deserved reward for all Aéroports de Paris teams’ daily commitment to satisfying our passengers. In one year, Paris-Charles de Gaulle Airport moved up 34 places in the Skytrax rating, from 95nd to 48th position. This result proves that our policy to promote service quality is bearing fruit. We must continue in this direction”, says Augustin de Romanet, Chairman & CEO of Aéroports de Paris.

According to Franck Goldnadel, Managing Director of Paris-Charles de Gaulle Airport, “This is a very positive message that, far from letting us rest on our laurels, will further push us to do everything we can to make hospitality and service quality our priority. We owe it to our passengers as well as our customer airlines.”

This is also the first time that the airport has made it to the Top 5 in the world for shopping and the Top 10 for the quality and diversity of its services. In addition, Hall M of Paris-Charles de Gaulle’s Terminal 2E attained 6th place among the world’s best terminals.

These results demonstrate the progress that the airport has made over the past months:

- In terms of overall satisfaction, Paris-Charles de Gaulle Airport improved twice as fast as any of its competitors between 2010 and 2014. At the end of 2014, 89.8% of all Paris-Charles de Gaulle passengers were satisfied*;
- Innovation in our welcoming of foreign and in particular Chinese passengers drew a very positive reaction, and the airport was recently awarded “Welcome Chinese” certification by the CTA (China Tourism Academy), the equivalent of the Ministry of Tourism in France;
- The smooth flow at security checkpoints is another reason for satisfaction, with the airport showing up as the European leader over more than four quarters in ACI (Airport Council International) surveys;
- Lastly, passengers today are very happy with the comfort in boarding lounges, where the atmosphere has been upgraded and free Wi-Fi made available to all passengers.

*Source: *L’Observatoire des passagers*, a BVA survey carried out on behalf of Aéroports de Paris each quarter among 8,000 departing and 3,600 arriving passengers.

www.aeroportsdeparis.fr

Press contact: Elise Hermant, Opinion Department Manager +33 1 43 35 70 70
Investor Relations: Vincent Bouchery, Investor Relations Manager +33 1 43 35 70 58 - invest@adp.fr

Aéroports de Paris builds, develops and manages airports, including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. In 2014, Aéroports de Paris handled around 93 million passengers and 2.2 million metric tonnes of freight and mail at Paris-Charles de Gaulle and Paris-Orly, and more than 41 million passengers in airports abroad. Boasting an exceptional geographic location and a major catchment area, the Group is pursuing its strategy of adapting and modernising its terminal facilities and upgrading quality of services; the Group also intends to develop its retail and real estate businesses. In 2014, Group revenue stood at €2,791 million and net income at €402 million.

Registered office: 291, boulevard Raspail, 75014 Paris, France. A public limited company (Société Anonyme) with share capital of €296,881,806. Registered in the Paris Trade and Company Register under no. 552 016 628 RCS Paris.