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CONNEXIONS

all the news from groupe adp and the aviation industry.



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View of the revamped esplanade at Orly 1,2,3. © Sébastien Aubry for Groupe ADP.

A new esplanade for Orly 1,2,3

The Orly 1,2,3 esplanade has received a facelift and a brand new layout. The bus station, which opened on 4 June this year and is connected to the Line 14 Metro station, has been moved to the centre of the multimodal hub to improve intermodality and connections with the surrounding area and to enhance the customer experience.

The drop-off area has been redesigned and extended to improve access to the airport. This redevelopment is the first completed stage in the Paris-Orly 2035 transformation project which represents a new era for the airport. The second phase of the project relates to the renaturing of the airport, with the introduction of a green pedestrian forecourt along

the length of Orly 1,2,3 by 2026. These projects are the fruit of collaboration between teams from Paris-Orly, the Customer Division, Île-de-France Mobilités and Société du Grand Paris. The work was entrusted to the Engineering and Capital Projects Division and was overseen by Caroline Goepp.

COCD moves to Roissypole



At Paris-Charles de Gaulle, the Remote Commercial Operations Centre (COCD) has a new tool for managing commercial parking relationships. It is now based in the Altaï building at Roissypole.

The COCD is manned by approximately 50 people, 24 hours a day, 7 days a week and is managed by Christelle Étienne. © Michel André for Groupe ADP.

Every day, the COCD teams (Centre des Opérations Commerciales à Distance in French) work 24 hours a day at Paris-Charles de Gaulle taking calls from customers via the car park intercoms at both airports.

The COCD has now taken up residence in the Altaï building, in a spacious 250-sq.m. operating centre, which provides them with improved working conditions: *“This relocation from the PEF Car Park was necessary to improve operational efficiency, with the Crisis Unit and APOC due to also move to the same building by 2025. The project was carried out using a collaborative approach which included upstream input from*

employees regarding the ergonomics and layout of the workstations”, explains Tahar Tissoukaï, Deputy Head of Operations for the Networks and Access Division. More than 1.2 million calls are handled each year as part of the management of 48 car parks with a total capacity of 42,000 parking spaces.

People with Disabilities: informative operational tests



In the run-up to the Paris 2024 Olympic and Paralympic Games, tests have been carried out at Paris-Charles de Gaulle and Paris-Orly on the dedicated routes for para-athlete delegations and passengers with disabilities. A productive and worthwhile exercise.

At Paris-Orly, the tests helped to improve coordination between all airport community players. © Sébastien Aubry for Groupe ADP.

Groupe ADP employees, government departments, mobility assistance service providers, ground handlers, airlines, Paris 2024 volunteers and a number of top-level para-athletes took part in a series of eight tests on the routes for people with disabilities, in several terminals at both Paris-Charles de Gaulle and Paris-Orly. The objectives were numerous: to involve all the players in this service chain,

to establish cohesion and communication, to identify clear pathways, and to ensure the safe management of personal wheelchairs on the boarding bridge walkways. Processes were challenged, from the pick-up/drop-off areas outside the airports right up to the boarding bridge walkway using people's personal wheelchairs, not forgetting the baggage reclaim areas, immigration and security screening.

Among the points to watch out for at Paris-Orly are *“the vertical connections and level changes that exist along the route, as well as the need to park aircraft carrying important delegations at contact stands”*, explains Romain Tendron, Head of Coordination and Operational Performance.



Archaeologists will be able to continue their study of a major site in the Paris region to better understand rural ways of life in the Middle Ages. © All rights reserved.

Historical treasures near Paris-Le Bourget runways

A Gallic village from the Early Middle Ages and an Iron Age necropolis have been discovered near Paris-Le Bourget Airport, in the commune of Bonneuil-en-France.

It was during preventive excavation work carried out as part of a real estate development project that

archaeologists were able to explore the riches of the site, with the discovery of numerous relics dating from the protohistoric, ancient and medieval periods. Only one plot remains unexcavated and it is now the subject of a request for authorisation in connection with an archaeological research project, approved by Groupe ADP.

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It's a great opportunity for the Group to lend its support to this project, because over and above the historical and educational significance that it represents, it's also a chance for local residents to learn more about their environment and the history of the area in which they live.

Jérôme Goulet
DEVELOPMENT PROJECT MANAGER
AT PARIS-LE BOURGET

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Paris Air Forum: Groupe ADP still a pioneer



Round table with Edward Arkwright, Deputy CEO of Groupe ADP.
© Maxime Letertre for Groupe ADP.

At this 11th edition of the Paris Air Forum, Groupe ADP once again demonstrated its role as a leader in the efforts to transform the airport and aviation sectors into more sustainable and inclusive worlds.

Augustin de Romanet opened this key event for aerospace industry players with a reminder of the exceptional, encouraging and, for many, unexpected advances in the development of sustainable aviation fuels.

Throughout the day, the Group’s projects were discussed at round tables attended by Justine Coutard, Sébastien Couturier and Edward Arkwright. Groupe ADP’s Chief Executive Officer also took the opportunity to highlight the challenges of accessibility and hospitality in the context of the Paris 2024 Games, which will accelerate the growth of the airports and their services, whilst bringing the airport community closer together.



Speech by Augustin de Romanet, Chairman & Chief Executive Officer of Groupe ADP.
© Fabien Leforgeais for Groupe ADP.

[Find out more](#)



Groupe ADP welcomed winter service managers from European airports at Paris-Charles de Gaulle. © All rights reserved.

The Winter Service Working Group at Paris-Charles de Gaulle

The Winter Service Working Group came together at Paris-Charles de Gaulle on 23 and 24 May. Those in charge of the winter service at Europe’s main airports attended the meeting.

London, Amsterdam-Schiphol, Zurich, Helsinki, etc. Every May, the European airports get together to share their experiences of winter service.

The host of this year’s Winter Service Working Group was Paris-Charles de Gaulle Airport. Two days of exchanges and visits to discuss processes, best practices, changes in equipment and weather conditions, and environmental ambitions, with the exceptional participation of Montreal Airport and the Groupe ADP Laboratory. See you next year in Zurich.

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This event is very useful in the context of our approach to managing the risks associated with winter service. Global warming does not make us immune to extraordinary weather events, such as that at Munich Airport where 57 cm of snow fell over two days. So it’s essential that we are well prepared.

Alain Gabry
WINTER SERVICE MANAGER
AT PARIS-CHARLES DE GAULLE

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9.1M

The number of passengers, in millions, welcomed at Paris-Charles de Gaulle and Paris-Orly in May 2024. An increase of 2,5 % compared to April 2024, or 98,5 % of 2019 traffic.

Air France increases its operational capacity for Paris 2024

Huge numbers of passengers will travel through Paris-Charles de Gaulle Airport this summer. Air France will carry around 20% of the athletes competing at the Paris 2024 Games and 35% of the para-athletes, totalling 125,000 passengers per day. Its entire fleet will be in service for the event, with activity levels reaching those of 2019. The airline is also counting on its reinforced teams, with 2,000 employees having been recruited on permanent contracts in 2023.

Flight turbulence aboard Singapore Airlines: compensation for the injured

On 21 May, an aircraft flying from London to Singapore had to make an emergency landing in Bangkok, Thailand, after experiencing extreme turbulence.

One British passenger died and 104 people were injured. In accordance with the obligations set out in the Montreal Convention, which establishes airline liability in the case of death or injury to passengers, Singapore Airlines will shortly be making financial compensation payments of between 10,000 and 25,000 dollars per passenger.

The new transport infrastructure tax referred to the Constitutional Council

Several airport operators, including Groupe ADP, have appealed to the Council of State to challenge the new tax provided for in Article 100 of France's Finance Law for 2024.

Groupe ADP condemns a “*breach of equality*” together with other operators and is calling for the implementing decree to be annulled on the grounds of “*abuse of power*”.

Other players are also citing “*unfair treatment*” and “*distortions of competition*”. Faced with these arguments, which have been deemed “*new or serious*”, the Council of State has decided to refer the question of compliance of this tax to the Constitutional Council.

Cargo: DHL ready to handle the anticipated increase in parcel deliveries this summer

The 3,500 employees of DHL Express France are prepared and their organisation has the benefit of an exceptional steering committee, which was set up in January to strengthen its activities. The carrier said it had stepped up its air and road transport programme. For example, two flights will be added on 26 July between its international hub in Leipzig, Germany, and its Paris-Charles de Gaulle hub. Its road links between the Paris region and Paris-Charles de Gaulle will also be modified.

Sustainable Aviation Fuel (SAF) doesn't just cut down CO2 emissions

The results of the first study on the impact of using SAF have been published. *"We already knew that sustainable aviation fuels could reduce the carbon footprint of aviation. Thanks to [these] studies, we now know that SAF can also reduce soot emissions and ice particulate formation that we see as contrails. This is a very encouraging result, based on science, which shows just how crucial sustainable aviation fuels are for decarbonising air transport",* said Mark Bentall, Head of Research and Technology at Airbus.



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