# Terminal 1 at Paris - Charles de Gaulle airport celebrates 35 years and adopts a new image







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# 1. The new Terminal 1

On 14 March 1974, Aéroports de Paris welcomed its first passengers in the first terminal of Paris - Charles de Gaulle, Terminal 1. This event marked the opening of the airport, which has since become the  $5^{TH}$  airport in the world in terms of passengers



#### Pierre Graff:

"35 years and more than 950 million passengers later, Paris - Charles de Gaulle airport has undergone some significant transformations to support the growth in air traffic. Today, the airport comprises 3 terminals together with substantial airport infrastructures, roads, railways and real estate. The renovation of Terminal 1 marks a new stage in this evolution, focusing on improving quality of service".

# 35 years of Terminal 1

# 6 Key dates for the Terminal

- **1957** Aéroports de Paris undertakes the initial search for a site for a new airport that will reinforce Paris Le Bourget and Paris Orly airports
- 1966 Beginning of construction works for Terminal 1
- March Opening and inauguration
- **1974** of Paris Charles de Gaulle Airport
- **1976** Inaugural flight of Concorde and opening of the RER station at the airport
- 2004 Beginning of renovation works for Terminal 1
- 2009 Completion of renovation works for the central area





# The challenges of a transformation

# For Aéroports de Paris

Since the opening of Terminal 1, the air transport sector has undergone significant changes. Aéroports de Paris hence decided to launch a renovation programme with a dual objective:

- to increase the annual passenger handling capacity in response to the growth in traffic (designed at the outset to handle 10 million passengers, the terminal can now handle 11 million, i.e. 2,750 passengers per hour).
- to enhance the quality of service offered to passengers in order to respond to an increasingly demanding clientele (passengers as well as airlines).

The renovation of the central body of this emblematic first terminal at Paris-Charles de Gaulle took 5 years. 5 years during which the terminal remained in use (handling more than 7 million passengers per year) thanks to a new approach to renovation, one quarter at a time.

# For the Star Alliance hub

As pointed out by René Brun, Managing Director of Paris - Charles de Gaulle Airport, "the substantial resources provided for the renovation of Terminal 1 demonstrate the desire of Aéroports de Paris to provide handling conditions that appeal to airlines, so that these airlines will choose Terminal 1 to set up their French hub".

Since its start, the project for the renovation of Terminal 1 has formed the subject of a close and continuous dialogue between Aéroports de Paris and all of its partners: airlines, sub-contractors, concession holders, public services etc.

This dynamic was notably realised in 2005 by the decision of Star Alliance – one of the world's top airline networks – to choose Terminal 1 to set up its French hub.

A *Memorandum of Understanding*, signed on 8 March 2005, established the framework for this collaboration as well as the objectives of the two partners, both in terms of traffic growth and the provision of resources.

"Whatever their country of origin, international airlines and their passengers can therefore be sure to find, in Paris, at Terminal 1, a quality of service to match that offered on their benchmark airport platform", concludes René Brun.



# 2. A smooth route for passengers

The concept guiding this entire project was to facilitate movement for passengers within the terminal. The reorganisation of spaces therefore received particularly careful thought at each step on the passenger's route.

# • Departures or arrivals: optimising access



Since April 2007, accessing Terminal 1 has been considerably improved with the arrival of CDGVAL. This new automatic metro provides a link between all of the airport's terminals and car parks in less than 8 minutes. This way, a passenger arriving at the RER 1 station can get to T1 in less than 4 minutes. Today, CDGVAL is used by more than one third of passengers using Terminal 1.



In parallel, Aéroports de Paris has undertaken the renovation of the public car parks located on the upper levels of the terminal (levels 7, 8 and 9). These are now more accessible and, above all, clearer.









# • Check-in: quick and smooth

# More space

The Aéroports de Paris architects completely re-thought the layout of the check-in desks in order to enlarge the waiting area and improve passenger circulation. By adopting a frontal layout (replacing the radial arrangement), the desks are now opposite the entrances and lifts.

This rearrangement radically improves the experience for passengers at the time of check-in.



**Before** 

After





124 check-in desks spread over 2 levels



# **Greater autonomy**

Passengers without luggage can now use one of **15 self-service check-in kiosks** that issue boarding passes on the spot.

"The new configuration of the check-in areas, the optimisation of spaces for circulation and the harmonious management of passenger flows contribute directly to fluidity and the quality of the airport service provided in Terminal 1", explains Jean-Louis Cavaillès, General Manager of Terminals 1 and 3 at Paris - Charles de Gaulle

# ...And more efficient services for the airlines

Optimisation of the **passenger check-in procedures and the introduction of the new automated baggage sorting system** mean more efficient services for the airlines.

The overhaul of the baggage sorting system (with a complete reorganisation of the circuits and doubling of the overall sorting area) has helped to reduce the waiting time for baggage reclaim.

Thanks to the check-in principle known as "common", each check-in desk can be linked to any baggage loading point, which enables to quickly redirect the circuits in the event of a change to a flight.

The system incorporates 100% of the security equipment and controls.

Combining flexibility and reliability, this system allows airlines to optimise their baggage management and to offer a highly efficient service to their customers.



# Security check and Customs: reduction in waiting time

The checkpoints (security check and Customs) have been moved in order to free up space and reduce waiting times:

- the Customs desks are now located in a single area to simplify the route for passengers,
- the security checkpoints have been moved as close as possible to the boarding lounges to reduce waiting times.

# Arrivals: making it easier to be met

For arriving passengers, the Aéroports de Paris architects have created comfortable and well-lit waiting areas and a spacious and smooth-flowing exit hall.

The baggage reclaim hall has been totally reorganised:

- More space between the baggage delivery conveyors
- Display panels indicating the exact delivery time.

Moreover, a glass panel between the baggage reclaim hall and the Arrivals hall, as well as a single exit enable passengers to more quickly locate people who have come to meet them.



# **PRM** access

Like all of the terminals at Paris - Charles de Gaulle, T1 is accessible for disabled and reduced mobility persons, from the car parks right up to the boarding gate.

Thus the terminal is fitted with adapted furniture, particularly with regard to information desks and washrooms.



# 3. A customer-friendly Terminal

# **More services**

As intended by François Rubichon, Deputy Chief Executive of Aéroports de Paris, "the Terminal 1 renovation programme was entirely focused on the service aspect of the terminal. This aspiration was reflected in significant structural improvements, but also through the offer of new services to passengers."

# **Profile of passengers in Terminal 1**

- 36.7% senior executives
- 29.5% middle managers and salaried staff
- 62% are male
- 94% travel economy class
- 37% are travelling for business reasons

# Adapted areas

# For the "pros":

14 workstations equipped with sockets for computers and PCs connected to the Internet have been installed. WiFi access is available throughout the terminal.

Furthermore, by the end of 2009 Terminal 1 will have 50 "Parking Premium" spaces that can be booked online.

# For children:

Aéroports de Paris, in partnership with the TNT Gulli channel, has fitted out a 20 m<sup>2</sup> space with a TV screen, broadcasting programmes from the channel, and games.

# And for the older ones:

PlayStation 3 consoles have been installed in all of the boarding satellites, a total of 14 self-service consoles being available.

# For everyone:

From now on, the lcare lounge in Terminal 1, originally restricted to 1<sup>st</sup> Class and Business Class, is accessible to everyone (*online reservation at 30 Euros per person*).





# New 200 place Star Alliance lounge in Terminal 1

With an area of 850m<sup>2</sup>, this new lounge can accommodate more than 200 passengers. It is located on the top floor of Terminal 1 and offers a panoramic view over the airport and the city of Paris. It is open every day from 05:00 to 23:00.



#### From now on, First Class and Business

Class passengers as well as Star Alliance Gold Card holders travelling with one of the member airlines can take advantage of this comfortable designer area.

"The opening of the Star Alliance lounge in Terminal 1 of Paris - Charles de Gaulle shows once again how the cooperation between the airlines and Aéroports de Paris enables improvement to the travelling conditions for passengers", explains Jaan Albrecht, CEO of Star Alliance.

# Relaxing before the journey

The main floor has an isolated rest area where passengers are able to relax. A wide range of free drinks is also on offer, as well as hot or cold international dishes.

A business centre is set up on each level of the lounge, with WiFi connection throughout the lounge. Washrooms equipped with showers, the latest TV screens as well as a wide selection of international newspapers and magazines are also available for passengers.

The renovation has also provided the opportunity to double the washroom areas and to equip these spaces with nursery corners.



#### Innovation: a mobile phone vending machine

For the first time, Aéroports de Paris is offering a brand new mobile phone sales service in its terminals. In partnership with Orange, Aéroports de Paris has installed a mobile phone vending machine in the public area on the Arrivals level of Terminal 1. Passengers can thus purchase a ready-to-use mobile phone, for while they are in Paris, with an all-inclusive prepaid Mobicarte card. The range on offer even includes the new and already famous BICPHONE, as well as the new 3G+ keys that allow your portable computer to connect instantly to the Internet, wherever you are. A Must for travelling Internet surfers.



# A new range of shops

Shops, bars, restaurants and services benefit from an enlarged area.

"Passengers will discover an entirely re-thought commercial area of more than 2,500m<sup>2</sup>. All the brand names that have made the shops of Aéroports de Paris a success are represented there, i.e. a total of about forty shops", says Pascal Bourgue, Marketing, Retail and Communications Director, Aéroports de Paris.

Passengers walk through the commercial area, where they can do their shopping, and particularly the duty-free area for those heading to countries outside the European Union.



# Beyond passport control

For passengers on international flights (outside the EU) a new duty-free shopping gallery has been opened. Bright and spacious, it is arranged in two main sections off a wide central area with a bar and terrace.

On one side, the "feminine" section is focused towards fashion, leather goods, accessories and perfumes-cosmetics. The second area, with a more "masculine" tone, offers a full range of wine & spirits, tobacco, speciality foods, sound-video, newspapers, magazines, lifestyle etc.

Fashion brands such as Hermès, Lacoste, Hugo Boss, Burberry's; Swatch and Solaris for accessories are available, as well as Virgin and l'Occitane.

Additional new sales points have been opened in the boarding lounges for last-minute shopping (wine & spirits, cosmetics, cigarettes).

# In the public area

The retail part of the public area has also been enhanced, with the creation of 150 m<sup>2</sup> of additional shops, spread around a "shopping" centre (fashion, perfumes-cosmetics, pharmacy-personal hygiene etc.) and a "services" centre (newspapers-magazines-books, mini-market, bank branch, post office etc.).



# Something new for the taste buds

To relax and have something to eat, 8 bars and restaurants are available for passengers in the public area of Terminal 1, including a vast and comfortable 1,300 m<sup>2</sup> food-court that can accommodate over 320 people. Located on the shopping level, it brings together a complementary range of lines suited to the time available and to each person's taste.

- 1 large bar with terrace (Café Ritazza)
- 1 Hippopotamus restaurant
- 2 fast-food brands:
  - McDonald's and Brioche Dorée



#### Vintage wine and design at "La terrasse"

Passengers will also find a new restaurant of a highly contemporary design on the top floor of the terminal: «La terrasse». New surroundings, a new name, a new menu, a new chef and a special vintage wine cellar!

The restaurant decor was designed by the interior design and architecture agency Versions and the furniture by the designer Philippe Starck. "We wanted this restaurant to adopt a "new image" and give our customers as much satisfaction as possible" emphasised Cécile Malingre, restaurant manager for the company SSP. "The seventies look fits in perfectly with Terminal 1 and current trends."





"La Terrasse" offers three types of ambience over more than 300 m<sup>2</sup>:

A gastronomic restaurant area with 36 covers where you can sample a wide selection of international cuisine, a lounge area with 30 covers that gives pride of place to French regional flavours and a bar area where you can appreciate vintage wines from the cellar. Restaurant customers enjoy a panoramic view over Paris - Charles de Gaulle airport. With a menu at €29.90, SSP hopes to tempt as wide a public as possible.



# An aesthetic world appealing to passengers

Beyond the criteria of functionality and fluidity, the renovation of Terminal 1 gave Aéroports de Paris the opportunity to make significant architectural and aesthetic modifications that have a direct impact on comfort and the customer-friendliness experienced by passengers.

# Light and transparency

To allow the entry of light and to increase the size of the areas, some internal walls have been removed and others replaced either by glass panels (frontages at the entrances, baggage reclaim hall etc.) or by illuminated partitions.

The impression of clarity is reinforced by the choice of materials: light granite on the floor, scoured concrete, colours in shades of grey, synthetic white stone for the desks.



**Before** 







# **Colours and comfort**

The comfort and general ambience of Terminal 1 has seen a significant improvement thanks to the efforts expended on the fittings and decoration.



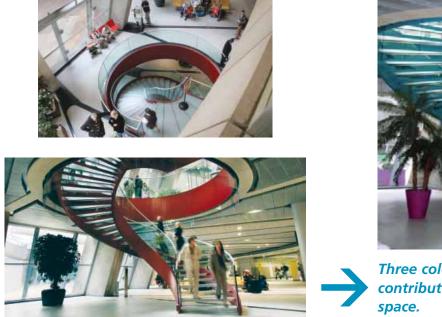
**Before** 





The integration of colour was the subject of a study in collaboration with the visual artist Alain Bony (who recently worked with Jean Nouvel on the Blue Cube in Copenhagen, inaugurated in January 2009).

"The aim was to enliven and modernise the work without betraying the original design. Colour intervenes in successive touches spread out over the passenger's route: ceilings of the entrance doors, stairways, escalators of the CDGVAL station (in stainless steel with red or yellow printing), fronts of the check-in desks, floral decors on the illuminated partitions etc. Colour has also made a conspicuous entrance in the car parks", as explains Alain Bony.





Three coloured spiral staircases also contribute to the lightness of the space.

All the seats have been replaced with new models in leather, more comfortable and coloured in tones of beige, brown, red and orange.



# Trial terminal for the new Aéroports de Paris signage

Terminal 1 was the first building to successfully trial the new Aéroports de Paris signage. The latter has subsequently been deployed in all of the other terminals.

# **Before**



After





# Appendix 1: Identification sheet

# Location:

Terminal 1 is located to the north-west of the Paris - Charles de Gaulle airport platform.

# Surface area (NET):

Central body 126,400m<sup>2</sup> Satellites 52,200m<sup>2</sup>

# **Overall capacity:**

**11 million** passengers after renovation (2009), i.e.

# 2,750 departing passengers / hour and 2,000 arriving passengers / hour

10 million passengers in the original configuration (1974) 7.5 million passengers during the works (2004-2008)

# Traffic:

Schengen for three satellites International for the other four satellites

# Aircraft stands:

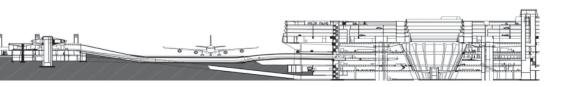
21 stands to accommodate jumbo aircraft simultaneously, including an A380 (and up to 57 aircraft in contact depending on their size).

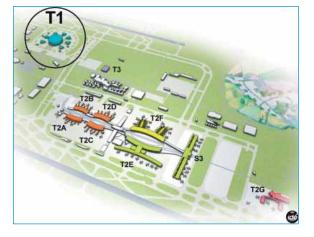
# **Operating airlines:**

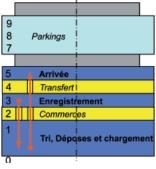
Lufthansa, Vueling, SAS, Aer Lingus and Flybe (the top five airlines in terms of travellers). Most of Star Alliance\* members are grouped in this terminal and represent 48% of the total traffic for the terminal.

# Layout:

- round main body, pierced by a central shaft and crossed by transparent moving walkway tubes.
- the functions of the central body are arranged vertically on 11 levels, including:
- \* 4 levels dedicated to the reception and handling of passengers (Departures, Arrivals, Transfers, Shops)
- \* 3 levels for car parking
- \* 1 level for offices and international lounges (terraced)
- the central body is linked to 7 satellites which house the boarding lounges









# **Duration of works:**

June 2004 to March 2009 In 4 successive phases with no interruption to operation

# **Operational:**

Phase 1: November 2005 Phase 2: March 2007 Phase 3: March 2008 Phase 4: March 2009

# **Estimated investment:**

#### 280 million Euros

# Commercial area:

2,500m<sup>2</sup> of shops and 2,450m<sup>2</sup> of restaurants

# **Facilities:**

47 boarding gates36 lifts450 surveillance cameras20 security checkpoints6 baggage conveyors126 check-in desks.

# Workforce:

Up to 100 Aéroports de Paris staff members and 400 workmen of all trades on the site.

# Teams:

**Project owner:** René Brun, Managing Director, Paris-Charles de Gaulle, assisted by Jean Louis Cavaillès, General Manager of Paris-Charles de Gaulle Terminals 1 and 3

Project Management: Guillaume Sauvé and Pascal Francois, project directors (DMO)

Project design and construction: Jean Bernard Ville, Stéphane Tilly, Thierry Delaune and Bruno de la Fayolle (INA)

Architecture team under the leadership of: Jean-Paul Back and Karine Droit-Mijoule (INA)

Project design, baggage systems: Francis Robert and Sylvain le Noach (INA)

\*Member airlines of Star Alliance: Adria Airways, Air Canada, Air China, Air New Zealand, ANA, Asiana Airlines, Austrian, Blue1, bmi, Croatia Airlines, Egyptair, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shanghai Airlines, Singapore Airlines, South African Airways, Spanair, Swiss, TAP Portugal, THAI, United US, US Airways.



# Appendix 2: 35 years of Paris - Charles de Gaulle

# **BRIEF BIOGRAPHY**

# March 1974:

inauguration of Paris - Charles de Gaulle Airport and opening of Terminal 1

On 1<sup>st</sup> December 1966, Aéroports de Paris started work on this airport which, under the name of Paris - Charles de Gaulle Airport, was officially inaugurated on 8 March 1974.

In 1957, Aéroports de Paris began the initial search for a site for a new airport that would reinforce the airport complex in the Parisian region then comprising Paris - Le Bourget and Paris - Orly airports. On 16 June 1964, a ministerial decree brought about the creation of "Paris Nord" airport, which would be located to the north of the capital near Roissy-en-France.

# January 1976:

Paris - Charles de Gaulle airport welcomes the first commercial flight of Concorde and inaugurates the RER station at the airport.

# November 1981-June 2003:

inauguration of Terminals 2B and 2A

The design works for CDG 2 started in 1973. Terminals CDG 2B and 2A were inaugurated on 1<sup>st</sup> November 1981 and 24 March 1982 respectively.

# 1991:

opening of Terminal T9 for charter flights to Paris - Charles de Gaulle

# March 1991:

opening of Terminal 2D

# June 1993:

opening of Terminal 2C Terminal CDG 2C, reserved for international traffic, with an automated baggage sorting system.

# March 1998 and May 1999:

opening of Terminal 2F

The two modules of terminal CDG 2F came into service on 29 March 1998 for module 2F1 and 6 May 1999 for module 2F2 respectively.

# November 1998 and September 2000:

Opening of runways 4 and 3 of Paris - Charles de Gaulle

To begin with, Paris - Charles de Gaulle had two runways: runway no. 1, located to the north, came into use in 1974 and runway no. 2, located to the south, opened in 1976. The pilot study anticipated, from the start, the creation of two parallel and independent runway pairs, one located to the north (runways nos. 1 and 3), the other located to the south (runways nos. 2 and 4). The decision to build these runway pairs was made in 1997 in order to support the substantial expansion of this airport. Runway no. 4 was opened in November 1998 and runway no. 3 in September 2000.



# 2002:

# T9 is renamed T3

It doubles its reception area for departure passengers and triples the size of the commercial areas.

June 2003:

CDG2E put into service

# 2004:

beginning of renovation works for CDG1

# November 2004:

opening of the RER-TGV interconnection station. Paris - Charles de Gaulle is the pioneer of intermodality between air and rail (whether RER or TGV).

# April 2007:

CDGVAL put into service

CDGVAL is a free automated metro. In 8 minutes it links the 3 terminals of the platform, the RER-TGV stations and the long-stay car parks.

# June 2007:

opening of the Galerie Parisienne

The new boarding satellite of Terminal 2E was designed to handle 8.6 million passengers per year. It can receive jumbo carriers such as the A380.

# March 2008:

opening of the new Terminal 2E concourse with a capacity of 6.3 million passengers per year

7.6 million passengers are expected to use it each year. Designed to offer a clear and simple route, the pier facilitates rapid international connections and provides quality services in close relation with the Galerie Parisienne.

# September 2008:

opening of Terminal 2G

Ultimately, this terminal should be able to handle 3 million passengers per year. It was designed to be simple to use whilst providing appropriate services. It is dedicated to passengers coming from or going to destinations in the Schengen area

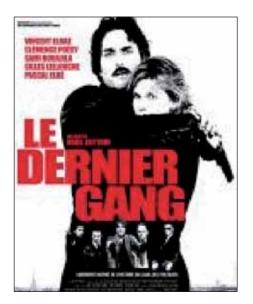


# Appendix 3: 35 years of History seen from the cinema

From its inauguration, Terminal 1 immediately stood out for its innovative design. Its circular shape pierced by a central shaft makes it a terminal unique in the world of air transport. This originality has made it one of the favourite film locations. The long tubes of Terminal 1 that take passengers towards their boarding lounge have inspired and still inspire numerous French and international film-makers.



Between "La Gifle" by Claude Pinoteau, the 1<sup>st</sup> film shot in this terminal in 1974, with Isabelle Adjani and Lino Ventura and, more recently, "Le dernier gang" by Ariel Zeitoun with Vincent Elbaz and Clémence Poesy (released in 2007), numerous directors have set up their cameras in Terminal 1.



It features in such films as "Nous irons tous au Paradis" 1977, for the return of the 4 friends in the Yves Robert saga, then in "Airport 80 Concorde", an American film by David Lowell Rich with Alain Delon in 1980. Not merely a place for passing through, the airport can also be the centre of the action. Claude Lelouch intertwines the destinies of his characters around a hostess in "II y a des jours et des lunes", 1994, and Philippe Lioret chose to shoot his film "Tombés du ciel" entirely at Paris - Charles de Gaulle.

Now, in 2009, the terminal is already looking forward to welcoming the crew for the next film by Christopher Thomson, "Bus Palladium".



# Appendix 4: Aéroports de Paris - key facts

#### Aéroports de Paris owns and operates:

- 3 airports: Paris Charles de Gaulle, Paris Orly and Paris Le Bourget
- 10 aerodromes in the Ile-de-France region
- 1 heliport: Paris-Issy-les-Moulineaux

#### No. 2 airport group in Europe (in terms of airport sales)

- 87.1 million passengers in 2008
- 460 client airlines

#### No. 1 airport group in Europe in terms of cargo and mail handled

• 2.39 million tonnes handled in 2008 Aéroports de Paris remains the number one in Europe for this activity.

534 cities served in 131 countries.

322 commercial plots: 48,000 m<sup>2</sup> in 2008 More than 80 concession holders Aélia: 110 sales points; 1,400 staff

#### 6,686 hectares: the largest airport domain in Europe.

**11,789 employees** (average headcount for the Group in 2008)

#### Key figures 2008 (in million Euros)

- Sales revenue: 2,527
- EBITDA: 848.0
- Group share of net earnings: 271.2 (before non-recurring items)
- Equity capital: 3,096.7
- Net debt: 2,253.7
- Gearing: 73%

#### Aéroports de Paris is quoted on Euronext Paris, compartment A Breakdown of capital at the end of 2008

- Government: 60.4%
- Private: 29.2%



- Schiphol Group: 8%
- Employees: 2.4%

# Paris - Charles de Gaulle airport

- 60.9 million passengers handled in 2008
- No. 2 in Europe and no. 6 in the world in terms of passenger numbers
- No. 1 European hub with 21,000 opportunities for connecting flights in under two hours per week\*
- Global hub for Air France-KLM and main European hub for SkyTeam
- 75% of traffic point to point and 25% of connecting traffic
- 2 parallel runway pairs
- 3 terminals
- European hub for FEDEX

# Paris - Orly airport:

- 26.2 million passengers handled in 2008
- No. 2 French airport and no. 10 European airport in terms of passenger numbers
- Local and point to point airport
- Low-cost airlines account for 27.5 % of its traffic
- Destinations: mainland, Southern Europe, overseas territories/departments and North Africa
- 3 runways
- 2 terminals

# Paris - le Bourget airport:

- No.1 European platform for business aviation
- 3 runways

\*Source: Air France-KLM





Aéroports de Paris 291 boulevard Raspail 75675 Paris cedex 14 www.aeroportsdeparis.fr