



GROUPE ADP

# CONNEXIONS

all the news from groupe adp and the aviation industry.

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# The Paris-Orly Managers' Meeting: celebrating sport!



The Paris-Orly Managers' Meeting took place on 4 June in the riverside commune of Rungis, in Val-de-Marne. The main focus of the event was sport, in the run-up to the Paris 2024 Olympic and Paralympic Games.

The sports-themed morning featured an appearance from Jean Galfione, retired pole vaulter and winner of the Gold medal at the Atlanta 1996 Games.  
© Michel André for Groupe ADP.

Sport was in the spotlight at the Paris-Orly Managers' Meeting, in honour of the upcoming Olympic and Paralympic Games. As per last year, this event was held in one of the airport's neighbouring areas, in this case Rungis in Val-de-Marne. In attendance were Augustin de Romanet, Chairman & Chief Executive Officer of the Group, Justine Coutard, Managing Director of the Airport, and Bruno Marcillaud, Mayor of Rungis

For the Paris-Orly management teams, it was an opportunity to cultivate a sense of team spirit in the run-up to the Games. *"This summer will be a real test for us"*, highlighted Justine Coutard, *"but we are already overcoming a number of obstacles on a daily basis, and that's part and parcel of running an airport. I have no doubt that we will be fully ready for this historic event, and that it will be an unforgettable experience!"*

The morning's programme included a keynote speech from Jean Galfione, former Olympic pole vaulting champion, and sporting activities for employees, who were able to try their hand at climbing, basketball, badminton and table tennis.



These awareness-raising sessions, led by Sandra Arar, were aimed at the airport community. © All rights reserved.

# The airport community turns its attention to people with disabilities

**The initiative launched at Paris-Charles de Gaulle to improve the services offered to people with disabilities is gaining momentum. The series of awareness-raising sessions for the airport community has now been completed.**

What are the various types of disability? What is the best vocabulary and behaviour to

use with people with disabilities? These are just some of the questions considered during the awareness-raising sessions organised by Paris-Charles de Gaulle for the airport community. There were a total of ten sessions led by Sandra Arar, a former international player in the French wheelchair football team.

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*Nearly 200 managers from the customer care and security services, government departments, airlines and their ground handling assistants attended the sessions. We have therefore created a pool of ambassadors who can continue to share this approach with the entire airport community as part of the roll-out of the accessibility roadmap.*

**Kenza El Himdy**  
 THE SERVICE CONTRACTS DEPARTMENT  
 WITHIN THE PARIS-CHARLES DE GAULLE TERMINALS DIVISION

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# Inauguration of the new terminal at Almaty Airport



**Almaty Airport in Kazakhstan is one of the main hubs between Asia and Europe. After two years of work, the new terminal meets the highest standards of quality and customer experience, and is aiming for a 5-star Skytrax rating.**

Serkan Kaptan, Chairman and CEO of TAV Airports, Franck Meryde, Chairman of the Executive Committee, with the President of Kazakhstan, Kassym-Jomart Tokayev. © Erhan Ustundag for Groupe ADP.

**With a surface area of 54,000 sq.m, the new international terminal will increase the airport’s annual capacity to over 14 million passengers.**

It has 12 boarding gates of which 7 with boarding bridge walkways, a 3,370-sq.m duty-free retail area and a car park with capacity for 1,200 vehicles.

*“Thanks to our expertise and the extent of our global network, we are boosting air connectivity, creating jobs and contributing to the sustainable development efforts in Kazakhstan”,* said

Serkan Kaptan, Chairman and CEO of TAV Airports, a Groupe ADP subsidiary. The project represents an investment of \$200 million. The old terminal will continue to be used for domestic flights.

# 84.7 %

**The percentage of passengers on international flights who waited less than 10 minutes at Border Control at Paris-Charles de Gaulle in April 2024. At Paris-Orly, 91.1% waited fewer than 10 minutes.**

*Source: barometer jointly produced by the Border Police and Groupe ADP.*



The role of the UAF (Union of French and Francophone Airports) is to defend and promote the interests of the French airport community to national and European decision-makers. © All rights reserved.

# UAF 2024: decarbonisation at the heart of the debates

**Decarbonisation, noise pollution, the economic model, the attractiveness of professions and working conditions: the 4th edition of the French and Francophone Airports Meeting brought together more than 600 professionals from the airport world.**

Groupe ADP was present at the 4th annual meeting of French and Francophone Airports which was held in Toulouse at the end of May. The event provided an opportunity for a wide range of discussions and round tables between participants, including representatives from several of the company's divisions. Invited to contribute to discussions on "Attractiveness

*of airport jobs and working conditions"* and "What future growth drivers for airports?", Samira Serka, Head of Strategy and CSR Performance, reminded participants of "the challenges of Groupe ADP's societal and environmental responsibility to guarantee its long-term future". François Varlet, Paris-Orly's Delegate for the Environment and Community Relations,

also emphasised "the importance of this key issue for the Group's airports, and in particular for the areas surrounding the Paris airports".

# Lufthansa and KLM forced to refund passengers

The US Department of Transportation has ordered certain airlines to refund nearly a billion dollars to their passengers for cancellations or major flight changes as a result of the Covid-19 pandemic. Lufthansa has agreed to pay back \$775 million, while KLM has agreed to repay \$113.3 million. Both will also have to pay a penalty of \$1.1 million.

# A record 5 billion travellers expected worldwide in 2024!

The impact of the Covid-19 pandemic on air traffic seems to be a thing of the past. At the beginning of June, the International Air Transport Association announced record traffic forecasts. According to their estimates, 2024 will see 5 billion air travellers, sales of \$996 billion and a global net profit of \$30.5 billion for the airlines. In 2019, before the pandemic, air traffic totalled 4.54 billion passengers.

# Gradual resumption of commercial flights to New Caledonia

Tensions have been high in New Caledonia for some months now, and following the state of emergency declared on 15 May, the territory is experiencing major disruption, particularly to air traffic. Local airline Aircalin has said that it has “gradually resumed some of its long- and medium-haul commercial flights” since 5 June.



# WestJet to operate more flights between Paris-Charles de Gaulle and Canada this winter

**WestJet is to increase the frequency of its flights from Calgary to Paris-Charles de Gaulle.** From 27 October 2024, the Canadian airline will offer a daily flight to this winter destination, operated using a Boeing 787 Dreamliner, to meet unprecedented demand for business and leisure travel between Western Canada and Europe. Passengers departing from Calgary will also benefit from WestJet's codeshare agreement with Air France, which opens the door to 53 additional European destinations via Paris.

# Aviation industry: the objective of "zero net emissions" by 2050 remains a huge challenge

**The International Air Transport Association has announced that the production of 1.9 billion litres of SAF in 2024 is "well on the way to becoming a reality".** Despite a jump compared to 2023, this renewable jet fuel would only represent 0.53% of the aviation industry's total requirements. The sector, which currently accounts for some 3% of global CO2 emissions, has pledged to achieve "zero net emissions" by 2050, and is relying on 65% SAF to achieve these targets





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