



PRESS RELEASE

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2023 SKYTRAX ranking

Paris-Charles de Gaulle, voted best airport in Europe for the 2ND year running, enters the world's Top 5

- **Paris-Charles de Gaulle was voted "best European airport" for the second year running and is now ranked 5th in the Top 100 best airports in the world (up 1 place);**
- **Paris-Orly moves up 7 places to 39th place in the world;**
- **Five Groupe ADP's airports are ranked in the TOP 100.**

In 2023, 5 airports belonging to the group's network will be among the world's top 100 airports in terms of passenger satisfaction and quality of service.

"Groupe ADP aims for excellence in hospitality wherever it operates in the world. To achieve it, I know I can count on the commitment and professionalism of all Groupe ADP' teams. These awards require us to do as well and even better than the previous year. We have set ourselves ambitious service quality goals through our 2025 Pioneers strategic plan. In addition to set up Paris-Charles de Gaulle airport into the world's Top 10, we target at least four of our airports to be in the Top 50 and eight in the Top 100 by 2025," emphasises **Augustin de Romanet, Chairman and CEO of Groupe ADP.**

In detail:

- ◆ **Paris-Charles de Gaulle** becomes the **5th best airport in the world**. The airport thus gains one place in the world ranking.
The airport was also ranked **3rd for passenger entertainment services** and **5th for shopping offer and experience**.
Finally, **Terminal 3** was voted **2nd best terminal in the world for low-cost airlines**.
- ◆ **Paris-Orly continues its clear progression and is now ranked 39th in the world** (against 46th in 2022, and 76th in 2021).
This performance is the result of the investments, efforts and mobilization of Groupe ADP and the airport community in its hospitality approach to offer all our passengers the best possible experience.

The two Paris airports are **among the world's top 10 most family-friendly airports: Paris-Charles de Gaulle in 5th position and Paris-Orly in 8th position.**

Several airports belonging to Groupe ADP's network rewarded

- ◆ In addition to the two Paris airports, three other airports in the network are among the 100 best airports: **Indira Gandhi in Delhi** in **36th** position (up 1 place), **Rajiv Gandhi in Hyderabad** in **65th** position (down 2 places), **Medina** in **52nd** position (up 6 places);
- ◆ Finally, several airports are among the best in the region:
 - **Indira Gandhi Airport in Delhi** and **Rajiv Gandhi Airport in Hyderabad** (managed by GMR Airports) rank 1st (idem 2022) and 2nd (up 1 place) respectively among the airports in India and South Asia. Rajiv Gandhi Airport also gains 5 places and ranks 1st in the best regional airport in India & South Asia category.
 - **Almaty Airport** is ranked 2nd in the best airports in Central Asia category (up 1 place);
 - **Santiago de Chile Airport** has again moved up to the top 5 best airports in South America (5th place, up 1 place).



Terminal 1 at Paris-Charles de Gaulle Airport.



Aéroport Indira Gandhi Airport – Delhi.



Prince Mohammad Bin Abdulaziz Airport - Medina.



Arturo-Merino-Benítez Airport– Santiago de Chile.

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 2022, the group handled through its brand Paris Aéroport 86.7 million passengers at Paris-Charles de Gaulle and Paris-Orly, and nearly 193.7 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 2022, group revenue stood at €4,688 million and net income at €516million.

Registered office: 1, rue de France, 93 290 Tremblay-en-France. Aéroports de Paris is a public limited company (Société Anonyme) with share capital of €296,881,806. Registered in the Bobigny Trade and Company Register under no. 552 016 628.

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