

**GROUPE ADP
GAMES
WIDE
OPEN
FOR PARIS 2024**

PRESS KIT | APRIL 2024

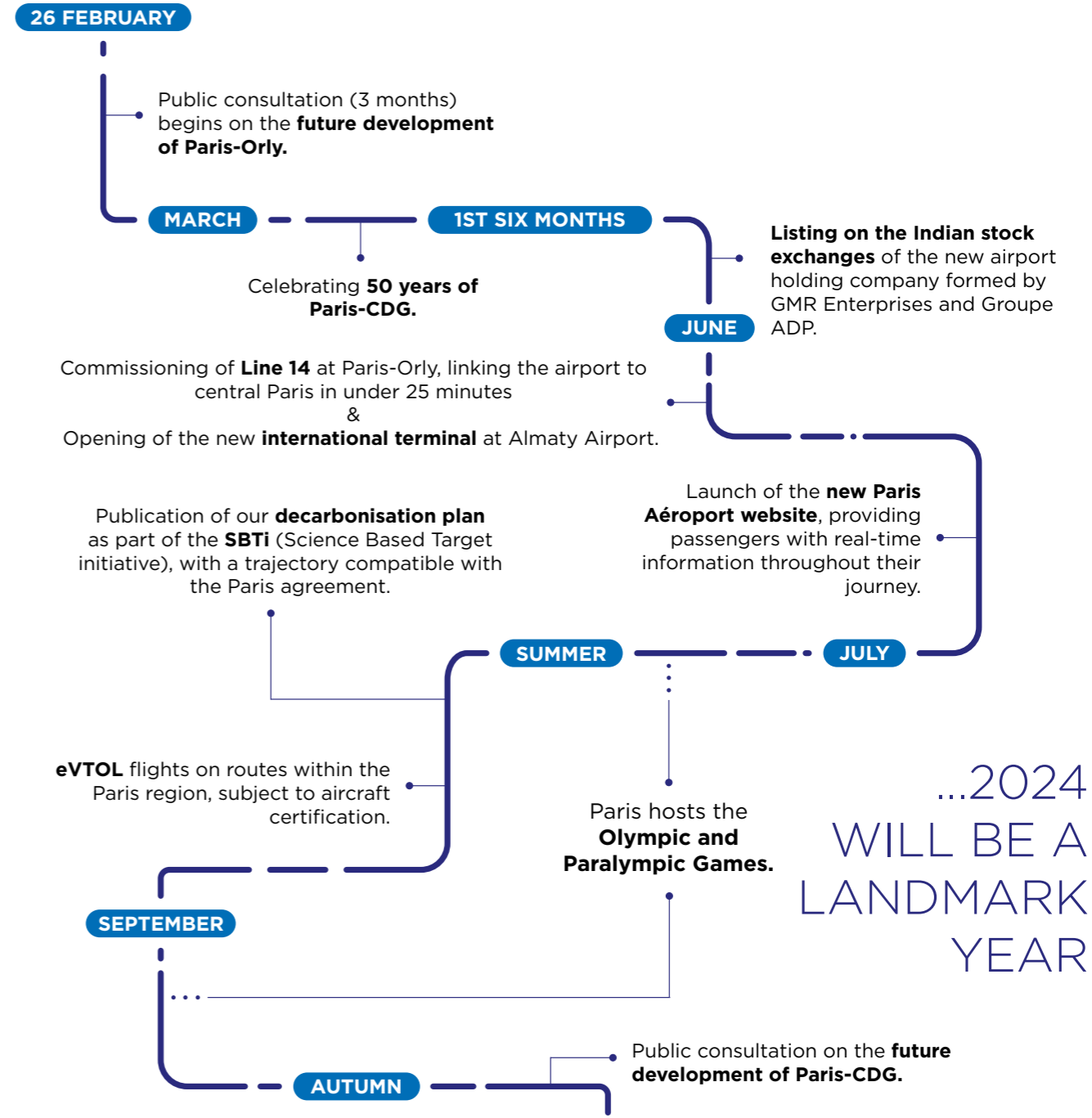
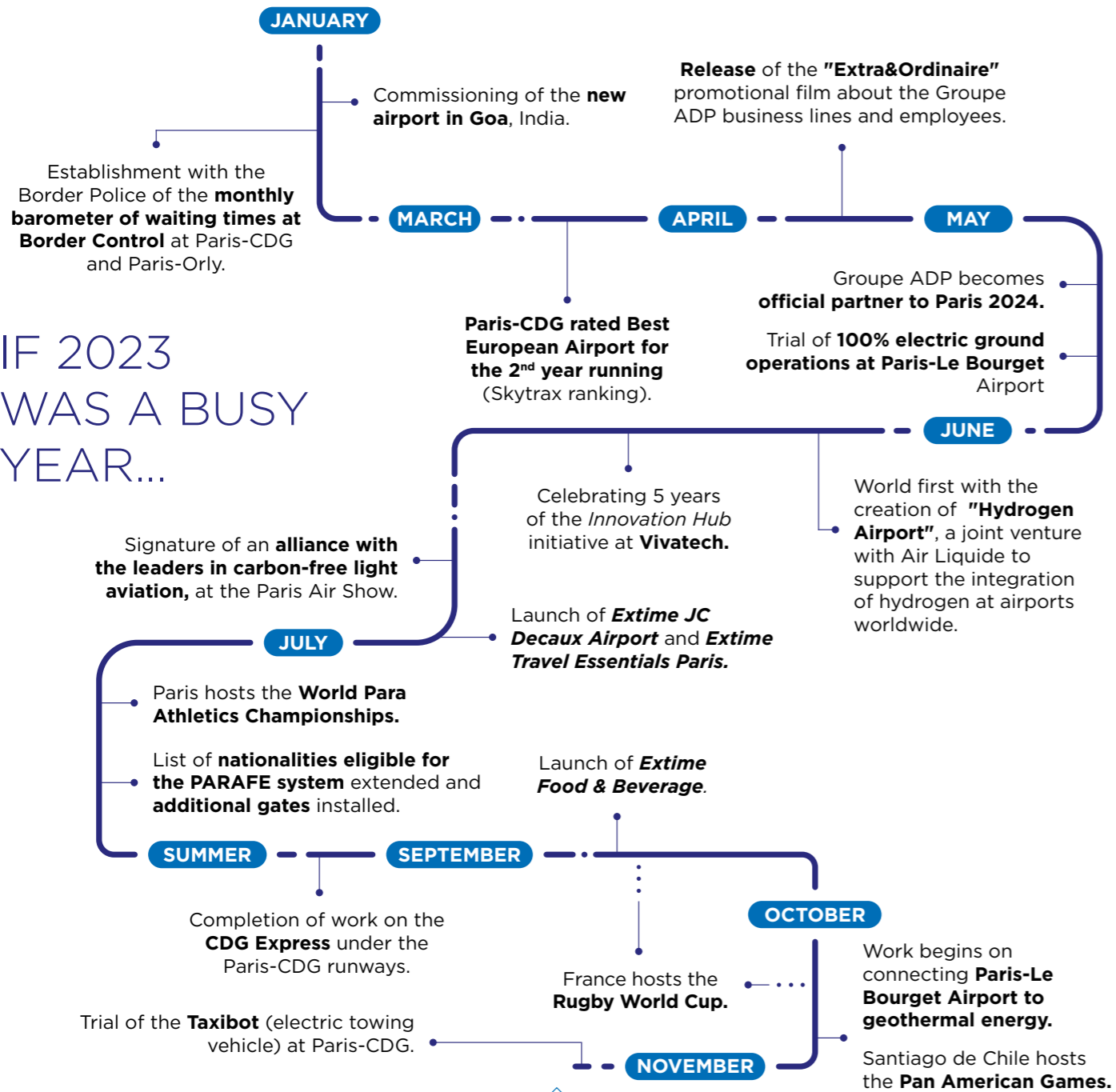


GROUPE ADP

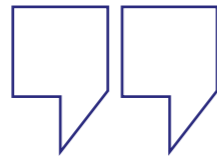
OFFICIAL
PARTNER TO



IF 2023 WAS A BUSY YEAR...



...2024 WILL BE A LANDMARK YEAR



***We're all working together
to make the Paris 2024 Olympic
and Paralympic Games an
unforgettable collective success.***



Augustin de Romanet,
Chairman & Chief Executive Officer of Groupe ADP

The opening ceremony of the Paris 2024 Olympic Games will be held on 26 July. Over 19 days, more than 10,000 athletes from 206 nations will come together for the biggest sporting event ever held in France. The Paris 2024 Paralympic Games will extend this celebration, which officially ends on 8 September.

For Groupe ADP and the entire airport community, the stakes are high. Because Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget will be the settings for the first celebratory moments experienced by hundreds of athlete delegations, thousands of journalists, spectators, supporters, ambassadors and heads of state from all over the world. The vast majority will make their first and last memories with us.

We owe it to ourselves to live up to this honour, and hence must set the gold standard in customer care.

Keeping this promise - which is at the heart of Groupe ADP's purpose - motivates us and compels us to rise to the occasion.

We pledge that the Paris 2024 Olympic and Paralympic Games will demonstrate both our airport expertise and our hospitality. Develop, innovate, organise, but above all mobilise all the teams involved. These issues have been the focus of our attention for several months now, to ensure we showcase the best side of France: its generosity and emotion. This sporting event is a driving force behind the transformation of our sector and the construction of a new airport model geared towards sustainability and performance. We are keen to ensure that its legacy lives on, so that we can continue to share our horizons.

Breaking down the challenge ahead: 4 key areas

1
WELCOME

2
ACCESSIBILITY

3
BAGGAGE

4
LEGACY

A historic event for the Paris airports and the entire airport community

During the Paris 2024 Olympic and Paralympic Games, the Paris airports will be our visitors' first and last impressions of our country. The challenge of welcoming the delegations and their baggage, whilst ensuring the highest possible level of service for all passengers, whether they're travelling for the Games or not, is huge.

Summer 2024 isn't expected to bring higher numbers of passengers to the Paris airports. But the passenger types and their needs will be different.

64,000 ACCREDITED GUESTS

OLYMPIC GAMES		PARALYMPIC GAMES	
34,000	8,000	18,000	4,000
accredited guests will fly in and out of Paris-Charles de Gaulle	accredited guests will fly in and out of Paris-Orly.	accredited guests will fly in and out of Paris-Charles de Gaulle.	accredited guests will fly in and out of Paris-Orly.

114,000 ITEMS OF BAGGAGE, DELEGATIONS AND MEDIA

47,000 SPORTS EQUIPMENT ITEMS of which **17,000 OVERSIZED,**

PEAK TIMES

4,000 ARRIVALS / DEPARTURES per day on the busiest days.

ARRIVALS

Peak periods:

- **18/07**: opening of the Olympic Village.
- **26/07**: opening ceremony of the Olympic Games.
- **11/08**: opening of the Paralympic Village.
- **28/08**: opening ceremony of the Paralympic Games.

DEPARTURES

Also very busy:

- between **11 & 14/08**, with a peak on the 12th, the day after the closing ceremony.
- between **06 & 11/09**, with a peak on the 9th, the day after the closing ceremony.

World-class customer service at all our airports

Paris-Charles de Gaulle and Paris-Orly, the official gateways to the Paris 2024 Olympic and Paralympic Games, will have the same high standards of service quality.

PARIS-CHARLES DE GAULLE

Based on the information we have currently, the vast majority of accredited guests will be arriving and departing from Paris-Charles de Gaulle. Consequently, we will be dealing with different types of passenger, requiring adjustments in terms of capacity and the handling of oversized baggage.

PARIS-ORLY

At Paris-Orly Airport, operations are likely to be more targeted. This is where we expect the European delegations, as well as other delegations already in Europe, to arrive.

PARIS-LE BOURGET

At Paris-Le Bourget, the busiest periods are expected to coincide with the opening and closing ceremonies. The areas around the airport will see especially high levels of activity, playing host to the Media Village and the Broadcast Centre, where a large number of media professionals are expected.

AND THE GENERAL AVIATION AIRFIELDS

Some of these airfields may need to adapt their activities to ensure everything runs smoothly. They may also be called upon to meet very specific logistical needs.

7 WELCOME

When the gates open for the athletes

Groupe ADP and the entire airport community are keen to ensure that all sports delegations enjoy a seamless and straightforward journey, as well as an exemplary welcome, guidance and support.



LANDING

The arrival of accredited guests will be monitored centrally. A dedicated command centre will coordinate these arrivals as well as the entire accreditation process at the airports. The aim is to ensure that all operations run smoothly and in the right order.



DISEMBARKATION AND ROUTE

Presence of easily-identifiable customer service team members to show the accredited guests where they need to go. To ensure people with disabilities can move around comfortably and regain their independence as quickly as possible, we will be making every effort, together with the airlines, to reunite them with their wheelchairs on the boarding bridge walkways.



BORDER CONTROL

In order to keep the waiting times at this essential checkpoint as short as possible, the Border Police will be increasing its staff numbers, opening as many booths as possible and facilitating the processing of delegations.



ACCREDITATION

For this essential and highly symbolic process, dedicated areas will be set up in each terminal. Paris 2024 volunteers will be on hand to issue passes.



BAGGAGE

Every athlete, every team and every media outlet will arrive with their own essential equipment, often oversized or outsize. To aid in the collection of these items, the sports delegations' support teams will be granted access to baggage reclaim. Oversized trolleys will be made available to facilitate the transportation of these items and additional baggage handlers will be called in to assist. A process will be in place for lost or delayed baggage to ensure it is reunited with its owner as quickly as possible, thanks to significant cooperation with the airlines and Paris 2024.



TRANSITION TO THE PUBLIC AREA

The route to be taken by the sports delegations in the public area has been agreed with all relevant stakeholders. The route is decorated to celebrate their arrival and encompasses the Media Zone and the Welcome Desk. There, Paris 2024 volunteers will advise accredited guests on the next stage and how they will be taken to the Olympic and Paralympic Village. They can also notify their delegation of their arrival, if required.



TRANSPORT

The final stage is road transport. Paris 2024 has set up an Athlete Transport scheme, with coaches taking the delegations to their accommodation. Their equipment will be transported by lorry at the same. Congestion on the roads and outside the airports will be monitored in real time.

Focus on the dedicated command centre

Based at Paris-Charles de Gaulle, it will bring together all parties involved in collective decision-making: representatives from Groupe ADP, Paris 2024, the relevant State services, Air France, the airlines association, etc.

Together, they will provide real-time command and control, fine-tune operational instructions and provide daily feedback.



Departure time for the athletes



ADVANCED CHECK-IN

A remote check-in facility will be set up at the Olympic and Paralympic Village. The majority of the sports delegations will check in with their airline there the day before their flight, which will ensure a smooth departure.

Their baggage will be taken to Paris-Charles de Gaulle and Paris-Orly to be securely stored before being transported to the aircraft at the appropriate time. This process will ensure a smooth journey for all passengers during peak departure periods by preventing congestion in the check-in areas.



TRANSPORT TO THE AIRPORT

Paris 2024 will organise the sports delegation transport from the Olympic and Paralympic Village to the departure airports.



A DEDICATED BOARDING LOUNGE AT PARIS-CHARLES DE GAULLE

Upon arrival at the airport, sports delegations that have checked in in advance will have their own private route to the runway. This area encompasses the security and passport control checkpoints, following which they will be taken by shuttle bus to their aircraft.

Focus on the dedicated boarding lounge for Olympic athletes

Over the three days following the closing ceremony, departing athletes will be able to check in their baggage at the Olympic Village, go through security screening and take advantage of a special boarding lounge at Paris-Charles de Gaulle Airport.

An old 12,000 sq.m space has been refurbished and will be used to accommodate the sports delegations on departure day. Once on site, they will go through the security procedures before their final Games experience in Paris!

6
.....
SECURITY
CHECKPOINTS

6
.....
BORDER
CONTROL
BOOTHS

12 000 S.Q.M.
.....
WITH A SCHENGEN AREA
AND AN INTERNATIONAL
AREA

When the gates open for passengers

1

We know that we have to be at the top of our game to ensure that all of our passengers have the best experience at our airports and take away good memories of their arrival and departure.



OPENING OF ALL OUR TERMINALS

Groupe ADP is able to open all of its terminals for the Games, including the reopening of Terminal 2C and, temporarily, the eastern part of Terminal 2A following the completion of works



MORE AUTOMATED FACIAL RECOGNITION BORDER CROSSING MACHINES (E-GATES)

The aim is for all journeys to be as smooth as possible, with at least 95% of passengers waiting less than 10 minutes at the security checkpoints and as many passengers as possible passing through Border Control in under 10 minutes. As a reminder, the Paris airports border control barometer, set up in January 2023, shows that in summer 2023, 90% of passengers waited less than 10 minutes at Paris-Orly and 84% waited less than 10 minutes at Paris-CDG.

At Border Control, Groupe ADP is investing in the installation of additional PARAFE gates or e-gates: **188 e-gates** will be in place by summer 2024, compared with 121 in summer 2023 (152 at Paris-CDG + 36 at Paris-Orly).



MORE NEW SECURITY SCANNERS

After several months of testing at Paris-Orly, new security scanners will be rolled out for faster and easier checks. These new devices mean that electronic equipment and liquids no longer need to be removed from cabin baggage at the security checkpoints



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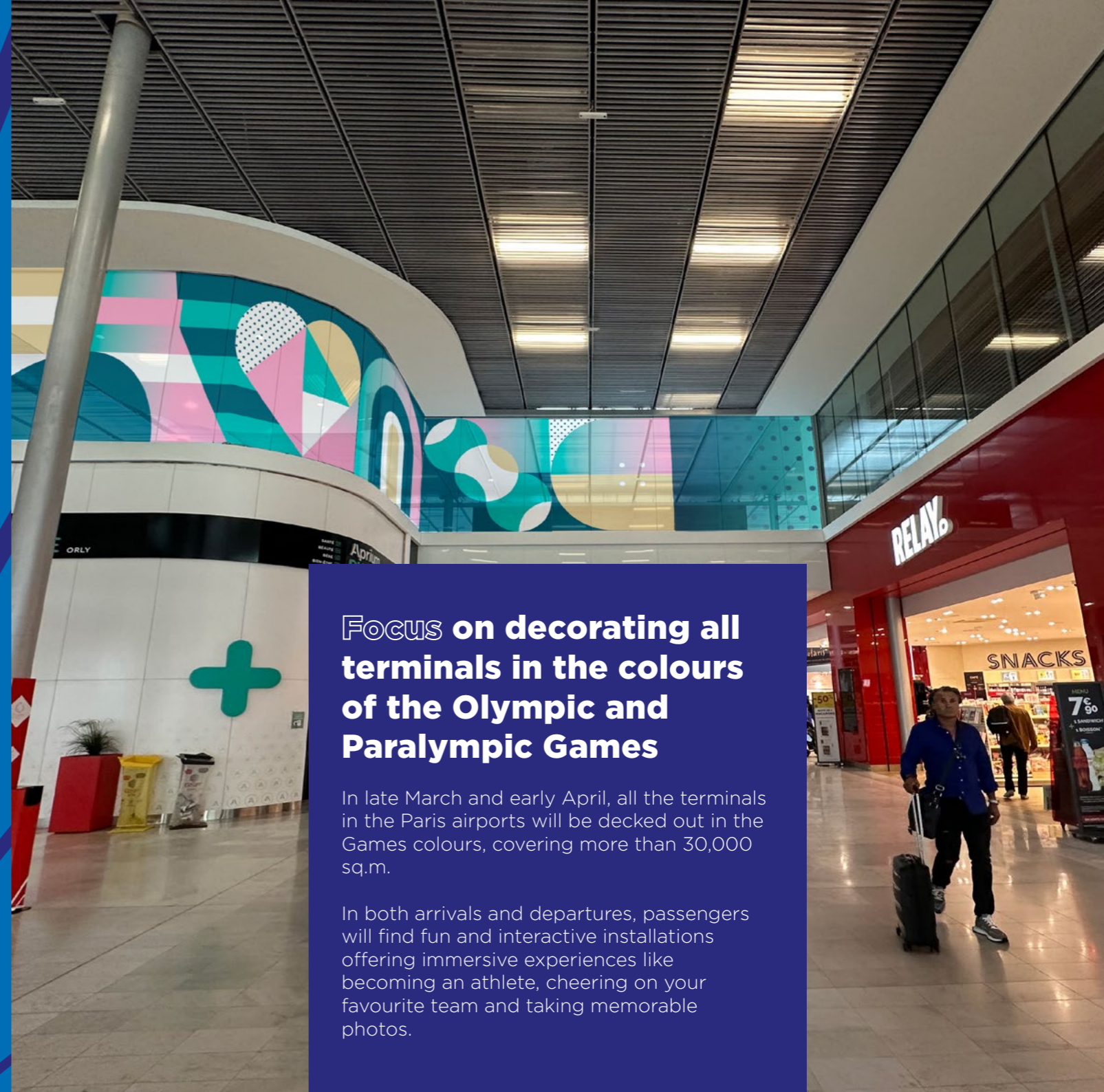
TERMINALS HAVE TWO OF THESE SCANNERS EACH (TERMINAL 1, TERMINAL 2E HALL K, TERMINAL 2 BD, 2F, AND ORLY 3)

1/3

LESS PREPARATION TIME (AVERAGE PREPARATION TIME DOWN FROM 90 TO 60 SECONDS)

1/3

FEWER PASSENGERS HAVING THEIR BAGS MANUALLY SEARCHED AFTER SCANNING



Focus on decorating all terminals in the colours of the Olympic and Paralympic Games

In late March and early April, all the terminals in the Paris airports will be decked out in the Games colours, covering more than 30,000 sq.m.

In both arrivals and departures, passengers will find fun and interactive installations offering immersive experiences like becoming an athlete, cheering on your favourite team and taking memorable photos.

A collective: the airport delegation

The entire airport community is mobilised within a single collective group we call the airport delegation, just like the athletes' delegations.

All employees are working hand in hand to prepare the airports and to step up to the many challenges of summer 2024.



Focus on Groupe ADP's operational volunteer programme

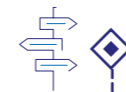
A vast mobilisation campaign was launched in December 2023 to recruit more volunteers. In just a few weeks, out of 3,500 eligible people, nearly 1,500 volunteers were recruited!

They will support the teams on the ground and the Paris 2024 volunteers to help welcome and guide passengers, coordinate operations, control traffic, manage the baggage area, etc



Accelerating the move towards more inclusive and accessible airports

There is still room for improvement in terms of making our infrastructure more accessible and welcoming to people with disabilities, but progress is being made. The aim is to offer more tailored and smoother routes, particularly for those wishing to travel independently, to provide dedicated areas and to raise awareness throughout the airport community of how to welcome people with disabilities.



ADAPTED AND SMOOTHER ROUTES

Signage will be updated with the roll-out of “FALC” language, i.e. language that is easy to read and understand, particularly at the screening checkpoints and near the lifts, a legacy of the Anne de Gaulle operation.

Keeping your own wheelchair as you progress through the airport, and being reunited with it on the boarding bridge walkway is key to ensuring autonomy and comfort. To facilitate this, ambulift equipment is vital. These are lifts that help disabled people get on and off aircraft, and can also carry their equipment.

→ **26 additional ambulifts** at Paris-CDG, that's 6 more for this summer, and 10 at Paris-Orly

42 Mobility Assistance areas: some completely renovated, others brand new. The aim is to provide better support and care for people with disabilities throughout their journey. Self-service wheelchairs will be available in these areas.

- ◆ The reception areas in the public area are the first point of contact with the Mobility Assistance service
- ◆ There are also various points along the route offering services to people who need them
- ◆ The boarding lounges have dedicated areas for PRM to wait before their flight



PROVISION OF DEDICATED AREAS

The Paris airports will be the first in France to offer changing rooms equipped with variable-height changing tables and ceiling-mounted or mobile patient lifts.

- 6 at Paris-CDG (terminal 1, terminals 2B-D, terminal 2E hall L, terminal 2E hall M, terminal 2E arrivals and terminal 2F)
- 2 at Paris-Orly (Orly 3 and Orly 4)

3 dog areas for guide and assistance dogs have been tested and opened at Paris-CDG and Paris-Orly.



RAISING AWARENESS AND TRAINING

100% of Groupe ADP employees will be trained before the Olympic Games on how to welcome people with disabilities.



1,4 MILLION

ASSISTANCE SERVICES
PROVIDED EVERY YEAR
BY 1,600 DEDICATED
STAFF

MEMBERS OF THE ACCESSIBILITY STAKEHOLDER COMMITTEE

Groupe ADP has initiated the creation of an Advisory Committee dedicated to people with disabilities (CCPH). Disability experts from civil society (associations, disabled sports, specialized travel agencies, etc.) have been meeting regularly since October 2023 to accelerate the improvement of reception, accessibility, and care conditions for people with disabilities in our Paris infrastructures in the run-up to the Olympic and Paralympic Games and beyond.

- ◆ **Pascale RIBES**, President of APF France handicap
- ◆ **Jérémie BOROY**, President of the National Advisory Council for People with Disabilities
- ◆ **Ludivine MUNOS**, Head of Paralympic Integration on the Paris 2024 Organising Committee of the 2024 Olympic and Paralympic Games
- ◆ **Alexandra BARRIER**, General Secretary of the Interministerial Delegate for the 2024 Olympic and Paralympic Games, Health & Disability Advisor
- ◆ **Guislain WESTELYNCK**, Vice-President of the French Paralympic and Sports Committee - Fédération Française de Handisport
- ◆ **Yasmine HAMRAOUI**, President of Le French Impact
- ◆ **Malik BADSI**, Founder and Managing Director of the travel agency Yoola
- ◆ **Dominique GILLOT**, Former Minister for Disabled Persons
- ◆ **Docteur Khanh NHAM**, Frequent flyer, member of the Groupe ADP customer community
- ◆ **Christian MANTEI**, President of Atout France



Baggage: an oversized challenge

Vaulting poles, canoes, kayaks, bicycles, competition wheelchairs and media equipment will all be arriving in large volumes. They must be easily retrieved upon arrival and checked in quickly on departure.

ARRIVALS



1 - DELIVERY

“Bagages JOP” [OPG Baggage] areas will be set up in each baggage delivery hall for oversized baggage. Airline assistants will pay particular attention to delivering these items within a controlled timeframe, returning them to the delegations as quickly as possible and preventing congestion on the conveyor belts.

In Terminal 2E, a new oversized baggage reclaim point has been created to increase handling capacity.



2 - TRANSPORT

Poles, kayaks and bicycles will be collected by Paris 2024's logistics integrator at the airport, stored and then transported to the site. The rest of the equipment will be kept by the athletes.

DEPARTURES

Departing athletes will be able to check in their baggage early, directly at the Olympic and Paralympic Village.



HOW EARLY CAN THEY CHECK IN?

The service will be available over two three-day periods following the closing ceremonies.



WHY?

To make the athletes' lives easier, and to help us improve the management of baggage operations, especially for oversized baggage.



HOW?

Approx. ten check-in points, equipped with desks installed by Groupe ADP, will be open in the Olympic and Paralympic Village. Staff from the airlines and their service providers will be on hand to assist.

The day before their flights, the delegations will be invited to check in at a specific time slot. Once the baggage has been checked in, the Paris 2024 logistics integrator will take responsibility for it, load it and transport it to the departure airport. Traceability will be ensured by the Groupe ADP.



AT THE AIRPORT

Two "baggage factories" have been set up at the Paris airports. They are designed for the control and storage of all pre-checked in baggage until its departure. It's a simplified baggage sorting system, redesigned specifically for this purpose.

Two large, dedicated tents have been set up: 8,000 sq.m at Paris-CDG, 3,000 sq.m at Paris-Orly. Security lines will be installed in each of these areas.

Once the flight preparation is underway, the airline's ground handling assistants will collect the baggage and take it to the aircraft. These large tents will be dismantled once the Games are over and can be reused.



A before and an after The Paris 2024 Olympic and Paralympic Games

While the legacy of the Paris 2024 Olympic and Paralympic Games should benefit all passengers in terms of the journey and experience, it will also accelerate the already initiated transition to build an airport model geared towards sustainability and performance.

The Games will not only be an opportunity to demonstrate the expertise of Groupe ADP, they will also be beneficial in the long term by accelerating the transformation process.



TECHNOLOGICAL INNOVATION

- **The remote early check-in service** offered to athletes will enable us to anticipate and work on other services that could be offered to passengers in the future
- **The new scanners** installed at the security checkpoints will gradually be rolled out across our terminals



RAIL / AIR CONNECTIVITY

CDG2 station will be modernised thanks to a programme undertaken with SNCF Gares et Connexions:

- ◆ TGV railway station glass roof will be cleaned
- ◆ new signage
- ◆ transforming and de-cluttering spaces - removing posts from the ground, relocating shops, creating tangible “gateways” to the station and the airport.

Today, 15 million people use this multimodal hub every year. Over the next 15 years, passenger numbers are set to double, with the arrival of the CDG Express (2027), Line 17 of the Grand Paris Express (2030), the Roissy Picardie link (2027) and the increase in TGV traffic.

→ **The extension of Line 14 to Paris-Orly Airport** will provide a 25-minute link to the heart of the capital.



ACCESSIBILITY

→ **Nearly 150 renovation projects and procedural adaptations, for wheelchairs in particular, and awareness raising sessions** for all Groupe ADP teams on welcoming people with disabilities will result in a before and an after the 2024 Olympic and Paralympic Games.



WORKING TOGETHER

→ The **collaboration across the entire airport community will be unique** for this major historic event. It will create a dynamic for the future and for addressing the challenges of everyday life

→ **This event will also be beneficial to our neighbouring areas**, for instance by re-using the materials used to decorate our terminals in the Games colours to create or renovate their own sports facilities

From late March/early April, you can find out:

- ◆ How do you transport a kayak?
- ◆ How are the airport community and Groupe ADP volunteers preparing themselves?
- ◆ How will the Olympic colours be represented at the airports?
- ◆ How will the full-scale tests be carried out?
- ◆ How will the remote check-in work?
- ◆ What will the dedicated boarding lounge for athletes look like?
- ◆ What will the special OPG command centre be monitoring?
- ◆ What specific facilities have been designed and put in place to improve airport accessibility?
- ◆ Will any passenger innovations be introduced for the Games?
- ◆ What will the Olympic celebrations look like at the Paris airports?



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