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Press Release

2016 Skytrax Awards

Paris-Charles de Gaulle Airport in the Top 10 of the world's best airports of more than 50 million passengers

For the first time, Paris-Charles de Gaulle Airport enters the Top 10 of the world's best airports of more than 50 million passengers and is ranked in 10th place.

In the detail of the latest Skytrax rankings:

- Paris-Charles de Gaulle Airport moves up fifteen places compared to 2015 in the *Skytrax World Airport* ranking and rises to 33rd position;
- In the world's best terminals category, Hall M at Paris-Charles de Gaulle Airport's Terminal 2E once again improves its position to reach 3rd place on the podium;
- In the best airports in Western European category, Paris-Charles de Gaulle gains two places and is ranked in 3rd position;
- In the category rewarding the best offering in leisure amenities and facilities, the airport climbs two places in the Top 10 and moves into 8th position.

This progress comes as a reward to Aéroports de Paris Group for all the efforts made in recent years to improve the quality of service and customer care provided to passengers at the Paris airports. Thus, in 2 years, Paris-Charles de Gaulle has gained 62 places in this ranking (moving up from 95th to 33rd position).

In 2015, the overall passenger satisfaction rate reached 88.8%* of satisfied or very satisfied customers: up 0.6 points compared to 2014, and up by 3 points compared to 2010. Special attention has been given to the information and orientation for connecting passengers with 800 directional signs modified, the installation of signage in Mandarin, as well as new services for travellers: retro video-game areas, new games consoles, the creation of the *Espace Business* space, etc.

The Skytrax ratings are based on the votes of passengers from across the globe. They are recognized as a global benchmark of airport and airline standards.

* Source: *l'Observatoire des passagers*, a BVA survey of 8,000 departing and 3,600 arriving passengers carried out each quarter on behalf of Aéroports de Paris.

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Aéroports de Paris builds, develops and manages airports, including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. In 2015, Aéroports de Paris handled more than 95 million passengers and 2.2 million metric tonnes of freight and mail at Paris-Charles de Gaulle and Paris-Orly, and more than 55 million passengers in airports abroad. 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 2015, Group revenue stood at €2,916 million and net income at €430 million.

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