

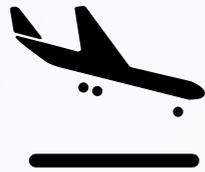
Welcome to Paris-Orly

Aéroport Paris-Orly



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Setting up at Paris-Orly

Setting up at Paris-Orly



All airlines wishing to operate new air services at Paris-Orly Airport must follow the process described in this document.

We are happy to provide you with information on how to proceed if you wish to operate at Paris-Orly and on the operating conditions (Airline Relationship Service).

1. Traffic rights

All air carriers wishing to operate air services at the Paris airports must previously ensure that they have obtained the corresponding traffic rights from the relevant departments of the French Civil Aviation Authority.

The procedure varies depending on whether it relates to a European Community airline or not.

European Community air carriers exercising rights to extra-Community routes, and non-European Community air carriers, are obliged to contact the relevant departments to obtain the corresponding traffic rights, before submitting a request for slots or allocation at airports operated by Aéroports de Paris.

European Community air carriers wishing to exercise traffic rights for intra-community routes must provide notification of their schedule.



Photo : © Gwen LE BRAS / Zoo Studio pour ADP

Contact

DIRECTION GENERALE DE L'AVIATION CIVILE (DGAC) (French Civil Aviation Authority)

Direction du Transport aérien Sous-Direction des Transporteurs et Services aériens
50 rue Henry Farman
75720 Paris Cedex 15
Tel: +33(0)1 58 09 43 21
Fax: +33(0)1 58 09 38 65/66
e-mail: international-dta@aviation-civile.gouv.fr
Website: www.aviation-civile.gouv.fr



Photo: © Gwen LE BRAS / Zoo Studio for ADP

2. Allocation within the Paris airport system

By virtue of the specification produced by Aéroports de Paris, air carriers wishing to operate air services at its airports must previously obtain an allocation decision from Aéroports de Paris.



Photo: © Gwen LE BRAS / Zoo Studio for ADP

Allocation decisions are made by taking account:

- › of the rules for traffic distribution within the Paris airport system produced by the Minister responsible for Civil Aviation,
- › of available capacities as regards, specifically, European Community, national, regional and local published operating rules governing safety, security, environmental protection and slot allocation.

All air carriers not operating at one of the airports operated by Aéroports de Paris and wishing to introduce an air service must henceforth request an allocation from one of the airports within the Paris airport system.

Contact

Aéroports de Paris

Antoine de Lamothe
Département aviation marketing Direction Clients
e-mail: antoine.de-lamothe@adp.fr
Tel.: +33 (0)1 43 35 74 56



Photo: © Jean-Marc JOUANNEAUX for ADP

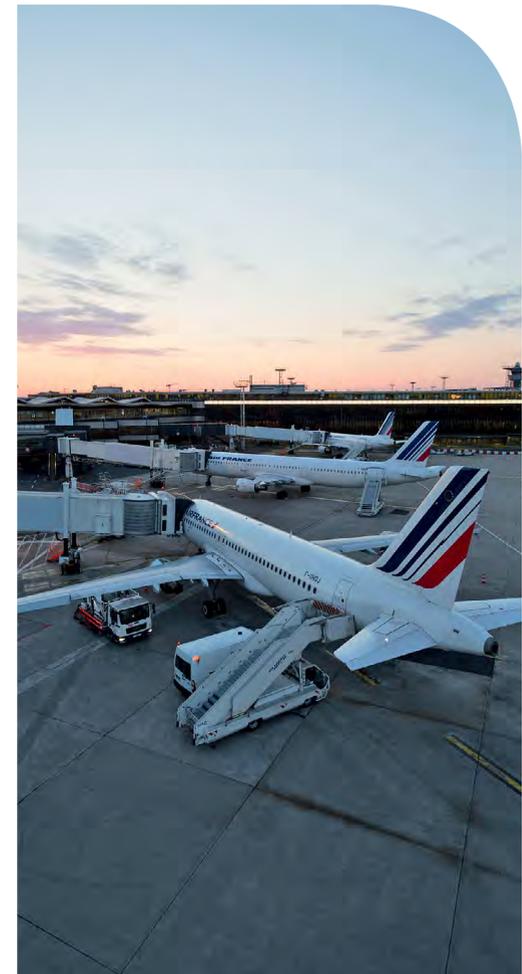


Photo: © Gwen LE BRAS / Zoo Studio for ADP



Photo: © Gwen LE BRAS / Zoo Studio for ADP

3. Request for slots – COHOR

Pursuant to the decree of 19 October 1999, Paris-Orly Airport is classed as a coordinated airport. As such, all takeoffs and landings by an aircraft operated by an airline there, except in the case of force majeure, are subject to the prior allocation of a corresponding time slot by the appointed coordinator for these airports.

For Paris-Orly Airport, the task of allocating time slots is performed by COHOR, the association for the coordination of schedules, which was appointed “coordonnateur des aéroports parisiens” (coordinator of Paris airports) by the decree of 9 August 1996.

Contact

COHOR

Orlytech - Bâtiment 530
9, rue Hélène Boucher
91550 Paray Vielle Poste
Tel: + 33 (0)1 49 75 88 10
e-mail: hdqcoxh.scr@cohor.org
Website: www.cohor.org

Coordonnateur delegue des Aéroports français (appointed coordinator for french airports)

Éric Herbane
e-mail: eric.herbane@cohor.org
Responsable pour l'aéroport Paris-Orly
(Person responsible for Paris-Orly airport)
Karline Lemoine
e-mail: k.lemoine@cohor.org

Aéroports de Paris

Thierry Riant
Pôle trafic et relations compagnies
Direction de l'aéroport Paris-Orly
e-mail: thierry.riant@adp.fr
Tel.: + 33 (0)1 49 75 05 80



Photo: © Emile LUIDER / La Company for ADP

Coordination parameters

The coordination parameters for Paris-Orly Airport are determined by the *Direction générale de l'Aviation civile* (French Civil Aviation Authority). They relate to limitations on the use of runways, constraints on terminals and environmental constraints. The coordination parameters as well as the rules for allocating time slots can be viewed on the website <http://www.cohor.org/>

Should the maximum flow of passengers per hour at departure, as defined for each terminal or an area of a terminal, be exceeded, COHOR must alert carriers to possible operational difficulties to be anticipated. All air carriers covered by this alert must contact Aéroports de Paris in order to resolve this problem.

Environmental constraints

Paris-Orly Airport is subject to a daily curfew, with an 11.20 p.m. to 5.59 a.m. “block” for departure time slots and an 11:30 p.m. to 6.19 a.m. “block” for arrival time slots, local time. Aircraft movements are prohibited during the curfew.

Use of slots

No air carrier may operate an air service departing from or arriving at Paris-Orly Airport without having previously obtained a time slot from COHOR for the aforementioned air service, with the exception of specific cases defined in European regulations or in the event of force majeure.

All carriers operating a flight without a slot or which intentionally operate a flight at a time other than the allocated slot may be subject to a penalty imposed by the Minister responsible for Civil Aviation.

After a hearing with the offending airline, the CAAC (*Commission administrative de l'Aviation civile*) (Administrative Commission for Civil Aviation) may suggest that the Minister responsible for Civil Aviation imposes a penalty that could amount to fine of up to €7,500 and which could be doubled in the event of a repeat offence.

At Paris-Orly Airport, the total number of time slots is capped at 250,000 a year, of which almost 28,000 are reserved for planning or public service flights.



Photo: © Alain LEDUC for ADP

4. Allocation within a Paris-Orly Airport terminal

By virtue of the specification produced by Aéroports de Paris, air carriers with time slots at Paris-Orly Airport wishing to operate air services at this airport, must previously obtain an allocation decision for the terminal from Aéroports de Paris.

Allocation decisions are made by taking account:

- › as far as possible, of the request from the client airline and its operating constraints, as well as, in the case of an airline that is a member of an alliance, of the consolidation objectives expressed by the latter,
- › of compliance with the principle of fairness,
- › of the availability of airport resources within the terminal as regards the characteristics of the traffic operated as well as the necessary services for the passengers in question,

- › of the balancing of traffic between terminals, with the aim of optimising the use of infrastructures and equipment.

The carrier is therefore invited to outline, in its request, the main characteristics of its flight schedule* (timetables, aircraft type, nature of the flight, etc.) as well as its possible requirements in terms of commercial, technical or administrative premises.

Once the allocation has been obtained, the air carrier is placed in contact with the managers of the terminal in question, who are responsible for allocating the necessary resources (check-in desks, desks, premises, etc.) for the operation of flights.

All air carriers wishing to introduce an air service at Paris-Orly airport must request an allocation within a terminal.

* For more details, please refer to the flight schedule communication section.

Contact

Aéroports de Paris

Franck Meryde
 Paris-Orly Airport Managing Director
 Bâtiment 400 – Module S0
 103 aérogare Sud – CS 90055
 94396 Orly aérogare cedex France
 e-mail: franck.meryde@adp.fr

5. Information to be provided by the airline

communication of flight schedules

Once the slots have been agreed by the Schedule Coordinator (COHOR), the airline operator, or its representative (assistant), must:

- › inform the Cellule Programmation des vols d'Aéroports de Paris (Paris Airports Scheduling Team) of its flights, by e-mail: cpv@adp.fr at the start of each IATA season: and
- › inform it of any changes (changes in stopover, aircraft type, timetables, etc.) during the IATA season.

This information will enable the flight schedule for current and future seasons to be made more reliable with the aim of ensuring that sufficient airport resources are available to cope with the expected traffic.

In addition, this information will be fed into the terminals' display screens, the aeroportsdeparis.fr website and all other mobile applications.

* Operating days, times allocated, route, aircraft type and subtype, nature of the flight and codeshare, etc.

communication of aircraft characteristics

Airport charges are calculated partially on the basis of the specific details of each aircraft. Therefore, for all aircraft likely to arrive at Paris-Orly Airport, a certain number of details must be provided in the month preceding its arrival.

A copy of the following document must be supplied to Aéroports de Paris:

- › The Certificat de Limitation de Nuisance (CLN) (Nuisance Limitation Certificate) the only document containing information on the Masse Maximum au Décollage (MMD) (Maximum Takeoff Weight) and the limitations enabling the aircraft to be categorised in one of 6 Acoustic Groups.

The two specific parameters for each aircraft, forming the basis for calculating airport charges, established on the basis of the document supplied are:

- › the *Masse maximum au décollage* (MMD) (Maximum Takeoff Weight), rounded up to the nearest tonne:
- › the acoustic group for taxes on nuisances aériennes sonores (TNSA) (*aircraft noise pollution*) enabling the modulation coefficient for the landing fee to be established.

In order to constantly keep our file of aircraft registrations up to date and to guarantee the completeness of billing, all operators must notify the airport manager, before operating its flight, of all modifications to the composition or characteristics of their fleets (example: winglets or sharklets). All delays in providing this information will not result in bills for charges already compiled using the previous details being amended.

the application date is the date on which the documents are received.

Information likely to have an impact in terms of billing must also be supplied to Aéroports de Paris. All the information outlined above, as well as all changes relating to the ownership or operation of an aircraft, or all commercial charter or aircraft lease agreements, must be sent to:

Contact

Centralisation des prévisions de vols (CPV)

Jacques Régnier
Bât. 400 – Terminal sud – Module S0
103 Aérogare sud – CS90055
94396 Orly aérogare cedex
Tel. : +33(0)1 49 75 75 50/53
E-mail : cpv@adp.fr

real time operating information

Information relating to the progress of flights:

- › gives an overall picture of the airport's traffic ;
- › provides information for passengers and people working at the airport
- › allows appropriate allocation of airport resources.

Operating messages to be sent

The carrier or its agent (handler) under-takes to send all required operating information in full and accurately, preferably by means of automated electronic messaging and in accordance with the IATA standards for communication:

- › Aircraft registration (including aircraft substitutions)
- › Variations to flight schedules (including flight number, aircraft type, original routes and timetables)
- › Estimated times of operation
- › Actual times on and off stand
- › Stand departure delays and related delay code
- › Turnaround details (flight numbers and registrations including changes)
- › Advance passenger details on the basis of forward booking information
- › Baggage loading information messages
- › Misconnected baggage information.

List of messages to be sent (IATA standards)

MVT	Aircraft Movement Message - IATA AHM / 780 – NI, ED, AD, AA
PTM	Passenger Transfer Message – IATA RP / 1718
LDM	Load Message - IATA AHM / 583
SLS	Statistical Load Summary - IATA AHM / 588
DIV	Aircraft Diversion Message – IATA AHM / 781
ASM	Adhoc Scheduled Message Procedure – IATA AHM / 785.5
PSM	Passenger Service Message – IATA RP / 1715
BSM	Baggage Service Message – IATA RP / 1745
MSF	World Tracer Fault Station Log

Compliance with IATA codes:

Format of messages	Standard IATA AHM / 080
Corrective messages	Standard IATA AHM / 081
Airport codes	IATA AHM / 010
Delay codes	Retard IATA AHM / 011
Transfer baggage labelling	IATA RES / 740

Messages to be sent to the following SITA address:
ORYSJXH

Messages for the handling of disabled and reduced mobility persons

PAL	Pax Assistance List – IATA AHM
CAL	Change Assistance List – IATA AHM
PRM	Persons with Reduced Mobility – Local ADP message
PRV	Forecast – Local ADP message

If the PAL/CAL system is not used, PNL (Passenger Name List – IATA AHM) and ADL (Additions and Deletions List – IATA AHM) standards may be used instead, making sure that the passenger figures in the list with his or her specific requirement.

Messages to be sent to SITA:
ORYSJXH

Air traffic data declaration

7

For every aircraft movement (arrival or departure), the carrier (or its agent) is legally required to make a traffic declaration. This information must be sent in full, at the latest 48 hours after the day of operation.

Supply of this information is a contract requirement for which the aircraft is liable.

The information will be used to calculate airport fees to be paid. It will also be used in the preparation of statistics for Aéroports de Paris as well as for the DGAC.

In the event that information is missing, late or inaccurate, fees are invoiced on a fixed price basis. The carrier can subcontract this task to a handling company, IATA contract, chapter 1.

Fee amounts cannot be challenged even if the carrier subsequently provides the corrective information.

Aéroports de Paris may carry out surveys to check the accuracy of traffic declarations on the basis of the documents used by the airlines for operations. Consequently, whenever requested by an authorised agent, airlines must present the estimated weight for the flight together with its update or, failing that, the load message (LDM).

Contact

Administration des ventes Sales administration

Véronique Leduez
Tél. : +33(0)1 49 75 75 35
Veronique.leduez@adp.fr

6. Ground handling

Ground handling operations form the subject of inspections by airport management, pursuant to article R216-14 of the Civil Aviation Code.

European directive 96/67/EC of 15 October 1996 on access to the ground handling market, implemented in articles R216-1 et seq. of the Civil Aviation code, has established:

- the principle of arm's length competition for passenger services (ground administration and supervision, checking-in passengers, ground transport) and certain aircraft services (cleaning, fuelling, line maintenance, flight operations and crew administration, catering, freight and mail handling) and, on the other hand, has retained the option of limiting the number of service providers for air-side operations and baggage handling.



Ground handling companies provide airlines with various essential services for handling passengers (ticketing, check-in, boarding and disembarking, baggage handling, etc.) and for airside aircraft handling (flight supervision, coordination of services, various aircraft operations).

Those authorised to provide ground handling service at Paris-Orly Airport up to 31 October 2021 are:

- › for the West Terminal, the operators ALYZIA, AIR FRANCE and G.E.H.
- › for the South Terminal, the operators ALYZIA, O.F.S. and G.E.H.

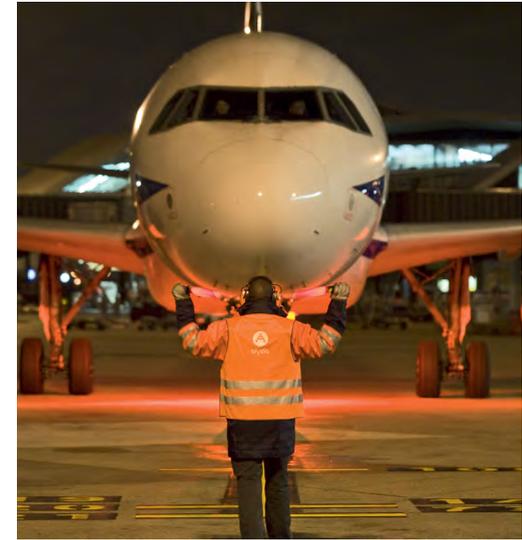


Photo : © Philippe STROPPA / Studio Pons for ADP

Contacts

Alyzia (groupe 3S)

Sales Office:
Tel.: +33 (0)1 49 75 75 02
e-mail: Commercial.ory@alyzia.com
Sales Division:
Tel.: +33 (0)1 48 62 03 97
e-mail: Commercial.cdg@alyzia.com
Training:
Alyzia Training
Tel.: +33 (0)1 48 16 24 05
+33 (0)1 74 37 11 09
e-mail: infos@alyziatraining.com

AIR FRANCE

Orly Ground Handling:
M. Ghislain Colas des Francs
Directeur Escale Orly (Orly Ground Handling Manager)
Orly Ouest 114
94396 Orly Aéroport Cedex
Tel.: + 33 (0)1 41 75 24 06 /07
e-mail: ghcolasdesfrancs@airfrance.fr

G.E.H

Sales Office:
Tel.: +33 (0)1 48 16 17 22
e-mail: commercialrequest@groupe-europe-handling.com
Filiale Orly Ramp Assistance:
Tel.: Secretarial Office:
+33 (0)1 74 22 51 09/10
R.E.P: +33 (0)6 89 47 79 27
Training (IFMA):
Tel.: + 33 (0)1 48 16 37 24
e-mail: ifma@geh.aero

Filiale Orly Customer Assistance:

Tel Secretarial Office:
+33 (0)1 74 22 51 05
Supervisors: +33 (0)6 44 23 00 73

O.F.S.

(Subsidiary of W.F.S.)
Sales Office:
WFS – Worldwide Flight Services
Web site: www.wfs.aero
Tel.: + 33 (0)1 70 76 00 00
M. Nicolas Massonnat / Commercial Director
contact: nmassonnat@wfs.aero
Tel.: + 33 (0)1 70 76 03 51
+33 6 12 94 47 66
Training:
AIRPORT COLLEGE
Tel.: + 33 (0)1 70 03 81 60/63
Contact:accueil@airportcollege.aero



**Day-to-day
operation**

Day-to-day operation



Within the south and west terminals, Aéroports de Paris provides you with infrastructures and equipment tailored to the needs of your operation.

Should you require any information on the equipment and services you could benefit from at Paris-Orly Airport, please contact our Airline Relations team:

Contact

Aéroports de Paris
Emmanuelle TRITZ
Pôle trafic et relations compagnies
Direction de l'aéroport Paris-Orly
e-mail: emmanuelle.tritz@adp.fr
Tel.: + 33 (0) 1 70 03 66 35

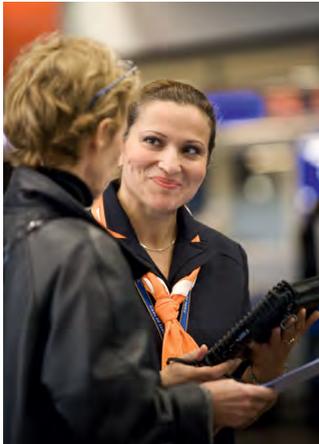


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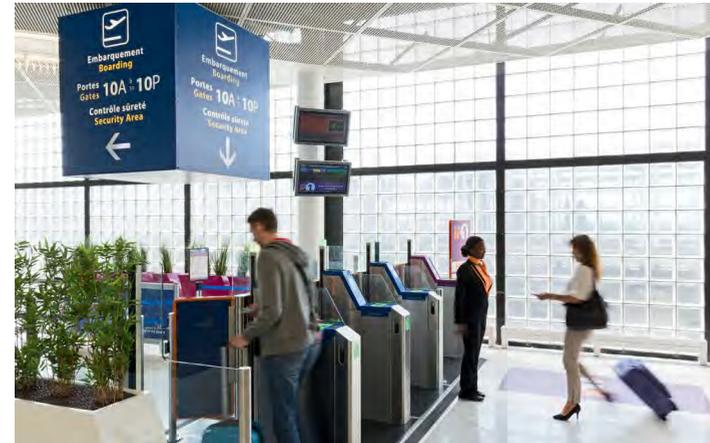


Photo: © Gwen LE BRAS / Zoo Studio for ADP



Photo: © Isabelle LOÏ for ADP

7. Welcoming and checking in passengers

Terminal sales desks

Designed to welcome your passengers, the airline and tour operators desks benefit from a prominent position in the terminals. These desks can be personalised with the company's livery and equipped with screens.

Check-in desks and boarding gates

Managed by Aéroports de Paris, check-in desks and boarding gates are allocated to the different airlines on the basis of their respective needs and the allocation principles established by Aéroports de Paris. Check-in is fully standardised in the airport's 2 terminals. All the check-in desks, including specifically the non-standard and oversized baggage desks, are linked to the automated baggage sorting system.

Self-service check-in kiosks (BLS)

Each check-in area in the two terminals has kiosks enabling passengers to print out a boarding card using their e-ticket.

Like the check-in desks, Aéroports de Paris manages the allocation of kiosks on the basis of each airline's needs and the available space. The self-service kiosks can be provided for shared use by several airlines.



Photo: © Gwen LE BRAS / Zoo Studio for ADP

Automated bag drops

The west terminal has an ergonomic and intuitive system that allows passengers to check in their baggage themselves in less than 30 seconds. With a throughput of 60 baggage items per hour, this solution effectively complements the self-check-in system offering greater fluidity and speed.

In practice, the passenger prints his/her boarding card at a self-service kiosk and, at the same time, obtains the baggage labels he/she needs. Once in the automated bag-drop area, all the passenger needs to do is scan his/her boarding card to identify himself/herself and place each of his/her bags in the machine's baggage chamber.

Check-in arches

This service is offered to airlines operating in the south terminal at Paris-Orly. It consists of supplying, installing and maintaining arches/gantries at the entrance to check-in areas, in order to make them more visible and easily identifiable for passengers. The arches are decked out in the airline's livery and clearly mark the entry point to the check-in area for each airline. They may include information screens.

Tensaguides

To optimise space and waiting times for passengers at check-in desks, Aéroports de Paris provides airlines with a flexible tensaguide system (mobile barrier comprising posts and webbing strips).

This allows airlines to freely adapt passenger queues to suit their requirements, based on the locations of posts defined with Aéroports de Paris.

Specific commercial displays on screens

A network of screens in the terminals, managed by Aéroports de Paris, enables specific messages, of an informative or commercial nature, to be displayed on request. These screens are located at sales desks, at check-in desks and in the departure lounge.

8.

Facilitating the movement of your passengers to the aircraft

Accès N°1

On passenger routes, this service enables priority channels to be created, facilitating access to security and border police checkpoints for some of your “high-yield” passengers. “Accès N°1” signage informs the passengers in question of the path to take in order to benefit from this service. The Accès N°1 service is available on the request of airlines.

Lounges: a differentiated offering depending on your requirements

The south terminal at Paris-Orly Airport has a multi-airline lounge for use by your “high-yield” passengers in possession of a boarding card for an outbound flight.

In addition to a welcome from dedicated staff who are able to respond to any requests for information, this comfortable area offers snacks (drinks and a sweet or savoury buffet) as well as providing your passengers with free access to wifi and connected PCs, national and international newspapers, televisions and flight information screens.

Depending on the available infrastructures and, if requested by you, the airport can also examine the feasibility of setting up a dedicated lounge for your airline or an alliance of airlines on your/its passengers route.



Photo: © Jean-Pierre GABORIT for ADP

A Business Area for our passengers

In the west terminal, an innovative service, combining a physical area with a digital service, enables business travellers to connect with each other on their way through the airport. Thanks to i Beacons technology and the use of a smartphone application, time spent in the departure lounge can be used profitably to foster contacts and targeted meetings. The Business Area is also a forum for innovation, with regular presentations by startups and for partners seeking to make contact with business travellers.



Photo: © Gwen LE BRAS / Zoo Studio for ADP



Photo: © Mikael LAFONTAN et Olivier SEIGNETTE for ADP



Photo: © Gwen LE BRAS / Zoo Studio for ADP

Automated border checks

Paris-Orly Airport is equipped with several PARAFE* security gates. This service allows passengers to pass through border controls more quickly and automatically. Adult EU, EEE and Swiss Confederation citizens with a valid passport can register for the system immediately, free of charge. Thanks to his/her passport and digital fingerprint, each passenger is allowed to join a dedicated queue, saving time on both departure and arrival.

* Passage Automatisé Rapide Aux Frontières Extérieures (Automated Fast-Track Crossing at External Borders).



Photo: © Mikael LAFONTAN et Olivier SEIGNETTE for ADP



Photo: © Gwen LE BRAS / Zoo Studio for ADP

9. Baggage Handling

The baggage sorting system comprises automated sorters connected to all the check-in desks, which enable baggage to be sorted and monitored based on its typology and destination.

- › Screening of all hold baggage (EDS standards 2 and 3), security tracking by bag/flight.
- › Baggage reclaim: 13 carousels guarantee that there are no breaches between public and restricted areas.

For transit passengers, the Paris-Orly hub also has an automated transit baggage sorting system (TBC) with a capacity of 2,400 baggage items per hour.

Single baggage reclaim area in the south terminal

The south terminal at Paris-Orly Airport has a single baggage reclaim area for passengers arriving on domestic flights, from the Schengen area and on international flights. This arrangement guarantees the security of baggage and speeds up passenger routes.



Photo: © Philippe STROPPIA / Studio Pons for ADP

SRB – Baggage reconciliation system

The Baggage Reconciliation System for Aéroports de Paris is a global solution that enables the match between passengers and their baggage to be checked automatically.

The Baggage Reconciliation System for Aéroports de Paris makes it possible to:

- › ensure that no baggage checked on a flight is able to travel without its passenger (with the exception of “rush” baggage),
- › avoid loading errors,
- › track baggage all along its route from the check-in desk to the point at which it is loaded into the hold,
- › locate and quickly disembark a bag that needs to be unloaded,
- › monitor the loading of baggage for a flight in real time,
- › transfer baggage from one flight to another, etc.



Photo: © Franck BELONCLE for ADP

10. Assistance for people with reduced mobility (PMR)

Paris-Orly Airport meets the accessibility standards for people with reduced mobility.

In accordance with European legislation, Aéroports de Paris offers a service for taking care of people with reduced mobility, from their means of transport to the airport to boarding their aircraft. This service is designed for people whose mobility is reduced due to a physical or intellectual disability and whose situation requires appropriate attention and the adaptation to their needs of services provided to all passengers.

Aéroports de Paris welcomes these people in the terminals, whatever their point of entry, and entrusts the provision of assistance itself to a company specialising in these activities. In order to guarantee compliance with quality, security and comfort standards, Aéroports de Paris monitors this service on a daily basis.

A computerised system for ordering and viewing services is made available to airlines.

The general pattern for the transmission of information is as follows:

- › The passenger with reduced mobility notifies the air carrier of his/her need for assistance at least 48 hours prior to the published departure time of the flight
- › The air carrier passes on the information received to Aéroports de Paris at least 36 hours prior to the published departure time of the flight.
- › This information is passed on immediately to the assistance provider via the computerised system put in place by Aéroports de Paris.

This “assistance request” consists of informing all those involved in advance and is designed to facilitate the reservation of resources. It therefore represents a key element in proper fulfilment of the duty to provide assistance.

The standards of timeliness relating to the waiting period between the request for assistance from a passenger with reduced mobility and it actually being dealt with, as well as general information on the assistance service, are published on the Aéroports de Paris website.



Photo: © Mikael LAFONTAN and Olivier SEIGNETTE for ADP



Photo: © Mikael LAFONTAN and Olivier SEIGNETTE for ADP

Contact

Aéroports de Paris

Vincent Bellami
Head of Disability Services Paris-Orly
e-mail: vincent.bellami@adp.fr



Photo: © Mikael LAFONTAN and Olivier SEIGNETTE for ADP

11. Continuous improvement and participatory initiatives

Collaborative approaches

Paris-Orly is constantly evolving to adapt to new trends and future challenges, in terms of infrastructures, services and organisation. Collaborative methods have been established to identify areas for development and improvement, to define the vision and the resources to be deployed. The participation of airlines, assistants, service providers and government departments enables the performance of projects to be improved and, more broadly, for the airport to put in place a constructive and shared development policy.

Contact

Aéroports de Paris
Agnès Nicolas
Responsable Animation Satisfaction clients
E-mail : agnes.nicolas@adp.fr

Airport Helper

The Airport Helper concept brings together employees from various companies who work on the Paris-Orly site. Their commitment (which is unpaid and purely on a voluntary basis), beyond their daily



Photo: © Eve HAUDEVILLE

jobs and duties, involves meeting passengers in order to help, guide and inform them. By becoming involved in a welcoming, high quality reception, Airport Helpers provide passengers with peace of mind and form part of a positive collaborative effort within their working environment. At Paris-Orly, more than 1,000 Airport Helpers, from 15 different companies, sport their “Happy to Help you” badges.

Contact

E-mail : airporthelper.ory@adp.fr



Partners' clubs

The partners environment club at Paris-Orly brings together companies working in the airport sector or operating within the airport. It supports environmental initiatives and the implementation of environmental management systems. As a forum for discussion and reflection, it aims to make Paris-Orly an “eco-efficient” airport and enables all partners to progress, learn and evaluate themselves jointly. These are all assets that help to:

- › highlight your environmental schemes,
- › meet the requirements of your contractors,
- › improve your performance.

Contact

Aéroports de Paris
Bertrand Barbo
Responsable Système Management environnemental
E-mail : bertrand.barbo@adp.fr

The partners communication club at Paris-Orly brings together the hub's or the region's companies and bodies with a shared interest in promoting the airport, its surrounding area and the airport community. This club is a participative and collaborative forum for relaying sectoral information, news from partners and the airport, sharing experiences and setting up communication operations.

Contact

Aéroports de Paris
Sébastien Defrêne
Responsable Communication partenaires Paris-Orly
E-mail : sebastien.defrene@adp.fr





Operational management

Operational management

12. The Orly command post

The Orly command post, located in the south terminal, is the command post for Paris-Orly Airport. It operates from 5.30 a.m. to 00.30 a.m., 7 days a week. It is ultimately under the control of the Airport's Managing Director, or his representative, via an on-call system.

Its duties: to gather, consolidate and circulate all the information needed for operational management of the airport.

In permanent contact with the various command posts at Paris-Orly Airport, it takes account of information from the airport complex's partners and external sources (government departments, the media, the public, etc.) guaranteeing systematic updating of information and an optimum view of the airport's situation.

On constant watch, it aims to identify events likely to have an impact on the smooth running of the hub and to assess their consequences on the flow of traffic.

In the case of an event affecting operations, the Orly command post can be activated in crisis mode; in this case it becomes the Orly crisis command post.



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Photo : © Philippe STROPPIA / Studio Pons for ADP



Photo : © Philippe STROPPIA / Studio Pons for ADP

13. CDM – Collaborative Decision Making

On 20 January 2015, Paris-Orly airport received “Advanced Tower ATC” accreditation, the penultimate step before “Airport-CDM” certification.

Collaborative Decision Making (CDM) is a European project designed to optimise the operation of airports, for arrivals, car park management, touch-down and departure monitoring. CDM improves management of the airport in the event that demand should exceed capacity and minimises the consequences of disruption (snow, fog, storms, technical constraints, etc.).

CDM consists of strengthening operational collaboration between the airport's stakeholders, management, air traffic control, airlines and weather forecasters, to provide suitable responses for all situations. CDM takes the form of daily operational contacts, the provision of a website, real time information and 24 hour a day availability of a CDM representative.



14. Snow plan

Paris-Orly, an airport equipped and organised to deal with intense winter weather

From 15 October to 15 April of each year, the Aéroports de Paris winter procedure, known as the “Snow Plan”, may be triggered at any time in the event of heavy snow. The snow plan for Paris-Orly, set up within the Airside Operations command post, can be activated at any time during this period.

One of the priorities of the snow plan is to quickly clear movement areas (runways, aircraft taxiways, vehicle routes and apron areas). The snow clearance equipment used is tailored to the type of area treated and the weather. Paris-Orly Airport has mechanical and chemical processes that enable snowfall to be dealt with (snow clearance, de-icing).

The aircraft de-icing procedure is carried out under the responsibility of the airlines by ground handling companies. Aéroports de Paris supplies these service providers with glycol (except for Air France, which has its own stock).



Photo : © Jean-Marc JOUANNEAUX for ADP

Within the terminals, the snow plan includes assistance from Aéroports de Paris for airlines, with the provision of information, and for passengers in the event of a lengthy wait.

The aim of this snow plan is to guarantee the safety of passengers and to keep the flow of traffic close to normal, despite the weather conditions. Aéroports de Paris and its partners work hard to guarantee the best travelling conditions for their passengers.

Useful numbers

Shift Operations Manager - South (REPS):

01 49 75 13 30

Shift Operations Manager - West (REPS):

01 49 75 88 31

Airside Operations Manager (REA): 01 70 03 00 57

Land Operations Manager (RET): 01 49 75 49 78



Photo : © Jean-Marc JOUANNEAUX for ADP

15. Information to be provided

when first setting up or in the event of changes during operation

		Contacts	Page	
Traffic rights	Introduction	To exercise traffic rights for intra-community routes: › inform the French Civil Aviation Authority (DGAC) of your schedule.	French Civil Aviation Authority (DGAC) Air Transport Division, Air Carriers and Services Sub-division international-DTA@aviation-civile.gouv.fr	2
Allocation within the Paris airport system	Having acquired traffic rights	To obtain an allocation decision for a terminal at a Paris airport › Contact the Aéroports de Paris Customer Division.	Aéroports de Paris Antoine de Lamothe Aviation Marketing Department, Customer Division antoine.de-lamothe@adp.fr	3
Requesting a timeslot – COHOR (Schedule Coordinator)	-8 months	For the allocation of airport time slots › Send a request to COHOR (Schedule Coordinator), the organisation for schedule coordination.	COHOR Delegated Schedule Coordinator for French airports Éric Herbane Eric.herbane@corhor.org	4
Allocation to a terminal at Paris-Orly Airport	-8 months	To obtain an allocation decision for a terminal in the airport › Contact the Paris-Orly Airport Management.	Aéroports de Paris Franck Mereyde Paris-Orly Airport Managing Director franck.mereyde@adp.fr	5
Communication of flight schedules	-2 mnths	To operate a departure from Paris-Orly airport, the airline operator, or its representative (assistant), must: › Inform the Aéroports de Paris Flight Scheduling department of its flights before the start of each IATA season › Signal any changes made (stop-over changes, aircraft type, times, etc.) during the IATA season.	Aéroports de Paris «Centralisation des prévisions de vols» (CPV) (Flight Forecast Centralisation) cpv@adp.fr	6
Fill in the form for your DCS (Departure Control Systems) to be set up	-2 months	To fill in the flight schedule database and perform simulations of resource allocation (in particular check-in desks): › Send the form to the Aéroports de Paris IT systems department.	Aéroports de Paris IT Systems Romain Cieslar Romain.cieslar@adp.fr	6
Communication of aircraft characteristics	-1 months	To categorise the aircraft in one of six acoustic groups: › Provide a copy of the “Certificat de Limitation de Nuisance” (CLN) (Nuisance Limitation Certificate), which contains information on the “Masse Maximum au Décollage” (MMD) (Maximum Takeoff Weight).	Aéroports de Paris «Centralisation des prévisions de vols» (CPV) (Flight Forecast Centralisation) cpv@adp.fr	6
Arrival of airline at Paris-Orly – Start of operation				
Communication of operational information	Real time	The airline operator, or its representative (assistant), undertakes to provide all required operational information, in a complete and accurate form, preferably by means of automatic electronic messages and in compliance with IATA communication standards.	Aéroports de Paris Sales administration Véronique Leduez Veronique.leduez@adp.fr	7



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