



AÉROPORTS DE PARIS

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Press Release

Corporate Social Responsibility (CSR) Aéroports de Paris achieves Excellence in terms of extra-financial performance

Extra-financial rating agency Ethifinance has announced the findings of its audit, awarding Aéroports de Paris a score of 78/100, up about 10% on 2012. This rating raises the company to the *Excellence* distinction—the highest level of maturity on the rating scale which indicates high levels of performance in terms of corporate social responsibility (CSR).

For almost a decade now, Aéroports de Paris has been seeking the extra-financial assessment of its actions and achievements in the fields of corporate governance, human resources, the environment, customer and supplier relations, and social commitment to civil society.

In the words of **Augustin de Romanet**, Chairman and CEO of Aéroports de Paris, *"We entrusted the 2014 assessment to rating agency Ethifinance. The exercise is very useful in terms of identifying and launching the necessary actions in our ongoing drive for continuous progress. Aéroports de Paris aims to become a European reference in social responsibility in its area of activity."*

The assessment covered the 2013–2014¹ period for Aéroports de Paris SA and its four main subsidiaries: Hub télécom, Hub Safe, Aéroports de Paris Management and ADP Ingenierie. The performances of all subsidiaries showed positive trends.

The parent company achieved a score of 80/100, up by more than 10% year-on-year. All of the assessed fields are now ranked in the '*Excellence*' bracket, reflecting the progress made and the consistency of company performance.

According to the report by rating agency Ethifinance, these results highlight the extent of Aéroports de Paris' commitments across all of the assessed themes, and the management of the action implementation phase and advanced performance.

Governance

The Ethifinance agency highlighted:

- the Group's aim to follow best practices (increased diversity on the board of directors, external assessment of the functioning of the board of directors, etc.);
- the significant advances in the implementation of CSR strategy (Group CSR charter, materiality assessment, CSR training for managers, etc.);
- firm commitments in terms of risk management and internal control, i.e. the bolstering of procedures at Group level, a Group ethics charter, and the appointment of a Group ethics officer.

The environment

Identified strengths include:

- strong and quantified objectives and a deployment of the strategy at all levels;
- a strong emphasis on the environment in terms of construction and asset management;
- the roll-out of an energy management system based on the ISO 50001 standard;
- the many waste management initiatives;
- the air quality improvement actions;
- the filter marsh.

¹ Extra-financial rating in 2012 carried out by Vigéo



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Human Capital

The EthiFinance agency highlighted:

- the major projects in the field of employment and skills management;
- exemplary dedication to equal opportunities and diversity;
- commitments made to the work–life balance.

Customers–Purchasing

The Customer Division, which was restructured in 2014, and the members of the Executive Committee are an asset to Aéroports de Paris in terms of quality management. The agency identified, inter alia:

- relevant systems to handle customer satisfaction and complaints;
- consideration given to specific cultural characteristics in dealings with travellers;
- positive results.

In terms of purchasing, the agency highlighted:

- the responsible purchasing policy and its deployment at all levels;
- the key role of CSR throughout the purchasing cycle;
- commitments to integration and the sector employing and providing support to their disabled workforce;
- actions to support suppliers, with the acquisition of the 'Relations Fournisseurs Responsables' (Responsible Supplier Relations) label;
- the purchasing process to ensure that practices comply with the code of ethics.

Social commitment

The EthiFinance agency highlighted:

- the exemplary initiative to assist in regional development and spatial planning, and the very structured management of the actions put in place;
- action to assist employment and training in the region;
- communication and dialogue tools to connect to the local communities.

For more information, consult the 2014 CSR report (publication expected in May 2015)

www.aeroportsdeparis.fr

Press contact: Elise Hermant, Opinion Department Manager +33 1 43 35 70 70

Investor Relations: Vincent Bouchery, Investor Relations Manager +33 1 43 35 70 58 - invest@adp.fr

Aéroports de Paris builds, develops and manages airports, including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. In 2014, Aéroports de Paris handled around 92.7 million passengers and 2.2 million metric tonnes of freight and mail at Paris-Charles de Gaulle and Paris-Orly. Boasting an exceptional geographic location and a major catchment area, the Group is pursuing its strategy of adapting and modernising its terminal facilities and upgrading quality of services; the Group also intends to develop its retail and real estate businesses. In 2013, Group revenue stood at €2,754 million and net income at €305 million.

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