GROUPE ADP

DES HORIZONS À PARTAGER

WELCOME GUIDE FOR OUR BUSINESS CUSTOMERS

PARIS-CHARLES DE GAULLE AIRPORT

February 2026



EDITORIAL



Edouard Mathieu
Director of Development and Customer & Partner Relations, CDGD

Dear all,

Just like the facilities at Paris-CDG, our airport community is constantly evolving, developing and welcoming new members.

Strengthening our focus on Customer Care and Hospitality to serve our customers and partners — notably towards our new colleagues — is now second nature to everyone.

With this in mind, all the Groupe ADP teams have swung into action to select the most useful information to support you in your setting up and your daily life at Paris-Charles De Gaulle airport.

That's why, on behalf of the Development, Customer and Partner Relations Division, I'm delighted to be able to provide you with this "Welcome Guide for Our Business Customers", which we hope will prove extremely useful.

CONTENTS

THE BUSINESS CUSTOMER DESK 6

NEWSLETTER 7

A BIRD'S EYE VIEW OF THE PARIS-CHARLES DE GAULLE AIRPORT 8

a. Getting to Paris-Charles de Gaulle 9
b. Terminals at Paris-Charles de Gaulle 9

SETTING UP AT PARIS-CHARLES DE GAULLE 10

a. Activity permits 11
b. Access to service roads 11
c. Known suppliers 12
d. Security Programme 13
e. Airport ID Card (AIC) 14
f. Airside vehicles 13
1. Airside driving authorisation (Runway permit) 16
2. Vehicle Passes (LPV) 16
3. Unregistered vehicle access authorisation (ENI) 16
g. Temporary accesses 17
1. Accompanied green badge + Temporary Vehicle Pass 17
2. Associated badges or "Arc-en-ciel" 17
3. Group Pass 19
h. Bureau des abonnements parking 18
1. Car Park Subscriptions 18
2. Pro car park 19
3. Parking vouchers 19
i. Other services of Groupe ADP 20
1. Real estate offers (premises inside and outside terminals) 20
2. Telecom and cybersecurity services 21

SERVICES TO AIRLINES 22

a. Traffic rights and CTA (Prerequisite) 24
Operating permit: 24
b. Allocation within the Paris airport system 25
c. Requesting time slots – COHOR (less than 8 months) 25
d. Allocation inside a terminal at Paris-Charles de Gaulle Airport (– 8 months) 26
e. Communication of flight schedules (less than 2 months) 26
Time slot assignment process 27
f. DCS setting up form (less than 2 months) 27
g. Information during operation (real-time) 28
1. Communication des caractéristiques Avions 28
2. Declaration of traffic data 28
h. Prevention plan 29
i. Redevance aéroportuaire et ses sous parties 30
1. Landing fee 30
2. Parking fees 30
3. Local and connecting passenger fees 30
4. VAT system 31
j. Airport services 32
1. APOC 32
2. B2B Products and Services Catalogue 32
3. Baggage handling 32
4. Minimum Transfer Time (MCT, *Temps minimum de Correspondance*) 33

GROUND HANDLING 34

a. Ground handling service providers operating at Paris-Charles de Gaulle 35
AIR FRANCE 35
ALYZIA 36
GROUPE EUROPE HANDLING (GEH) 36
b. Concierge services 37
c. Service providers 37

GLOSSARY 38

THE BUSINESS CUSTOMER DESK



Business Customer Desk (Accueil des professionnels)

> **Zone Roissypôle – Bâtiment 6067 PLUTON**
6 place de Berlin
93290 Tremblay-en-France, France

Open to the public Monday to Friday (excluding public holidays), 8.30 a.m. to 12.30 p.m.

Where can you find the Business Customer desk

1. By car (link)

- Free PH parking for up to 2 hours
- PRM spaces available in the Continental Square car park

2. By public transport (link)

- CDGVal and RER B: Terminal 3 - Roissypôle
- Bus routes: Roissypôle - CDG1 Airport stop

CONTACT
> **accueilproCDG@adp.fr**

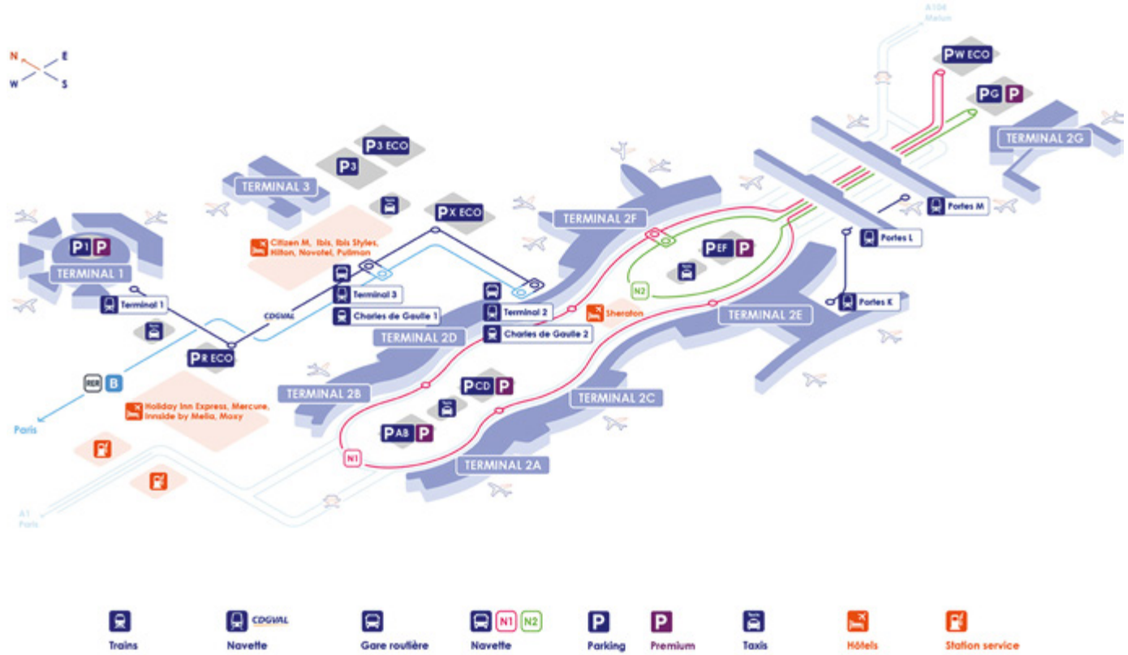
NEWSLETTER

Subscribe to our newsletter to keep up to date with the various events and changes at the Paris-Charles de Gaulle airport.

> **evenements-adp.powerappsportals.com/RegistrationNLParis-CDG/**

A BIRD'S EYE VIEW OF THE PARIS-CHARLES DE GAULLE AIRPORT





GETTING TO PARIS-CHARLES DE GAULLE

Clickable links:

- **By car**
- **By public transport**
- **Between terminals**

TERMINALS AT PARIS-CHARLES DE GAULLE

Clickable links:

- **Terminal map**
- **List of airlines in each terminal**

PARIF schedule

- PARIF 15I and PARIF 21M–Open 24/7
- PARIF 29I - from 5:00 a.m. to 8:00 p.m.
- PARIF 13P (only accessible with a sector F (cargo) permit) – 5:00 a.m. to 5:00 p.m.

From 5:00 p.m. to 5.00 a.m.: access authorised by PARIF 21M (light and medium vehicles, such as CATERING trucks). Over-dimension vehicles will follow PARIF 15I.

SETTING UP AT PARIS-CHARLES DE GAULLE



A

ACTIVITY PERMITS

In accordance with Article 51 of Prefectural Order no. 2015-3248 pertaining to police measures applicable at Paris-Charles de Gaulle Airport dated 3 December 2015, the activity permit (AA, *autorisation d'activité*) involves all companies wishing to carry out an activity at Paris-Charles de Gaulle Airport. This permit is compulsory in both public and restricted areas. It will make it possible to determine the areas assigned to the airport's various security and functional zones, as well as the quotas of authorised persons and vehicles.

The activity permit is issued for any activity carried out either as part of a call for tenders issued by Paris Aéroport services, or under a commercial contract signed with another company already operating at the airport. It is a prerequisite for the issuing of:

- Airport ID Cards (AIC)
- Stickers and traffic permits for airside areas
- Leases for premises inside terminals,
- Car Park Subscriptions in PRO car parks

Each company will appoint one to three Security Representatives who will receive an access link to appoint one or more Security Officers (CORSUR) as well as one or more Safety Officers (CORSEC). The latter will then be the key contacts for all aspects relating to security and safety, and will be in direct contact with the Business Customer desk. The security officer will be the guarantor of the proper conduct of all your procedures.

Documents required for processing an Activity Permit application:

- application file for an activity permit,
- a copy of the company's K-BIS extract,
- statement from the instructing party,
- appointment of company officers,
- appointment of a Safety officer,
- appointment form for security managers.

FORM

> **Activity permit application**

CONTACT

> **autorisationactivitecdg@adp.fr**

ADDRESS

> **Business Customer Desk (Accueil des professionnels)**
Roissypôle area – PLUTON building
6 place de Berlin,
93290 Tremblay-en-France, France
Monday, Tuesday, Thursday, Friday
From 8.30 a.m. to 12:30 p.m.

Delivery time: one week after receipt of a compliant file. The activity permit will be sent by e-mail.

B

ACCESS TO SERVICE ROADS

Service roads provide access subject to conditions to the goods delivery docks of the landside terminals. Companies which have an activity permit proving the need for access must submit a specific request for themselves or their providers. Only commercial vehicles bearing the name of the company (name + logo) may be authorised, and the length of the stay is limited to the requirements of the assignment.

Size of the logo or the company name on the vehicle:

- sides: at least 40 cm × 20 cm
- front or rear, no more than 30 cm X 15 cm



Groupe ADP reserves the right to unconditionally limit access, quotas and vehicle types.

CONTACT
> **RDS-CDG@adp.fr**

Authorised dimensions: refer to the ceiling for each service road:

Service road	Ceiling — limited height
Terminal 1 + Central Area	3.90 m
Terminal 1 - Connecting building	3.20 m
Terminal 3	-
Terminal 2 (Terminals 2ABCDEF-Module MN-Hall K)	3.75 m
Satellite S3 / HALL L (S3 delivery dock)	3.90 m
Satellite S4 / HALL M (S4 delivery dock)	3.90 m
Terminal 2G	-

C

KNOWN SUPPLIERS

Companies delivering goods (Supplies) to the airside area may request to be designated as a known supplier (FCo) at the same time as applying for an activity permit.

Under certain conditions, being appointed as an FCo means these goods will not have to go through the security checkpoint at PARIF and goods checkpoints (PIFs), thereby saving time for a large volume of recurring deliveries to the airport. A company registered as a known supplier (FCo) must comply with certain regulatory security obligations.

Documents required to handle an application:

- certificate issued by the European validator
- security programme
- check-in request
- declaration of commitment
- exhaustive list of customers receiving supplies.

CONTACT
> **FOURNISSEURSCONNUSCDG@adp.fr**

ADDRESS
> **Business Customer Desk (Accueil des professionnels)**
Roissypôle area – PLUTON building
6 place de Berlin,
93290 Tremblay-en-France, France
Monday to Friday
From 8.30 a.m. to 12:30 p.m.

Issuing time: one week after receipt of the compliant file. The Known Supplier appointment will be issued by e-mail.

D

SECURITY PROGRAMME

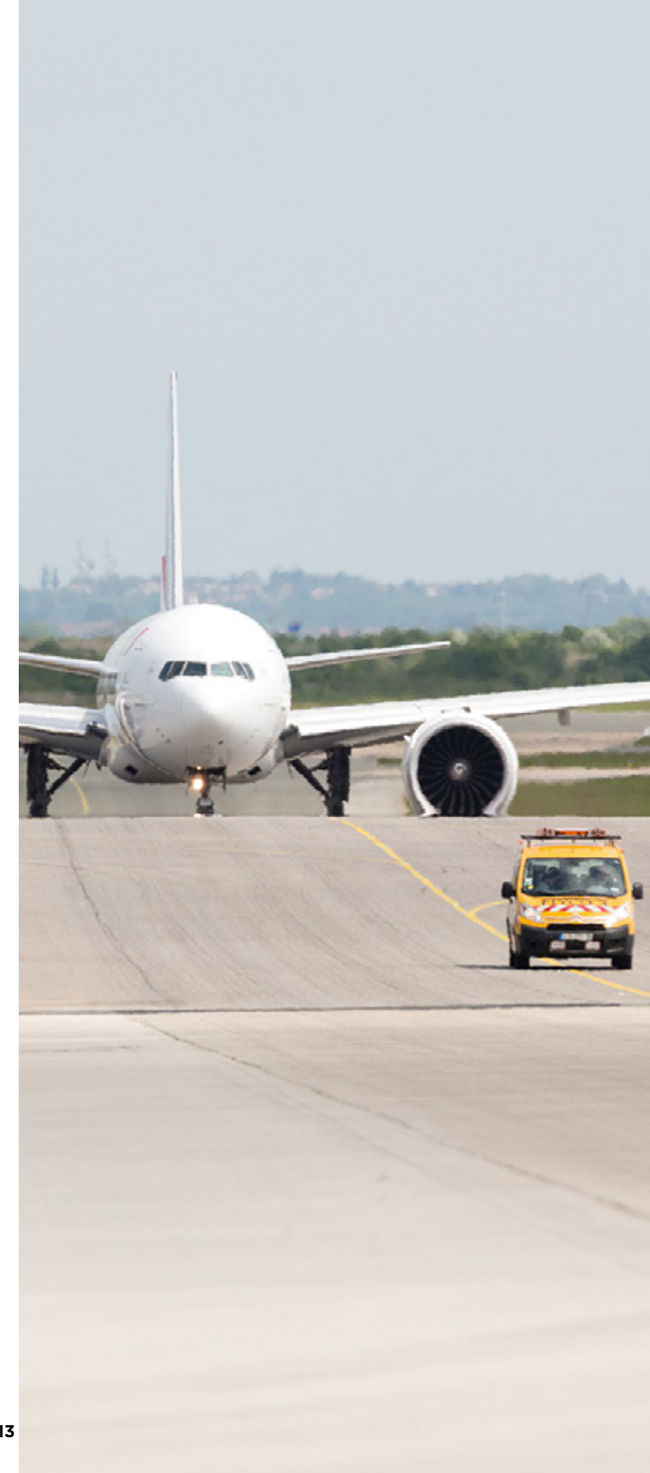
In accordance with European Regulation 300/2008, Article 14 and the ministerial order of 11/09/2013, Article B-1, companies authorised to set up airside shall draw up, apply and keep up to date a security programme.

This programme describes the measures required to guarantee the integrity of security measures on airport sites.

It shall include some information such as:

- introduction (presentation of the nature and organisation of the company, workforce, contracts, etc.);
- the identity of the security manager(s);
- how employees are hired and trained;
- the organisation in place to monitor and return AICs;
- securing AIC storage sites (if necessary);
- access and routes used by personnel and goods to access PCZSAR;
- This is an non-exhaustive list.

This programme must be made available to the competent State departments and to the French Civil Aviation Authority (DGAC).





E

AIRPORT ID CARD (AIC)

Anyone wishing to undertake a professional activity in the airside area, or in any area subject to restricted conditions such as a "place for exclusive use" (LUE), must hold an Airport ID Card, commonly known as a badge or AIC.

The security sectors requested must strictly match the needs of the professional activity of the AIC holder and their company, in compliance with that company's activity permit for the Paris-Charles de Gaulle airport.

The use of AICs by employees is the responsibility of the employer, who is liable to fines in the event of infringement.

Prior to any request for unescorted access to security restricted areas, training 11.2.6.2 is compulsory. The Security Officer(s) (CORSUR, *Correspondants sûreté*) appointed when the Activity Permit is issued is (are) the only person(s) authorised to submit electronic AIC applications via the CORSUR Portal. Employees working in the TRA and/or MAN functional sectors, who do not hold a runway permit must take the « airside pedestrian airport safety training ».

There is a charge for all AIC applications. The annual price list is available on the CORSUR Portal.

PAYMENT

Payment via the internet, badges.adp.fr (subject to conditions with a Groupe ADP customer account; invoices, specifying the payment means when the activity permit is drawn up).

Once issued, the AIC will give the holder access to security checkpoints (PIFs) and PARIF depending on the sectors defined on the badge.

SETTING AIC PARAMETERS FOR TERMINAL ACCESS POINTS

Some access points other than security checkpoints (PIFs) and PARIF (access doors to logistics circuits, service roads, offices, back-up rooms, storerooms, technical premises, etc.) require the setting of the AIC.

A single address is available for setting AIC parameters/accreditation for all terminals:

For CDG A B C D / T1 T3
Configuration is performed automatically without any action on the part of the AIC holder.

There will be a one-hour delay before access to the badge sectors is available. In the event of access problems, please contact your CORSUR, who will send an e-mail to: **CDG-accreditationsaerogares@adp.fr**

(This address also applies to technical premises).

For CDG E F G S3 S4:
The settings must be requested by e-mail.

The holder of the new AIC must contact their CORSUR, who will send a request for accreditation to (This address also applies to technical premises):

> **CDG-accreditationsaerogares@adp.fr**

For more information on security training and the list of certified instructors: **Click here**

FORM AVAILABLE VIA

> **CORSUR portal**

To submit an AIC application if you do not have computer equipment: two self-service workstations dedicated to CORSUR are available at the Business Customer desk in building 5740.

CONTACT

> **administrationbls@adp.fr**

ADDRESS

> **Business Customer Desk (Accueil des professionnels)**
Roissypôle area – PLUTON building
6 place de Berlin,
93290 Tremblay-en-France, France
Monday to Friday
From 8.30 a.m. to 12:30 p.m.

Issuing time: subject to validation of the application by state services, three weeks to three months at the most.

REPORTING A CANCELLATION, LOSS OR THEFT OF AIC

> **ANNULATIONBADGES@adp.fr**

F

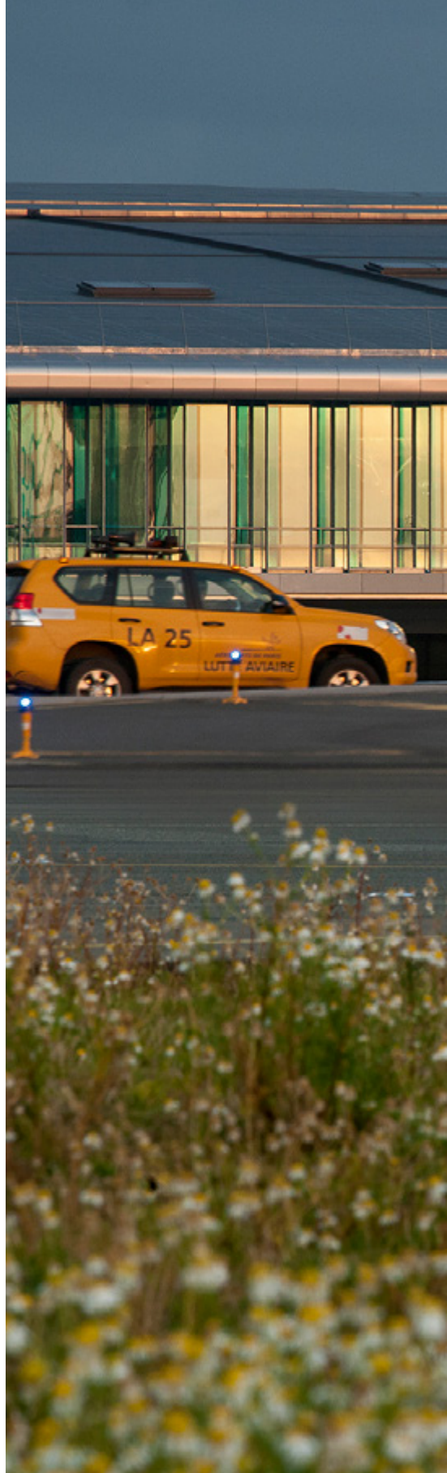
AIRSIDE VEHICLES

Vehicles requiring access to the airside area must be clearly identified by means of the company logo (company name) and carry a Vehicle Pass (LPV). The driver of the vehicle must hold a permit to drive on the runways (runway permit) and a French or foreign driving licence valid in France.

Size of company logo or trade name: at least 40 x 20 cm

CONTACT

> **VIGNETTEPERMISCDG@adp.fr**



ADDRESS

> **Business Customer Desk (Accueil des professionnels)**
> **Roissypôle area – PLUTON building**
> **6 place de Berlin,**
> **93290 Tremblay-en-France, France**
> **Monday to Friday**
> **From 8.30 a.m. to 12:30 p.m.**

1. Airside driving authorisation (Runway permit)

- The licence is specific to the applicant.
- It is handed to the applicant by the Business Customer desk on presentation of a complete and compliant application file, as well as their valid AIC giving access to at least sector TRA or F.
- Issuing: one week (excluding weekends and public holidays)

2. Vehicle Passes (LPV)

- The LPV is specific to the company and to a vehicle.
- The Vehicle Pass application is submitted on the CORSUR portal.
- It is handed to the CORSUR by the Business Customer desk on presentation of a complete and compliant application file.
- LPVs are issued for a maximum of three years and must be returned immediately to the Permits/Stickers desk:
  - when the vehicle is no longer in use
  - on expiry of the LPV
  - a lost / stolen LPV must also be reported to the Air Transport Police.
- Issuing: one week (excluding weekends and public holidays)

3. Unregistered vehicle access authorisation (ENI)

Unregistered vehicles that need to enter or leave the PCZSAR for maintenance reasons must be identified to get through the PARIF. The application for and issuing of an access authorisation for an unregistered vehicle are subject to the provisions set out in the prefectural decree in force.

These ENIs are identified thanks to a red sticker affixed as close as possible to the company logo.

This sticker is provided by the Business Customer desk, on presentation of a complete and compliant application file.

Issuing: one week (excluding weekends and public holidays).



G

TEMPORARY ACCESSES

1. Accompanied green badge + Temporary Vehicle Pass

Temporary green badges and LPVs are issued by the competent State departments (SCE). A form is sent to you by the State services and must be sent to the PAF (for operations in a terminal) or to the Air Transport Police (for operations outside a terminal).

If you already hold an AIC or an application is being processed, you cannot apply for a green badge.

Form: to be requested from the relevant State department

CONTACT DURING AN INTERVENTION IN A

TERMINAL:

BORDER POLICE PRESENCE
> **dpafroissy-em-surete-demande-badgevert@interieur.gouv.fr**

CONTACT FOR INTERVENTIONS OUTSIDE THE TERMINAL

GTA
> **Cgta.paris-charles-de-gaulle+bls@gendarmerie.interieur.gouv.fr**

ADDRESSES

> **PAF (BORDER POLICE):**
> **Bâtiment 5720,**
> **6 Rue des Bruyères**
> **95700 Roissy-en-France**

> **Air Transport Police, BGTA**
> **Bâtiment 710,**
> **1 Route des Anniversaires**
> **95700 Roissy-en-France**

Issuing: the application must be made at least three days in advance and collected from the relevant department (PAF or Air Transport Police).

2. Associated badges or “Arc-en-ciel”

It is meant for people who already hold a valid AIC for another national airport and have a professional need to access the PCZSAR at Paris-Charles de Gaulle, for an initial period of 5 days. It allows access only to the sectors listed on the main AIC and is valid for no longer than the duration of the assignment.

The person concerned must submit an assignment order (or equivalent document) to receive the "Arc-en-Ciel" (rainbow) badge.

CONTACT
> **dpafroissy-em-surete-demande-badgevert@interieur.gouv.fr**

Issuing : the request must be made at least five days in advance, and collection takes place at police stations inside terminals.

3. Group Pass

Group passes are meant for requests for groups consisting of at least five people. It is issued by the competent State departments (SCE).

Form: to be requested from the Préfecture de Police delegation for security and safety at Paris airports.

CONTACT
> **communication-roissy@interieur.gouv.fr**

Issuing: the request must be made at least 10 working days in advance, and the documents are sent by return e-mail.

BUREAU DES ABONNEMENTS PARKING

ADDRESS

> **Business Customer Desk (Accueil des professionnels)**
Roissypôle area – PLUTON building
6 place de Berlin,
93290 Tremblay-en-France, France
Monday to Friday
From 8.30 a.m. to 12:30 p.m.

1. Car Park Subscriptions

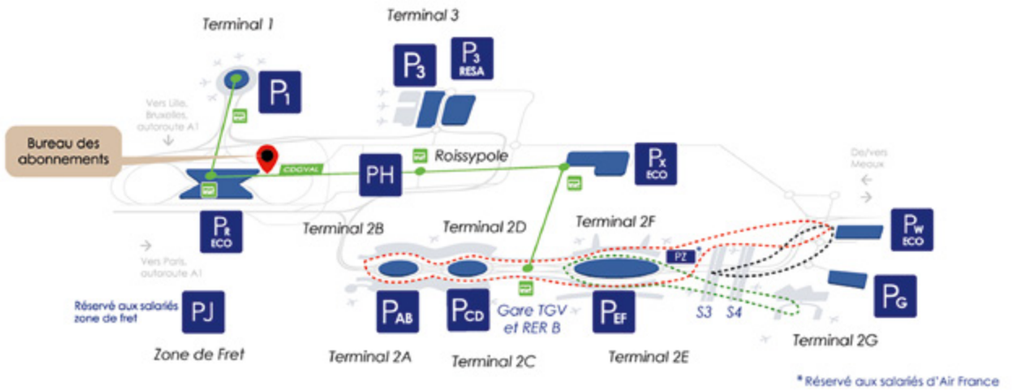
> Map of subscribers' parking areas

Any company working at the airport and requiring parking places for its employees can take out a subscription. A card is required to park in one or more of the car parks at Paris-Charles de Gaulle Airport, with an annual or monthly subscription, either nominative or non-nominative.

If the time authorised under the subscription is exceeded, the user must pay the overrun charge at the car park's current hourly rate.

CONTACT

> **aboparc-cdg@adp.fr**



Le CDGVAL dessert gratuitement le terminal 1, le parking PR, le Terminal 3 et Roissypole, le parking PX et le terminal 2 de 04H00 à 01H00, toutes les 4 minutes.

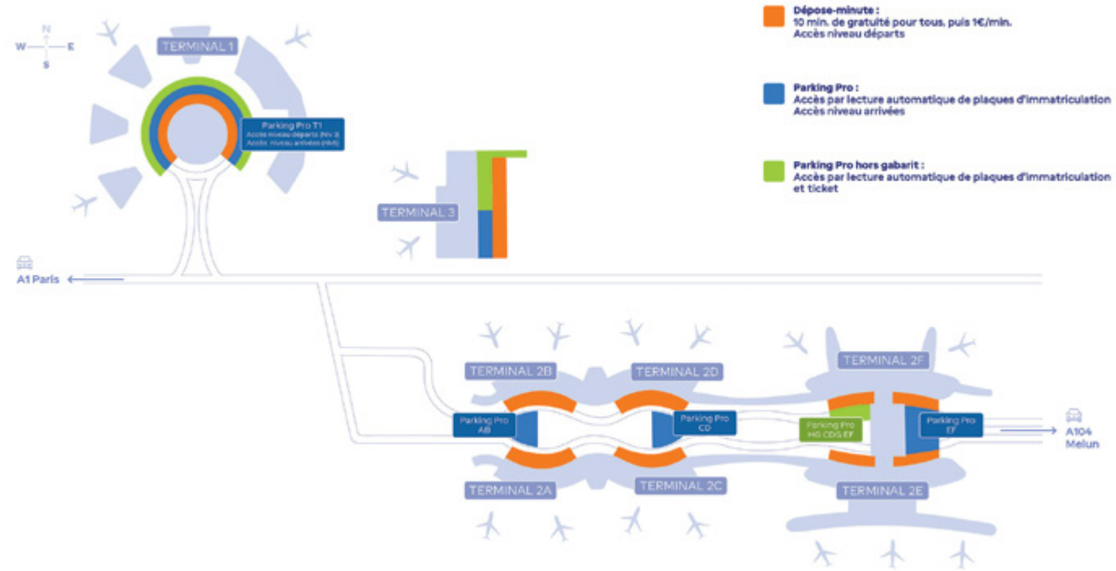
En complément, 3 navettes bus toutes les 15 minutes :
- N1 : liaison des terminaux 2AC, 2E, du parking PW, du terminal 2F, de la gare TGV N et du terminal 2D, toutes les 7 à 15 minutes.
- N2 : liaison des terminaux 2G et 2F, en moyenne toutes les 7 minutes de 5h30 à 23h00.
- PW/S3/S4 : liaison du parking PW aux modules S3 et S4, de 03h30 à 01h30, toutes les 15 minutes.

2. Pro car park

> **Map of car parks**

The Parking Pro car parks are areas dedicated to professionals in the "hire passenger transport sector" (hired taxis, motorbike taxis, coach operators) for safely dropping off, waiting for and picking up customers. Access to car parks is through the LAPI system (Registration plate reading system), which must be registered for on the Paris Aéroport website:

> **https://parkingpro.groupe-adp.com/**



You can use your Parking Pro account to:

- manage registration plates;
- manage passes;
- pay overruns.

CONTACT

> **PARKINGPRO@adp.fr**

> or contact via the customer account

3. Parking vouchers

Any company working at the airport that occasionally needs parking spaces for short periods of time (less than two consecutive months) can buy parking vouchers, provided it holds at least one valid parking subscription.

If the authorised time is exceeded, the user must pay the overrun rate at the car parks' current hourly rate.

CONTACT

> **aboparc-cdg@adp.fr**

OTHER SERVICES OF GROUPE ADP

1. Real estate offers (premises inside and outside terminals)

Premises inside terminals

There are various types of premises in the terminal or in runway buildings: technical, operational premises (offices, changing rooms, storage), luxury premises (lounges), and counters in the terminal. They are available as empty shells (to be fitted out by the lessee) or turnkey (fitted out).

Parking spaces for vehicles and equipment storage areas are also available for hire on the aprons.

CONTACTS

Terminals 1 and 3
> Patricia Vitaloni
patricia.vitaloni@adp.fr

Terminals 2A, 2B, 2C, 2D
> Ranja Jelsa
ranja.jelsa@adp.fr

Terminals 2E, 2F, 2G
> Franck Heras-Gomez
franck.heras-gomez@adp.fr

Responsibility
> Florence Lamoureux
florence.lamoureux@adp.fr

Airside surface areas
> Jérôme Piedallu
jerome.piedallu@adp.fr

Premises outside terminals

The Real Estate Division is available to assess your needs in terms of premises outside terminals.

CONTACTS

Paris-Charles de Gaulle Airport Real Estate Unit
> **commercial.admin@adp.fr**

> Charles Billes
charles.billes@adp.fr

2. Telecom and cybersecurity services

Hub One draws on its experience in the airport environment to provide tailor-made solutions to the critical real-time operational needs of large companies, mid-sized companies (ETIs) and SMEs.

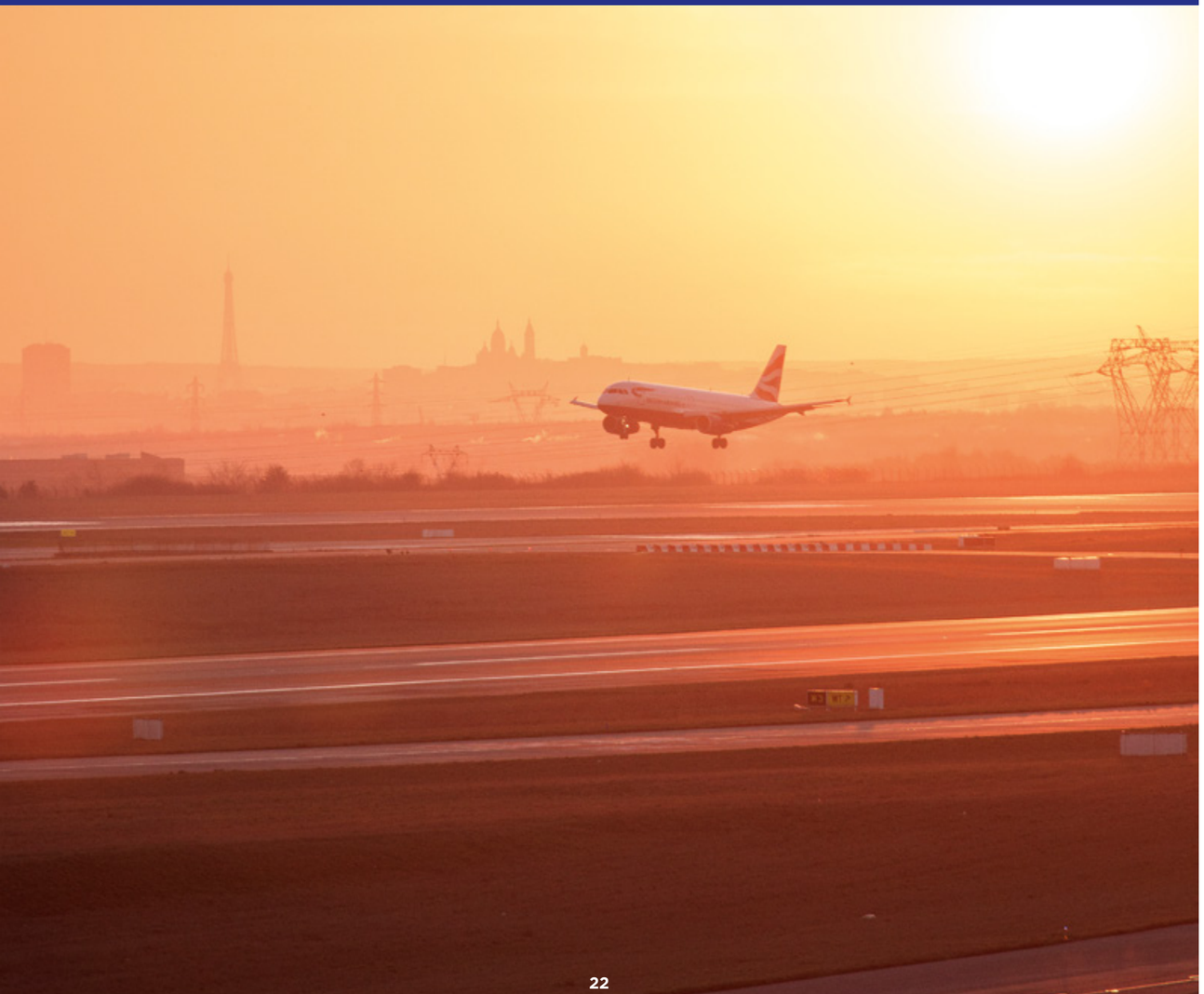
Hub One offers a wide range of services:

- customised networking, connectivity and collaboration solutions, tailored to the specific needs of businesses and public organisations;
- analysis of needs for operation and maintenance, including services to provide a complete and tailor-made offer;
- supply of professional IT equipment;
- and others that meet the needs of broadband connectivity, traceability and mobility solutions, industrial IoT, and cybersecurity.

CONTACT
> **information@hubone.fr**



SERVICES TO AIRLINES



REMINDERS

In accordance with Article 51 of General Police Order no. 2015-3248, an activity permit is required to operate on the Paris-Charles de Gaulle airport.

Airline crews access the PCZSAR via passenger routes.

All airlines wishing to operate new air services at Paris-Charles de Gaulle airport must follow the process described in this document.

		Contact	Page
Information Traffic rights	To exercise traffic rights for intra-community routes: – inform the French Civil Aviation Authority (DGAC) of your schedule.	**French Civil Aviation Authority (DGAC)** Air Carriers and Services Sub-division > international-DTA@aviation-civile.gouv.fr	20
Having acquired traffic rights Allocation within the Paris airport system	To get an allocation decision at a Paris airport: – contact the Chief Customer Officer of Groupe ADP	**Groupe ADP** Managing Director Aviation Development > Bertrand Coquant > bertrand.coquant@adp.fr	21
less than 8 months Requesting time slots – COHOR	For the assignment of airport time slots: – Send a request to COHOR, the Association for the Coordination of Schedules	**COHOR Deputy Schedule Coordinator of French airports** > Karline Lemoine > k.lemoine@cohor.org	21
less than 8 months Allocation in a terminal at Paris-Charles de Gaulle Airport	To get an allocation decision for a terminal in the airport: – contact the division of Paris-Charles de Gaulle Airport	**Groupe ADP** Director of Development and Customer and Partner Relations > Edouard Mathieu > edouard.mathieu@adp.fr	22
less than 2 months: Communication of flight schedules	To operate a departure from Paris-Charles de Gaulle airport, the airline operator, or its representative (assistant), must: – Inform its Flight Scheduling unit of its flights from Groupe ADP, before the start of each IATA season; – Report any changes made (stop-over changes, aircraft type, times, etc.) during the IATA season.	**Groupe ADP** Paris-CDG Flight Scheduling Unit > CPVNORD@adp.fr	22
less than 2 months: Fill in the form for your DCS (Departure Control Systems) to be set up	To fill in the flight schedule database and perform simulations of resource allocation (in particular check-in desks): – Send the form to the Groupe ADP IT department.	**Groupe ADP** > CUTEADMIN@adp.fr	23
Arrival of the airline at Paris-Charles de Gaulle – Start of operations			
-1 mois et en temps réel Communication of aircraft characteristics	To categorise the aircraft in one of six acoustic groups: – Provide a copy of the Nuisance Limitation Certificate (CLN), which specifies the Maximum Takeoff Weight (MTOW).		23
	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	**Groupe ADP** **Certificat de limitation de nuisance - Communications des caractéristiques avions** > Véronique Leduez > veronique.leduez@adp.fr	

A

TRAFFIC RIGHTS AND CTA (PREREQUISITE)

All air carriers wishing to operate air services at Paris airports must previously ensure that they have obtained the corresponding traffic rights and operation permits from the competent departments of the French Civil Aviation Authority (DGAC).

The procedure differs depending on whether or not the airline is from the European Union:

- EU carriers exercising traffic rights on intra-EU links must submit their schedules to the French Civil Aviation Authority (DGAC) for approval;
- EU carriers exercising traffic rights for extra-EU links and non-EU air carriers must contact the competent authorities to obtain the corresponding traffic rights.

Once traffic rights have been obtained, air carriers must then submit their flight schedules to the French Civil Aviation Authority (DGAC) for approval (Operation permits).

CTA: only companies holding a licence to operate and an air carrier's certificate (AOC) issued by the authorities of a European Union Member State are authorised to carry passengers or goods by air for remuneration.

ADDRESS

> **DGAC - DTA**
> **Sous-direction des services aériens (Air Services Sub-Division)**
> **50 rue Henry Farman**
> **75 720 PARIS CEDEX 15**

> Traffic rights
> **https://www.ecologie.gouv.fr/droits-trafic**

> Contact
> **international-dta@aviation-civile.gouv.fr**

Operating permit:

Submission and approval of flight schedules:
> **www.ecologie.gouv.fr/autorisation-dexploitation-depot-et-approbation-programmes-vol**

For non-EU airlines:
> **www.ecologie.gouv.fr/permis-dexploitation-des-compagnies-extracommunautaires**

CONTACT
> **dta-compagnies-bf@aviation-civile.gouv.fr**



B

ALLOCATION WITHIN THE PARIS AIRPORT SYSTEM

(Having acquired traffic rights)

In accordance with the specification produced by Aéroports de Paris, air carriers who wish to operate air services at Paris airports must previously get an allocation decision from Groupe ADP.

All air carriers not operating at one of the airports operated by Groupe ADP and wishing to launch an air service must henceforth request an allocation from one of the airports in the Paris airport system.

Allocation decisions are made by taking account of:

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

CONTACT

for the development of the air route — Aviation Development Managing Director - Groupe ADP
> Bertrand Coquant
bertrand.coquant@adp.fr

C

REQUESTING TIME SLOTS – COHOR (LESS THAN 8 MONTHS)

Pursuant to the decree of 19 October 1999, Paris-Charles de Gaulle airport is classified as a coordinated airport.

In this respect, except in cases of force majeure or exemption circumstances, any landing or take-off of an aircraft operated by an air transport company is subject to the prior assignment of a time slot by the Association for the Coordination of Schedules (COHOR, *Association pour la Coordination des Horaires*).

Once the assigned time slots have been confirmed, airlines must send their time slot requests in SCR format (without attachments) to the following address:

> **slots@cohor.org**

For Paris-Charles de Gaulle Airport, the task of assigning time slots is carried out by
> Karline Lemoine

k.lemoine@cohor.org.

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

Self-consultation tools
> **e-airportslots.aero/flight-slot-portal-webui/Login.do**



D

ALLOCATION INSIDE A TERMINAL AT PARIS-CHARLES DE GAULLE AIRPORT (– 8 MONTHS)

Air transport companies that have completed the previous stages and wish to operate air services at the airport must obtain a terminal assignment decision from Groupe ADP.

Requests for the assignment of terminals at Paris-Charles de Gaulle should be sent to the following contacts:

Director of Development and Customer & Partner Relations – Groupe ADP
> Edouard Mathieu
edouard.mathieu@adp.fr

Allocation decisions are made based on account resources and the balance of traffic inside terminals, as well as operating constraints, while aiming to respect the principle of fairness.

In order to properly evaluate the assignment process, the air carrier is invited to specify in its application the main characteristics of its flight programme (schedule, type of aircraft, nature of the flight, etc.), any commercial agreement it has entered with other carriers operating at the airport, as well as any requirements it may have regarding commercial, technical or administrative premises.

Once the allocation has been obtained, the assigning of the premises and resources required (desks, counters, premises, etc.) for flight operations is managed by CDGD. Any adjustments can be made with the Airline Customer Service team.

E

COMMUNICATION OF FLIGHT SCHEDULES (LESS THAN 2 MONTHS)

Once time slots have been accepted by the Schedule Coordinator (COHOR), the air operator or its representative must inform the Flight Scheduling Unit of any change during the IATA season (change of stopover, schedule, aircraft type, etc.).

CONTACT

Paris-CDG Flight Scheduling Unit
> **CPVNORD@adp.fr**

Time slot assignment process

IATA - SEASON PREPARATION TIMETABLE

SUMMER

Start of the process September N
Start of season end of March N+1

- **SHL** (mid-September), historical data compiled by Cohor, 2/3 weeks for airlines to lodge disagreements, and submission of programme
- **ID**: October
- **SAL** (October), slot allocation and IATA conference
- **SRD** (mid-January), cancellation and redistribution of time slots
- **SOM**: end of January
- **HBD**: end of January
- **SOS** (end of March)
- **EOS** (end of October)

WINTER

Start of the process April N
Start of season October N

- **SHL** (mid-April), historical data compiled by Cohor, 2/3 weeks for airlines to lodge objections, and submission of programme
- **ID**: May
- **SAL** (June), slot allocation and IATA conference
- **SRD** (mid-July), cancellation and redistribution of time slots
- **SOM**: end of August
- **HDB**: end of August
- **SOS** (end of October)
- **EOS** (end of March)

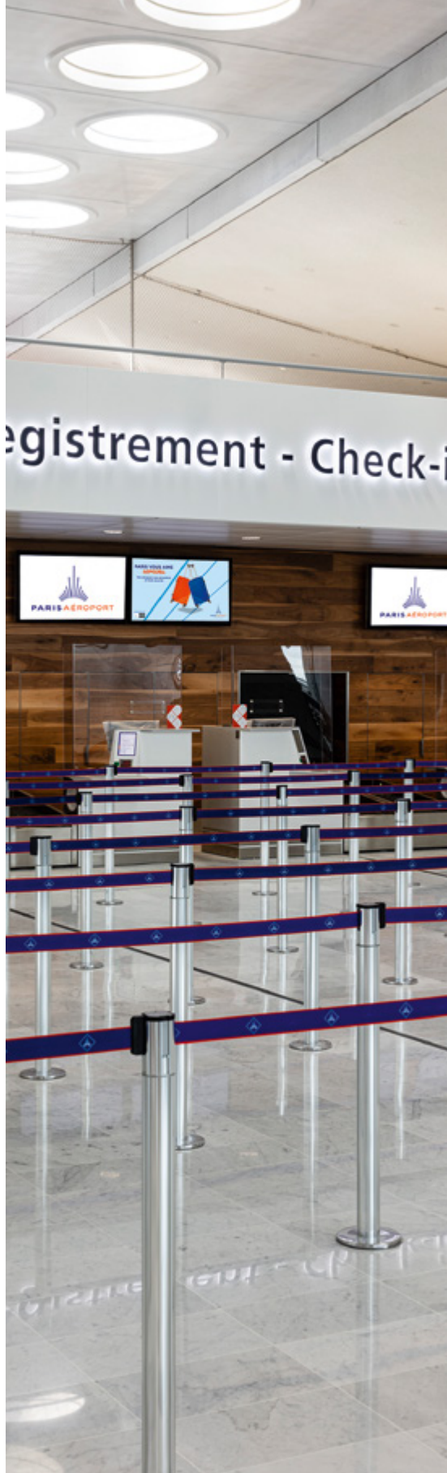
SHL = Slot Historical List
ID = Initial Demand
SAL = Slot Allocation
SRD = Slot Return Deadline
SOM = Schedule Optimisation Meeting
HDB = Historical Baseline Date
SOS = Start Of Season
EOS = End Of Season

F

DCS SETTING UP FORM (LESS THAN 2 MONTHS)

To fill in the flight schedule database and perform simulations of resource allocation (in particular check-in desks), a form must be sent.

CONTACT
> **CUTEADMIN@adp.fr**



G

INFORMATION DURING OPERATION (REAL-TIME)

1. Communication des caractéristiques Avions

Airport fees are calculated partially on the basis of each aircraft's specific details.
Therefore, for all aircraft likely to land at Paris-Charles de Gaulle airport, some details must be provided in the month preceding its arrival.

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

- **The Nuisance Limitation Certificate (CLN, Certificat de Limitation de Nuisance)**, the only document listing information on the Maximum Takeoff Weight (MTOW) and the limitations allowing the aircraft to be categorised in one of 6 Acoustic Groups.

The two parameters specific to each aircraft, forming the basis for calculating airport fees and determined based on the document supplied are:

- Maximum Takeoff Weight (MTOW), rounded up to the nearest tonne;
- the **Noise Tax** acoustic group **(TNSA, Taxes sur les nuisances aériennes sonores)**, which determines the modulation coefficient of the landing fee.

To constantly keep our aircraft registrations file up to date and guarantee that billing is complete, all operators must notify the airport manager, before operating its flight, of all changes made to the composition or characteristics of their fleet (e.g.: winglets or sharklets). Any delay in providing this information will not result in amendments being made to bills for fees already determined using the previous details.

The date taken into consideration is the date on which the documents are received.

Information likely to affect billing must also be shared with Groupe ADP. All the information outlined above, as well as all changes regarding the ownership or operation of an aircraft, or all commercial aircraft chartering or lease agreements, must be sent to:

CONTACT

Nuisance Limitation Certificate – Communication of aircraft characteristics
- Véronique Leduez
  veronique.leduez@adp.fr

2. Declaration of traffic data

The airline operator, or its representative, is required, by regulations, to make a **traffic declaration** for all aircraft movements (arrivals and departures). This information must be communicated in its entirety, at the latest 48 hours after the day of the operation. This data has a contractual value for which the airline is liable.

These details are used as the basis for calculating the airport fees that need to be paid. They are also used to produce statistics for Aéroports de Paris as well as for the French Civil Aviation Authority (DGAC).

Should this information be missing, late or inaccurate, fees will be billed at a flat rate. The airline operator may outsource this task to a ground handling company, IATA contract, chapter 1

The amount of fees will not be amended even if the operator subsequently provides corrective information.

Groupe ADP may check, via sampling, the accuracy of traffic declarations through documents used by airlines during operation. The latter are therefore obliged to provide up-to-date traffic documents used operationally (weight estimate, loading message, etc.) upon request from a competent official.



H

PREVENTION PLAN

Some operations, notably those around aircraft and their aircraft parking stands, may be carried out while other companies, subcontracted by airlines or ground handling service providers, are working simultaneously around the aircraft.

These situations require careful coordination to prevent any risk of interference between the various companies working on or around the aircraft and parking stands.

With a view to improving the effectiveness of this coordination, we kindly ask you to inform us in writing of the date(s) of any preparatory inspection meetings held in relation to the drafting of your prevention plans, and to invite us to these meetings as well as to any periodic updates or reviews.

Furthermore, to map out the risks and prevention measures introduced, we would be grateful if you could send us any prevention plans that you have drawn up with the various companies operating on or around your aircraft, as well as any measures taken to prevent occupational risks.

THE CONTACT PEOPLES FOR ALL HEALTH AND SAFETY AT WORK MATTERS ARE:

In the Paris-Charles de Gaulle Airside Operations and Facilities Division
- Guillaume Brenat
  Guillaume.Brenat@adp.fr

In the Paris-Charles de Gaulle Operations Division
- Edwige Driesens
  Edwige.Driesens@adp.fr

AIRPORT FEES

1. Landing fee

Reminder: the components to be taken into account when calculating the amount are as follows:

- the Maximum Takeoff Weight (MTOW), rounded up to the nearest tonne;
- the aircraft's acoustic group;
- the type of flight (training, test, forced return, installation, etc.).

In the absence of one of the above-listed cases and pursuant to the order of 26 February 2009, the landing fee shall be calculated according to the manufacturer MTOW of the type of aircraft concerned (the highest MTOW) and the acoustic coefficient will be classified in group 1 (GA 1).

2. Parking fees

Reminder: the components taken into account to calculate the amount are as follows:

- the aircraft's MTOW (value in Group ADP's aircraft registration file). If the registration number is not known, the default value is the manufacturer's MTOW (the highest MTOW);
- the type of aircraft parking stand(s) used (contact, remote or garage stands);
- the dates and times of the start and end of parking which allow the parking duration to be determined during day and/or night periods.

This data comes from our Airport Information and Resource Allocation System (SARIA, *Système d'Affectation des Ressources et d'Information Aéroportuaires*). This is the only data recognised by our services. All other data is excluded.

3. Local and connecting passenger fees

Reminder: billing is based on the number of passengers declared on the traffic declarations sent by the operator or its representative no later than 48 hours after the flight has been operated.
The messages to be transmitted for the arriving flight and the departing flight are: LDM - MVT - SLS, to CDGFAXH for CDG and ORYFAXH for ORY.

Fees calculated on the basis set out above will definitive.
Any delay in providing this information will not affect the billing of fees already established on the basis of the old data, even if the airline subsequently provides the missing information.

Special cases:

- In the event of a mixed use (flight arrival - departure not linked): a fixed half-share will be charged.
- Arrival operating company different from departure operating company:
  - if only one parking stand is used, the operator of the arriving flight bears the whole parking cost;
  - if several areas are used, the operator of the departing flight will pay the parking fee for the area used on departure (the last area).

The operator of the arriving flight will be billed for the remaining parking stands. For the use of a contact stand (if available), a fixed half-share will be charged to each operator.

Aéroports de Paris SA may check, via sampling, the accuracy of traffic declarations through documents used by airlines during operation. Airlines are therefore required to produce the flight's mass estimate and its update, or, failing that, the loading message (LDM), when requested by an authorised agent.

In the absence of missing information (traffic form missing, provided more than 48 hours after departure or incomplete), the passenger fee is calculated as follows:

Missing information	Billing basis used
Route taken	International traffic
Number of passengers	Maximum capacity of the aircraft type or of the airline's largest aircraft type if this is not known
Passengers with a connecting flight	Application of the passenger rate excluding connections (local on departure)

Invoicing is definitive, even if the airline provides information after the event.

Details on how to apply the connecting passenger fee
Passengers are considered to have a connecting flight in Paris "for pricing purposes" if they board an outbound flight and arrive on another flight at one of the two Paris airports, Paris-Charles de Gaulle and Paris-Orly. In addition, the difference between the theoretical departure flight time and the theoretical arrival flight time must not be more than 12 hours.

This definition is subject to the following conditions:

- Passengers connecting in Paris hold a single ticket for the sections of their flight immediately preceding and coming after their connection in Paris;
- Paris-Charles de Gaulle and Paris-Orly airports are considered as a single airport system. Consequently, passengers arriving by plane at Paris-Charles de Gaulle are considered to be connecting in Paris if they are taking a flight departing from Paris-Orly and vice versa.

4. VAT system

VAT exemption applies under certain conditions:

- for French airlines: be listed in Appendix A of the French General Tax Code
- for foreign airlines, with the exception of those listed in Appendix B of the French General Tax Code (companies subject to tax): provide a document attesting to the status of an air transport company whose international traffic accounts for more than 80% of its total traffic.

ADP must have a valid AOC (Air Operator Certificate).
This document should be sent to:
air_operator_certificate@adp.fr

The "connecting passengers" fee does not apply:

- passengers travelling by train or coach to Paris-Charles de Gaulle and Paris-Orly airports. Train/plane and bus/plane connections are also excluded from the scope of the connecting passenger fee;
- passengers making a return journey from the same airport system via Paris, even within 12 hours.
- passengers on flights where the difference between the theoretical departure flight time and the theoretical arrival flight time is greater than 12 hours.

The order of 28 February 1981 specifies that the passenger fee is payable:

- for all departing flights except:
  - if the aircraft makes a technical stop;
  - if the aircraft makes a forced return (QRF) after take-off due to technical incidents or adverse atmospheric conditions;
- for all occupants of the aircraft except:
  - crew members responsible for the flight (excluding any assistance, control or new shift personnel);
  - direct transit passengers (staying in the same aircraft);
  - children under the age of 2.

CONTACT

For all information relating to local and connecting passenger declarations, as well as cargo and postal declarations
- Karine Badey
  karine.badey@adp.fr

For all information relating to the invoicing of airport fees
- Catherine Nobile
  catherine.nobile@adp.fr

For all claims
- The Accounts Receivable Division
  advcentrale@adp.fr

J

AIRPORT SERVICES

1. APOC

The Airport Operations Centre (APOC) is the centralised body supervising airport operations at Paris-Charles de Gaulle. It is organised into multidisciplinary units:

- Aircraft Unit
- Flow Unit
- Communications Unit
- the Facilities Performance unit
- Security Unit
- an area dedicated to the fight against drones (LAD) and surveillance of the scope fence, operated by service providers
- an area dedicated to licensed ground handling service providers within the limited scope of ground operations.

These include the teams of Groupe ADP, service providers (customer service, security, people with disabilities) and external partners (State departments, ground handling service providers). Together, they contribute to coordination, information sharing and collective decision-making.

APOC's mission is to guarantee the fluidity and resilience of operations. It detects deviations, anticipates deteriorating situations and works closely with the operational territories.

CONTACT

Operational Decision-Maker
> **DO_CDG@adp.fr**

2. B2B Products and Services Catalogue

The products and services provided to airlines and ground handling service providers are grouped together and described in the "**Products and Services Catalogue**".

If you have any questions about and/or an interest in these products and services, please contact the people in charge.

Business Customer Services Unit
> Emmanuel Perrot
emmanuel.perrot@adp.fr

3. Baggage handling

Paris-Charles de Gaulle has state-of-the-art baggage handling facilities.

All terminals are equipped with an efficient automated baggage sorting system, enabling 100% screening of hold baggage.

Baggage on short transfer through Terminal 2 is handled by baggage handling systems that ensure a high level of service in line with the transfer possibilities provided by the airport.

4. Minimum Transfer Time (MCT, *Temps minimum de Correspondance*)

The minimum times specified opposite are provided strictly for information only and are valid for all types of transfer (Schengen/Schengen, Schengen/International, International/Schengen and International/International):

Within Terminal 1	90 min
Within Terminal 2 A / C / D / E / F / G	90 min
Within Terminal 3	60 min
Between Terminals 1 and 2 A / C / D / E / F	120 min
Between Terminals 1 and 2G	150 min
Between Terminals 1 and 3	120 min
Between Terminals 2 A / C / D / E / F and 2 A / C / D / E / F	90 min
Between Terminals 2 A / C / D / E / F and 2G	120 min
Between Terminals 2 A / C / D / E / F / G and 3	120 min



GROUND HANDLING

Airlines may contract one or more ground handling service providers of their choosing to provide the services they require.



A

GROUND HANDLING SERVICE PROVIDERS OPERATING AT PARIS-CHARLES DE GAULLE

Ground handling operations are monitored by the airport operator, in compliance with Article R216-14 of the French Civil Aviation Code and Ministerial Decree 2005-828, which is included in ADP's specifications.

There are two categories of ground handling:

- the so-called “Limited” services (Licence),
- the so-called "Open" services.

All these services, listed in European Directive 96/67/EC of 15 October 1996 on access to the ground handling market at Community airports, have been transposed into the French Civil Aviation Code, notably Article R216-1.

For companies providing one or more ground handling services, a ground handling approval issued by the French Civil Aviation Authority (French Civil Aviation Safety Division (DSAC Nord)) is compulsory. The activity permit must be obtained beforehand

CONTACT

French Civil Aviation Safety Division (DSAC)
> **agrements-ae.dsac-n-bf@aviation-civile.gouv.fr**

Below are the three ground handling service providers authorised to work and provide the limited services issued by ADP and operating at all Paris-Charles de Gaulle terminals:

- baggage assistance (category 3)
- loading and unloading of aircraft (category 5.4)
- baggage transportation between the aircraft and the terminal (category 5.4)
- the movement of the aircraft (category 5.6)

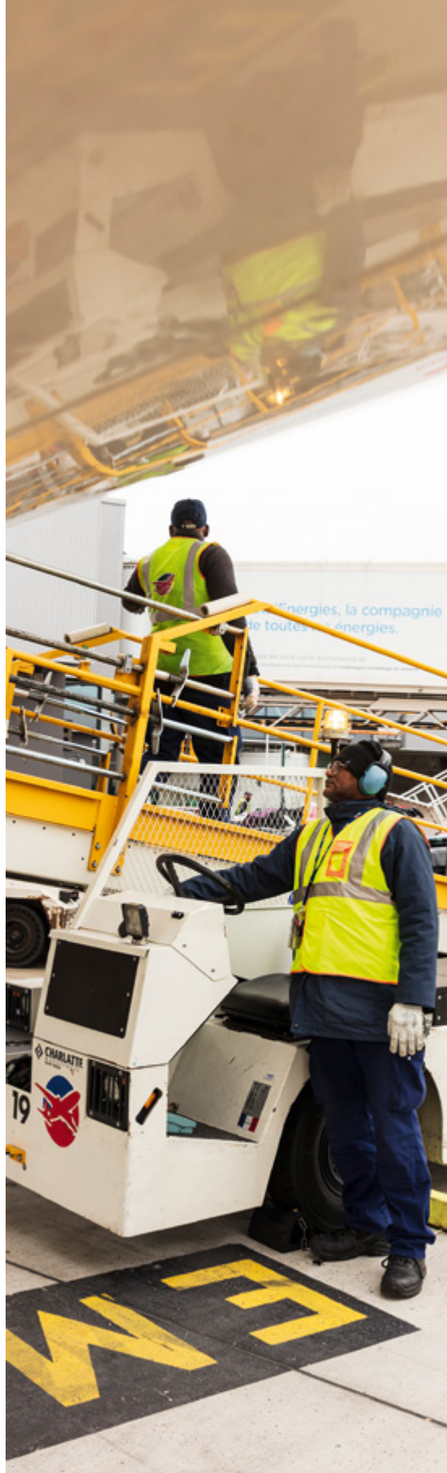
AIR FRANCE

> **95747 ROISSY CDG Cedex**
45, rue de Paris
95747 ROISSY CDG

Customer Airlines Operations - Airline Customer Assistance Division
> **Website: Groundhandling - homepage**

Commercial flights
> **mail.contact.groundhandling@airfrance.fr**

Private/special flights
> **mail.privateaviation@airfrance.fr**



ALYZIA

> **Continental Square - Bâtiment Neptune**
> **4 place de Berlin,**
> **93290 Tremblay-en-France, France**

Sales Division – Commercial Division
> +33 (0) 1 48 62 20 04

> **sales@alyzia.com**

GROUPE EUROPE HANDLING (GEH)

> **Zone Cargo 3 - 4**
3 rue de Remblai,
93290 Tremblay-en-France, France

Commercial Director / Directeur commercial
> Hugo Ehrhard
huehrhard@geh.aero

> +33 (0) 1 48 16 40 51

> +33 (0) 6 19 02 59 17

Below are the ground handling service providers authorised to work and provide the open services on the Paris-Charles de Gaulle airport platform:

Refuelling, catering and line maintenance services (PART 145 is mandatory) are provided under a direct contract between the companies and the airline.

Refuelling:

- GPA (Groupement Pétrolier Aviation)
- FAS (Fuelling Aviation Services)
- KUWAIT PETROLEUM AVIATION FRANCE - SKYTANKING
- VITOL - MENZIES

Catering:

- JEWELLERY CATERING
- SERVAIR GROUP
- NEWREST
- LOF (Logistics On Flight)

Line maintenance:

- AWAC TECHNICS
- NAYAK LM FRANCE
- LUFTHANSA LINE MAINTENANCE
- AIR FRANCE INDUSTRIES
- CRYSTAL AERO SOLUTIONS
- GENERAL MAINTENANCE ARO
- DALE AVIATION
- AMC AVIATION
- ...



B

CONCIERGE SERVICES

The conciergerie services are provided by ground handling companies offering door-to-door assistance to passengers at Paris-Charles de Gaulle airport upon departures, arrivals and flight connections. Under no circumstances should the ground handling service provider take the place of the passenger.

Concierge services are only contracted in conjunction with airlines, or through an entity specially authorised by Aéroports de Paris.

The services usually allocated can be of the following types:

- luxury car transfer to/from Paris
- baggage handling (ground handling scope)
- VAT refund assistance
- concierge service (24/7) (ground handling scope)...

Ground handling service companies are subject to the regulatory monitoring of:

- the Civil Aviation Code (CAC) and the Transport Code
- Ministerial Decree 2005-828 (the ADP specifications)
- police decrees and Special Implementation Measures (MPAs, *Mesures Particulières d'Application*), as well as security decrees
- the Aerodrome Manual
- ADP's operating instructions
- Activity permits.

C

SERVICE PROVIDERS

These other service providers differ in that they operate in the airport area (premises, offices, baggage sorting, etc.) but away from aircraft. The services can be of various types:

- security
- cleaning of premises
- disinfection/rat and pest control/fumigation of premises
- maintenance and repair of premises
- IT, etc.

GLOSSARY

AA	**A**ctivity **P**ermit
ADP	**A**éroports **d**e **P**aris
CDG	Paris-**C**harles **D**e **G**aulle
COHOR	Association for the **COORDINATION OF SCHEDULES (ASSOCIATION POUR LA COORDINATION DES HORAIRES)** (assigns and coordinates the proper use of airline time slots)
CORSEC	**SAF**ety **OFFICERS**
CORSUR	**SEC**urity **OFFI**cers (validates and signs the "badges" requests to move around in the Restricted Area)
DGAC	French Civil Aviation Authority (**D**irection **G**énérale de l'**A**viation **C**ivile)
DTA	Air Transport Division (**D**irection du **T**ransport **A**érien)
FCO	**KNOWN SUPPLIERS**
GTA	**A**ir **T**ransport **P**olice
LPV	**V**ehicle**PASS**
BORDER POLICE PRESENCE	**B**orde**R P**olice
PARIF	Road Access Check-point Inspection Post (**P**oste d'**A**ccès **R**outier d'**I**nspection **F**iltrage)
PCZSAR	Critical Point of the Restricted Access Security Area (**P**artie **C**ritique de la **Z**one de **S**ûreté à **A**ccès **R**églementé)
Goods PIFs	**G**oods **S**creening **S**ecurity **CHECKPOINTS**
PSH	**P**eople **W**ith **D**isabilities
RDS	**S**ervice **R**oad
STATE DEPTS	**C**ompetent **G**overnment **D**epartment
AIC	Airport ID Card (**T**itre de **C**irculation **A**éroportuaire)
Private hire	**P**rivate **H**ire **V**ehicle
RESTRICTED AREA	Security Restricted Area (**Z**one de **S**ûreté à **A**ccès **R**èglementé)

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