



AÉROPORTS DE PARIS

The world is our guest

5 December 2012

Press release

2012-2013 winter season Aéroports de Paris geared up to face severe conditions

From 15 October to 15 April, all Aéroports de Paris staff are mobilized to anticipate possible weather disruptions which could have an impact on air traffic. Their main task is to make available the human and material resources in order to clear the runways and taxiways, to de-ice the aircraft and to do their best to help airlines carry out their flight schedules in complete safety.

A system which has been significantly strengthened, with a priority : safety

As soon as weather hazards appear, the "**snow plan**" is activated. A unit composed of representatives from Aéroports de Paris, the Civil Aviation Authority, the airlines and Météo France decide on the resources to be implemented in terms of deployment of both staff and equipment.

The system has been significantly strengthened over the past two years and consists of:

- **213 snow plows** (149 at Paris-Charles de Gaulle and 64 at Paris-Orly). The fleet of vehicles dedicated to snow clearing includes several models, from light quads equipped with snow blade to the imposing Boshungs, the largest snow plows available on the market today.
- **2,940 m³ of glycol stocks** (2,400 m³ at Paris-Charles de Gaulle and 540 m³ at Paris-Orly), enough for 10 days of operations in the event of extremely severe winter weather.
- **18 aircraft de-icing areas** are available at Paris-Charles de Gaulle Airport as well as 50 operational de-icing machines. At Paris-Orly Airport, the de-icing is carried out by airlines or their service providers with the 17 de-icing machines available. The aircraft are de-iced directly on their standpoints.

Priority given to passenger information

In the event of significant disruption, Aéroports de Paris will pay particular attention to helping airlines take care of passengers who are stranded in the terminals.

Over 450 customer care staff rally round to direct passengers, send them in the direction of the right representative and give them information about flights by relaying information supplied by the airlines (delays, cancellations, etc.). In 2012, Aéroports de Paris continued with the deployment of public display screens in its terminals (over 3,300 screens at Paris-Charles de Gaulle and 400 at Paris-Orly).

Finally, in the event of disruption, all Aéroports de Paris teams provide additional attentive support, if necessary (distribution of snacks, passenger kits, children kits, etc.).



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Passenger information

- **By telephone: 39 50** (€0.34 incl. tax/min from a landline in mainland France, possible operator surcharge not included). From abroad, dial: +33 1 70 36 39 50)
- **By Internet: www.aeroportsdeparis.fr**
- **"Myairport": free application download for smartphones**
- **Twitter: @AeroportsParis**

www.aeroportsdeparis.fr

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Aéroports de Paris builds, develops and manages airports including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. In 2011, Aéroports de Paris handled more than 88 million passengers and almost 2.5 million tons of freight and mail in Paris and 40 million passengers in airports abroad.

With an exceptional geographic location and a major catchment area, the Group is pursuing its strategy of adapting and modernizing its terminal facilities and upgrading quality of services, and also intends to develop its retail and real estate business. In 2011, the group revenue stood at €2,502 million and the net income at €348 million.

Registered office: 291, boulevard Raspail, 75014 Paris, France. A limited company (Société Anonyme) with share capital of €296,881,806. 552 016 628 RCS Paris
