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GROUPE ADP

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with all the latest news
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The Paris 2024 volunteer centre at Paris-Orly is located in the Green Lab, with 600 sq.m of space that can accommodate up to 100 people a day.
© Michel André for Groupe ADP.



The number of Paris 2024 volunteers at our airports: 1,100 at Paris-Charles de Gaulle and 400 at Paris-Orly.

Paris 2024 volunteer centres are open 24 hours a day

The Paris 2024 volunteer centres opened their doors on 12 July at Paris-Charles de Gaulle and Paris-Orly. These living spaces are especially for the volunteers hard at work for the Paris 2024 Games and the staff of the organising committee. At Paris-Charles de Gaulle, they can also be used by athletes and para-athletes who have a rail/air connection. Featuring catering areas, cosy corners, flight info screens, briefing rooms, games rooms

and much more, these spaces located close to the Sheraton Hotel and the Green Lab have been designed to optimise the quality of life of volunteers. *“We have worked closely with Groupe ADP to develop these spaces”, explains Lucie Allain, Manager within the Paris 2024 Games and Services Division. “This collaboration and airport expertise are also key to the success of these Games.”*

The Olympic Village is about to open its doors!



On 18 July, athletes from more than 200 Olympic delegations and nearly 180 Paralympic delegations and their trainers from all over the world will start settling in at the Olympic Village in Seine-Saint-Denis.

This strategic location means that the athletes won't have to travel far to compete, as more than 80% of the venues are within a 10 km radius of the Olympic Village.

From the moment they arrive, the delegations will find everything a real neighbourhood has to offer: restaurants and entertainment venues, public transport and health centres, including a polyclinic open 24 hours a day, 7 days a week. After the Games have finished, this eco-friendly site which spans 52 hectares - the equivalent of 70 football pitches - will be transformed into 2,800 homes, including student residences and social housing.



The Olympic Village. © Paris 2024.

[Find more](#)



Following the example of Lydia Fergoug, Customer Experience Coordinator, the entire airport community is dedicated to ensuring passenger satisfaction. © Fabien Leforgeais for Groupe ADP.

The hospitality approach, a key component of our customer welcome

In March, a working group led by the Customer Division was set up with the Customer Experience teams at Paris-Charles de Gaulle and Paris-Orly. It is responsible for Groupe ADP's approach to hospitality and courtesy for the airport community, based on the quality charter.

The aim of this working group is to highlight the importance of the human aspect in creating a customer care community. An action plan focusing on three main areas of focus was shared. The first two, which are specific to the Paris 2024 Games, involve training PVO volunteers, raising awareness among the airport community and distributing tools for applying best practices.

The third is a long-term one and aims to ritualise day-to-day exchanges based on hospitality and courtesy. It also provides for the development of a shared action plan with our service providers and partners.

Reopening of 28 check-in desks at Orly 4



With the installation of a new group of check-in desks and their connection to the main baggage handling system at Orly 4, Paris-Orly is improving the processing of departing flights and the quality of the passenger welcome process. A project led by the Engineering & Capital Projects Division.

Most of the 28 check-in desks that have been reopened are operated by Air Algérie and Tunisair. © Michel André for Groupe ADP.

The first phase of this project was due to be completed before the Paris 2024 Games. Mission accomplished. Following the refurbishment of the public check-in areas and the creation of a dedicated baggage link, a new group of 28 desks has been commissioned. The target vision for this project is to bring all of the airport's baggage systems up to standard 3 (hold baggage detection level).

The final stage for Orly 4 will be the commissioning in spring 2025 of a dedicated baggage sorting system for this group of desks. It will be able to handle the entire security process, as well as standard and oversize baggage flows. *“The work required us to extend the existing baggage handling area and reorganise the space to accommodate the future baggage handling system and install the new check-in desks.*

These new facilities incorporate the latest standards in desks and next-generation automated baggage drop-off”, explains Stéphane Marion, Project Manager for the Engineering & Capital Projects Division. This project was carried out in collaboration with Jean-Baptiste Croc, Building Project Manager, and Sami El Hachem, Baggage System Project Manager at ECP.



View of Building 351 before its demolition. © Premys for Groupe ADP.

Bye-bye 351!

After 62 years in operation, the time came for Building 351 at Paris-Orly to retire a few weeks ago.

It took six months of work to demolish this iconic industrial structure in Cargo City. More than 10,000 tonnes of concrete, 765 tonnes of metal (98% of which was recovered) and 215 tonnes of asbestos were removed.

It will shortly be replaced by a "Valet" vehicle storage area.

Watch the time-lapse of the demolition here:

[Watch the video](#)

“

The demolition of Building 351 is a major operation. A total of 20,000 sq.m were demolished, equivalent to the surface area of 75 tennis courts, which were subject to selective demolition.”

Sylvain Tailleur
INFRASTRUCTURE PROJECT
MANAGER
ENGINEERING AND CAPITAL
PROJECTS DIVISION

”

91.6%

The percentage of passengers on international flights who waited **less than 10 minutes at Border Control** at Paris-Orly in May 2024. At Paris-Charles de Gaulle, 85.1% of passengers waited fewer than 10 minutes.

Nicolas Deviller: ambitious plans for Amman’s Queen Alia International Airport



Nicolas Deviller has set his sights on Jordan as Managing Director of Airport International Group (AIG), which operates Amman’s international airport, a 51%-owned Groupe ADP subsidiary. He shares his roadmap with us.

Nicolas Deviller and some of the teams at Queen Alia International Airport in Amman, Jordan. © AIG for Groupe ADP.

Nicolas Deviller took up his post in January. *“I have been fortunate to work with a very impressive team. There are approximately 450 of us at AIG and nearly 3,000 on site. The extension of the concession agreement until 2039 will enable us to continue to develop the airport through new investment and a stronger team spirit on new projects”*, he emphasised.

On the agenda is the extension of the terminal both landside and airside, to increase traffic capacity to 18 million passengers, compared with 12 million today. Traffic in 2023 was 9.2 million passengers. But its roadmap also covers hospitality and improving the customer experience, strengthening relations with stakeholders, and implementing a CSR policy.

The airport was awarded 4 stars for its first rating by Skytrax in 2024. *“We are very attentive to all aspects of employment, diversity and inclusion within the company. We also intend to further enhance the activities of the AIG Foundation”*, he concluded.

Lognes, a virtuous partnership



At Lognes-Emerainville, the second year of the schoolchildren’s pilot training programme has just come to an end.

An original programme that demonstrates the societal role of the aerodrome in the surrounding area.

On 19 June, twenty deserving young students from Victor Schoelcher secondary school were given the opportunity to try their hand at flying thanks to instructors from Paris Aero flying club. Aero by Groupe ADP. © Michel André for Groupe ADP.

For the second year running, a brand new programme has been completed at Lognes-Emerainville. Its aim is to boost the ambitions and motivation at school of pupils who are struggling and at risk of dropping out. Under this scheme, eight pupils from Victor Schoelcher secondary school in Torcy have benefited from special support during school hours every Wednesday:

theory classes similar to those offered as part of the BIA (aeronautical initiation certificate), meetings with aviation professionals, real-life flying lessons, etc. In addition, around twenty deserving young people from the same college were rewarded with a first flight. This scheme, supported by the Citizen Commitment Division, would not have been possible without the

help of Groupe ADP’s flying club, Paris.Aero, and its President Dominique Etourneau.

“This programme helps young people to grow in confidence and self-esteem, essential conditions for giving a positive impetus to their studies”, explains Abilio Costa, coordinator at the flying club.

Thirty second-year trainees at CDGR



The Paris-Charles de Gaulle Airside Operations and Facilities Division welcomed around thirty trainees from general and technological secondary schools last month. This new two-week work placement required meticulous organisation and coordination with other Groupe ADP divisions.

Régis Lacote praised the commitment shown by operational staff to these trainees during this particularly busy period of preparation for the Paris 2024 Games.
© Pierric Boudehen for Groupe ADP.

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The Border Police is ready to greet the flood of travellers

From passport control to security within the terminals, the Border Police is ready to absorb the flood of passengers expected during the Paris 2024 Games at Paris-Charles de Gaulle. For this exceptional event, the workforce has been increased by 2,000 officers from the French Border Police and Frontex (European Border and Coast Guard Agency).

Airbus deliveries regain momentum

The European industrial giant delivered 67 new aircraft to its customers in June, returning to the same level as at the start of the year after a downturn in May.

Since January, Airbus has delivered 323 aircraft to its customers, the overwhelming majority of which are A320neo and A321neo, the flagship single-aisle aircraft in its range. Whereas the group was aiming to deliver 800 aircraft this year, it now expects to deliver just 770.

La Compagnie celebrates 10 years

La Compagnie is celebrating its tenth anniversary this July. The perfect time to announce the arrival in 2026 of a third A321neo aircraft to accelerate its development.

Since its creation, La Compagnie has been offering 100% business class flights between Europe and New York from Paris-Orly, Nice and Milan, with exclusive experiences such as author signings, art exhibition openings and menus designed by renowned chefs, as well as free, unlimited high-speed Wi-Fi.

Decarbonisation of the aviation sector: **Global Bioenergies** extends its technological process to the production of e-SAF

Global Bioenergies has announced that it has adapted its technological process for converting plant resources to produce e-SAF (sustainable fuel) using acetic acid. This e-SAF, by replacing the plant resource with a synthetic resource, is a complementary approach to the already certified SAF (Sustainable Aviation Fuel) technology. This technology is unique in the world, since over 95% of the molecules produced by this process can be marketed as jet fuel.

Boeing pleads guilty

Boeing has reached an agreement with the US government and pleaded guilty to avoid a trial in the criminal case linked to two 737 MAX 8s which crashed in 2018 and 2019, killing 346 people. In 2021, the manufacturer had already paid \$2.5 billion, including a \$243.6 million fine, in exchange for immunity for its executives from criminal prosecution following two accidents on Lion Air and Ethiopian flights. The agreement in principle reached a few days ago provides for an additional fine of \$243.6 million and a minimum investment of \$455 million in “compliance and safety programmes”. The victims’ families are denouncing a “generous” agreement and have filed a motion to contest it.



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