

## 2017 MATERIALITY MATRICES

### What is materiality?

Materiality means “relevance” in the specific sense of having a significant impact on a company, its operations and its ability to create financial and extra-financial value for itself and its internal and external stakeholders.

### The regulatory and standards framework

The concept of materiality is at the heart of changes in international standards and guidelines.

- CSR reporting must take account of material issues within the scope of the ISO 14001 Environmental Management Standard (2015 version), integrated reporting as defined by the International Integrated Reporting Council (IIRC), and the guidelines of the Global Reporting Initiative (GRI G4).
- The transposition of the European Directive on CSR reporting into French law in 2017 introduced an additional declaration of extra-financial performance that provides relevant information regarding key risks and the policies being applied.

- According to Afep-Medef’s corporate governance code of October 2016, the Board of Directors must be informed of any change in the key CSR issues and must ensure that stakeholders and investors are notified of any extra-financial issues of significance for the company that have been taken into account.

- Lastly, financial analysts now regard materiality as a prerequisite for inclusion in Socially Responsible Investment (SRI) evaluation criteria.

### Methodology

Our materiality evaluation has been updated with the help of an external consultancy. The project involved all the relevant Divisions within our Group in a steering committee which selected 23 issues within 4 themes (see table below). The project was launched in 2017 and completed in February 2018.

The enquiry took a mixed approach:

- A qualitative survey in the form of interviews with five Executive Committee members and four

individual experts from outside the organisation.

- A quantitative survey in the form of an online questionnaire for:
  - our 6,500 employees (Aéroports de Paris SA);
  - 2,000 external stakeholders.
 For each theme, the questionnaire asked respondents to firstly indicate the importance of the issue on a scale of 1 to 4, and then to evaluate the company’s performance for each issue according to 3 criteria (weak, strong, neither weak nor strong). Scores for both importance and performance were then converted into a score out of 10.

### Online questionnaire response rates

12% overall response rate, made up of:

- airline and business customers: 6%;
- employees: 12%;
- regional development organisations: 32%;
- passengers: 30 responses (via a link to the survey included in Groupe ADP’s loyalty card newsletter).

## 4 THEMES AND 23 ISSUES

◆ Exemplary airport operator

◆ Wellbeing of our staff and partners

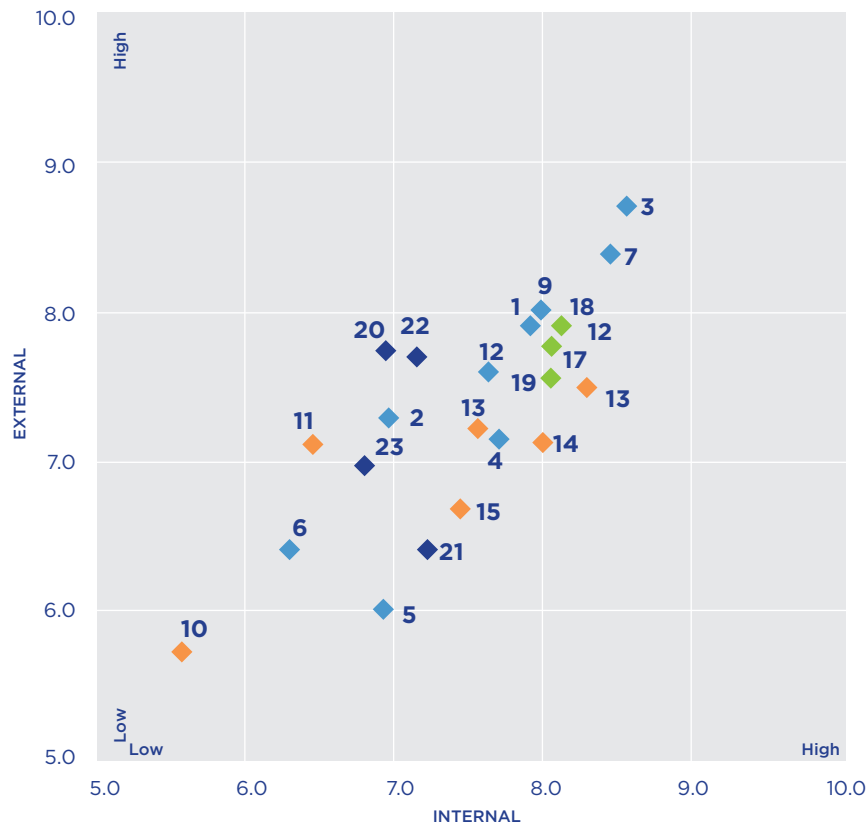
◆ Preserving the environment

◆ Dialogue with the local area

### Issues

◆	1	Good governance and business ethics
◆	2	Encouraging and supporting innovation
◆	3	Public and airport safety and security
◆	4	Robustness of our operations
◆	5	Encouraging airline growth and development
◆	6	Improving our economic performance and competitiveness
◆	7	Quality of our welcome and customer service to passengers
◆	8	Welcome and support service for disabled people and those with reduced mobility
◆	9	Accessibility of airport areas
◆	10	Quality of service for real estate customers
◆	11	Promoting sustainable procurement and improving health and safety for our service providers
◆	12	Workplace health and safety for Groupe ADP employees
◆	13	Quality of life of our employees and partner organisations
◆	14	Attractiveness as an employer and career progression
◆	15	More two-way communication and improved relations between Groupe ADP and its employees
◆	16	Gender equality and diversity
◆	17	Sustainable construction projects and the fight against climate change
◆	18	Preservation of natural environments and air quality
◆	19	Waste management and the circular economy
◆	20	Dialogue with stakeholders in the regions where our airports are located
◆	21	Dialogue with the State and its departments
◆	22	Value creation shared with our regions
◆	23	Measurement of and information about noise pollution

## MATRIX OF OVERALL INTERNAL AND EXTERNAL IMPORTANCE

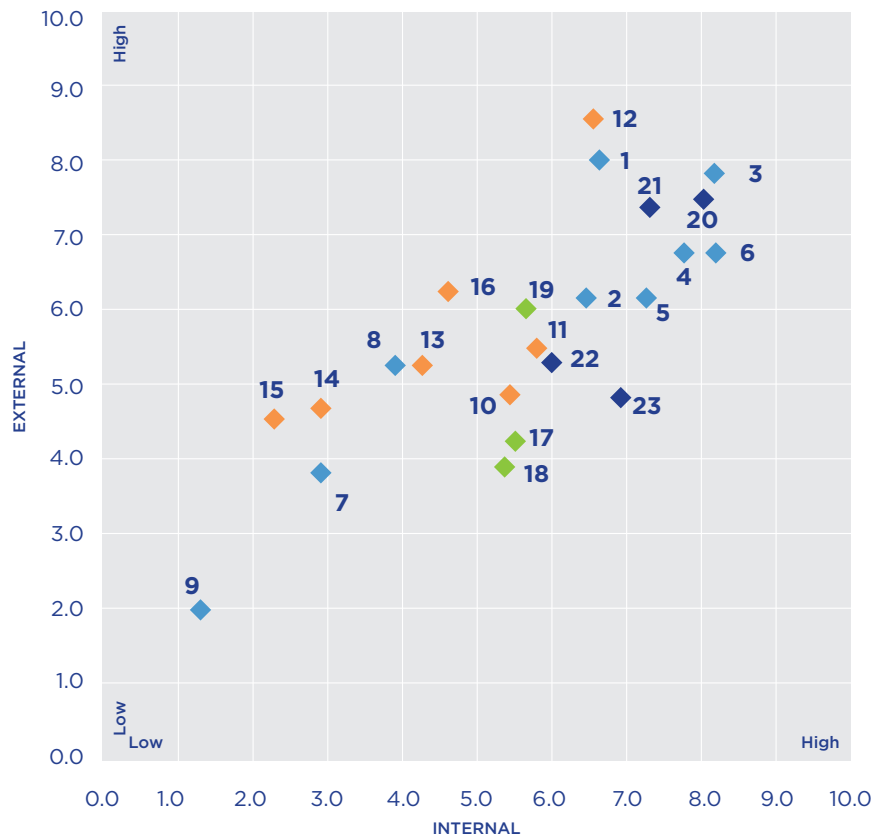


## ISSUES RANKED IN ORDER OF OVERALL IMPORTANCE

- ◆ Exemplary airport operator    
 ◆ Wellbeing of our staff and partners    
 ◆ Preserving the environment    
 ◆ Dialogue with the local area

Importance Level	Issue	Description	Overall Importance Score
VERY IMPORTANT	3.	Public and airport safety and security	8,9
	7.	Quality of our welcome and customer service to passengers	8,6
	9.	Accessibility of airport areas	8,2
	18.	Preservation of natural environments and air quality	8,1
	1.	Good governance and business ethics	8,1
	12.	Workplace health and safety for Groupe ADP employees	8,1
	17.	Sustainable construction projects and the fight against climate change	8,0
IMPORTANT	19.	Waste management and the circular economy	7,8
	13.	Quality of life of our employees and partner organisations	7,8
	22.	Value creation shared with our regions	7,8
	8.	Welcome and support service for disabled people and those with reduced mobility	7,8
	20.	Dialogue with stakeholders in the regions where our airports are located	7,8
	14.	Attractiveness as an employer and career progression	7,5
	16.	Gender equality and diversity	7,5
	4.	Robustness of our operations	7,4
	2.	Encouraging and supporting innovation	7,4
	11.	Promoting sustainable procurement and improving health and safety for our service providers	7,2
	23.	Measurement of and information about noise pollution	7,1
LESS IMPORTANT	15.	More two-way communication and improved relations between Groupe ADP and its employees	7,0
	21.	Dialogue with the State and its departments	6,7
	6.	Improving our economic performance and competitiveness	6,6
	5.	Encouraging airline growth and development	6,4
	10.	Quality of service for real estate customers	5,9

## MATRIX OF OVERALL INTERNAL AND EXTERNAL PERFORMANCE



## ISSUES CLASSIFIED BY IMPORTANCE AND PERCEIVED PERFORMANCE

- ◆ Exemplary airport operator
- ◆ Wellbeing of our staff and partners
- ◆ Preserving the environment
- ◆ Dialogue with the local area

<b>HIGH IMPORTANCE, LOW PERFORMANCE</b>	◆ 7.	Quality of our welcome and customer service to passengers
	◆ 9.	Accessibility of airport areas
<b>HIGH IMPORTANCE, MEDIUM PERFORMANCE</b>	◆ 8.	Welcome and support service for disabled people and those with reduced mobility
	◆ 11.	Promoting sustainable procurement and improving health and safety for our service providers
	◆ 13.	Quality of life of our employees and partner organisations
	◆ 17.	Sustainable construction projects and the fight against climate change
	◆ 18.	Preservation of natural environments and air quality
<b>MEDIUM IMPORTANCE, MEDIUM PERFORMANCE</b>	◆ 22.	Value creation shared with our regions
	◆ 14.	Attractiveness as an employer and career progression
	◆ 15.	More two-way communication and improved relations between Groupe ADP and its employees
	◆ 23.	Measurement of and information about noise pollution
<b>LOW IMPORTANCE, MIXED PERFORMANCE</b>	◆ 5.	Encouraging airline growth and development
	◆ 10.	Quality of service for real estate customers
<b>MIXED IMPORTANCE, HIGH PERFORMANCE</b>	◆ 1.	Good governance and business ethics
	◆ 16.	Gender equality and diversity
	◆ 2.	Encouraging and supporting innovation
	◆ 3.	Public and airport safety and security
	◆ 6.	Improving our economic performance and competitiveness
	◆ 4.	Robustness of our operations
	◆ 19.	Waste management and the circular economy
	◆ 12.	Workplace health and safety for Groupe ADP employees
	◆ 20.	Dialogue with stakeholders in the regions where our airports are located
	◆ 21.	Dialogue with the State and its departments