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SKYTRAX 2022 ranking

Paris-Charles de Gaulle Airport, voted "best airport in Europe", 6th worldwide

- Paris-Charles de Gaulle Airport was voted "best European airport" and is now ranked 6th in the Top 100 of the world's best airports (up 9 places).

- Paris-Orly moved up 27 places to 46th place worldwide.

- 3 airports belonging to the group's international network also emerge among the world's top 100.

"The priority given to reception, quality of service and hospitality in Paris airports, but also internationally, is recognized here. The commitment of Groupe ADP' employees, our partners and the entire airport community has been rewarded today. It is a collective victory that commits us for the future," said **Augustin de Romanet, Chairman and CEO of ADP Groupe ADP**.

Groupe ADP has performance well, with five airports belonging to its network ranked among the world's top 100 airports in terms of passenger satisfaction and quality of service in the latest Skytrax ranking (2022 edition), a benchmark in the air transport sector.

In detail:

- ◆ **Paris-Charles de Gaulle**, now ranked 6th in the world (up from 15th in 2021), has continued to progress year after year since it entered the top 100 (at 94th place in 2014).

The airport benefits in particular from its most modern facilities, which were completed in the midst of the pandemic: **the junction between terminals 2B and 2D, the total refurbishment of terminal 2G**, which was transformed by designer Dorothee Meilichzon.

By December 2022, Terminal 1 will reopen with a new 34,000 sq.m. boarding hall resulting from the linking of three of the seven international satellites.



Terminals 2B and 2D link



Terminal 2G

In terms of shopping and passenger services, Paris-Charles de Gaulle continues to rank **6th in the world for the shopping offer and experience, 4th in world of the most family-friendly airports** and **8th in the world for best website and digital services**.

- ◆ For its part, **Paris-Orly Airport** is now ranked **46th worldwide** (compared to 73th in 2021) and **4th for the Western Europe region**.

This progression reflects the continuous improvements that have taken place since the beginning of the pandemic. Thus, the new extension to Orly 4 with its 2,500 sq.m of glass surface area welcomed its first passengers at the end of 2020, while Orly 1B, which reopened last April, has been renovated with enhanced thermal comfort, new flooring and above all, a new area open to all passengers which combines relaxation, comfort, and a view of the ballet of aircraft.

Paris-Orly is finally ranked **9th worldwide for the most family-friendly airports**.



Orly 4



Orly 1B

Several airports belonging to the Groupe ADP's network awarded

- ◆ In addition to the two Parisian airports, three other airports in the network are among the top 100 best airports: **Delhi** (in 37th position, up 8 places), **Hyderabad** (63rd, up 1 place) and **Medina** (58th, up 10 places);
- ◆ Finally, several airports are scoring among the best airports in their regional area:
 - **Almaty** Airport is the 3rd best airport in Central Asia;
 - **Santiago de Chile** Airport is 6th best airport in South America;
 - **Indira Ghandi Airport in Delhi** and **Rajiv Gandhi Airport in Hyderabad** Airport, managed by GMR Airports, are ranked 1st and 3rd respectively among India and South Asia best airports;
 - Finally, two airports managed by TAV Airports are among the ten best airports in Eastern Europe: **Tbilisi** (5th position), **Batumi** (6th position).

A ranking marked by the health context

For this 2022 edition, Skytrax rewarded the main airport groups according to the quality of their health care system implemented during the COVID pandemic. So Groupe ADP has been ranked 2nd in the world, and TAV Airports 3rd.

On the strength of these ranking, **Groupe ADP reaffirms its ambition to place Paris-Charles de Gaulle in the world's Top 10 by 2025, as well as four airports in its network among the Top 50 and eight in the Top 100.**

About the Skytrax ranking

The *Skytrax World Airport Awards* are based on votes by passengers from all over the world, with more than 13 million questionnaires filled out by customers of over 100 nationalities. This ranking is a benchmark for airport and airline quality.

The survey covers over 500 airports throughout the world and assesses travelers' experiences across a range of airport services and key performance indicators: check-in, arrival, transfer, shopping, security and immigration through to departure at the gate.

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Groupe ADP develops and manages airports, including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. In 2021, the group handled through its brand Paris Aéroport more than 41.9 million passengers and 2.1 million metric tons of freight and mail at Paris-Charles de Gaulle and Paris-Orly, and more than 118.1 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 2021, group revenue stood at €2,777 million and net income at -€248 million

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