



PRESS RELEASE

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

Groupe ADP was once again recognized by the Airport Service Quality (ASQ) ranking established by **Airport Council International** (ACI) for the year 2018. This ranking is determined by passenger votes and countries and recognizes the **quality of service offered by the airports**.

Three international airports operated by Groupe ADP, or its subsidiary TAV Airports, were highly placed in the ranking:

- ◆ **The international Airport of Skopje**, Macedonia, is the European best airport in the category of airports under 2 million passengers per year ;
- ◆ **The international Airport of Franjo-Tuđman in Zagreb**, Croatia, is the European best airport in the category of airports welcoming between 2 and 5 million passenger per year. The airport was already awarded "Most Improved Airport" on the previous edition;
- ◆ **Amman Queen Alia international Airport**, Jordan, is Middle-East best airport in the category of airports welcoming between 5 and 15 million passenger per year. The airport had already won twice, in 2015 and 2016, the title of best airport in this category.

In addition, during the Africa conference organized by **TIACA** (The International Air Cargo Association), one of Groupe ADP's airports was awarded for the 2018 year:

- ◆ **Liège Airport**, Belgium, won the title of "International cargo airport of the year". In 2018, the airport has welcomed a record traffic with around 870,000 tonnes of freight.

In response to the news, **Fernando Echegaray, chief international officer at Groupe ADP** declared: « For the fourth year in a row, airports in our network have been awarded. These awards celebrate the consistency of the commitment and professionalism of the teams deployed all around the world by Groupe ADP and its partners. They reflect the international recognition of our achievements in airport design and management, and in the quality of services to passengers. Year after year, our airports are climbing to the highest international standards. This gives us added confidence in our deployment strategy which aims at creating value in our international network of airports. »

More about ASQ/ACI survey

ASQ/ACI is the only survey measuring passenger's satisfaction while they are at the airport. **The survey was carried out at 300 airports all over the world** via questions completed by passengers who judged 34 performance indicators (access, check-in, security, layout, shopping, bars and restaurant, 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 2018, the group handled through its brand Paris Aéroport more than 105 million passengers and 2.3 million metric tonnes of freight and mail at Paris-Charles de Gaulle and Paris-Orly, and more than 176 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 2018, group revenue stood at €4,478 million and net income at €610 million.

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