Paris-Charles de Gaulle Airport
2011 Customer guide

3950*

@ aeroportsdeparis.fr

AÉROPORTS DE PARIS

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PARIS-CHARLES DE GAULLE AIRPORT
OVERVIEW

Paris-Charles de Gaulle airport is the number one multimodal crossroads in continental Europe, the number one European airport for airside capacity and number two in terms of passenger traffic. The airport covers an area of 3,257 hectares.

Located 25 km north-east of Paris and open 24/7, the main features of the airport are:

- 2 pairs of runways, allowing the handling of 115 landings/take-offs per hour

- 3 passenger terminals

- 300 hectares dedicated to cargo

- 75 km of taxiways

- 200 ha of aprons

- 1 TGV railway station (for high-speed trains) for rail/air connections.

In 2010, traffic reached 58.2 million passengers (including transfer passengers), an increase of 0.4% compared with 2009.
Connecting passengers represent 30.2% of the total. The average seat occupancy rate reached 127.2 passengers per flight.

## Key figures (2010)

Number of passengers: 58.2 million

Cargo and mail (in tonnes): 2.4 million

Number of commercial flights (excluding cargo and mail): 457,960

Number of cargo and mail flights: 33,973

Total number of commercial flights: 491,933

CAR PARKS
AND ACCESS

Paris-Charles de Gaulle Airport is served by a road and rail transport network that makes it accessible to passengers, cargo carriers and the personnel of the businesses that carry out their activities at the airport, putting it at the forefront of airport hubs in terms of intermodality.

MAIN ACCESS ROADS

Paris-Charles de Gaulle Airport
Orientation map (by area)
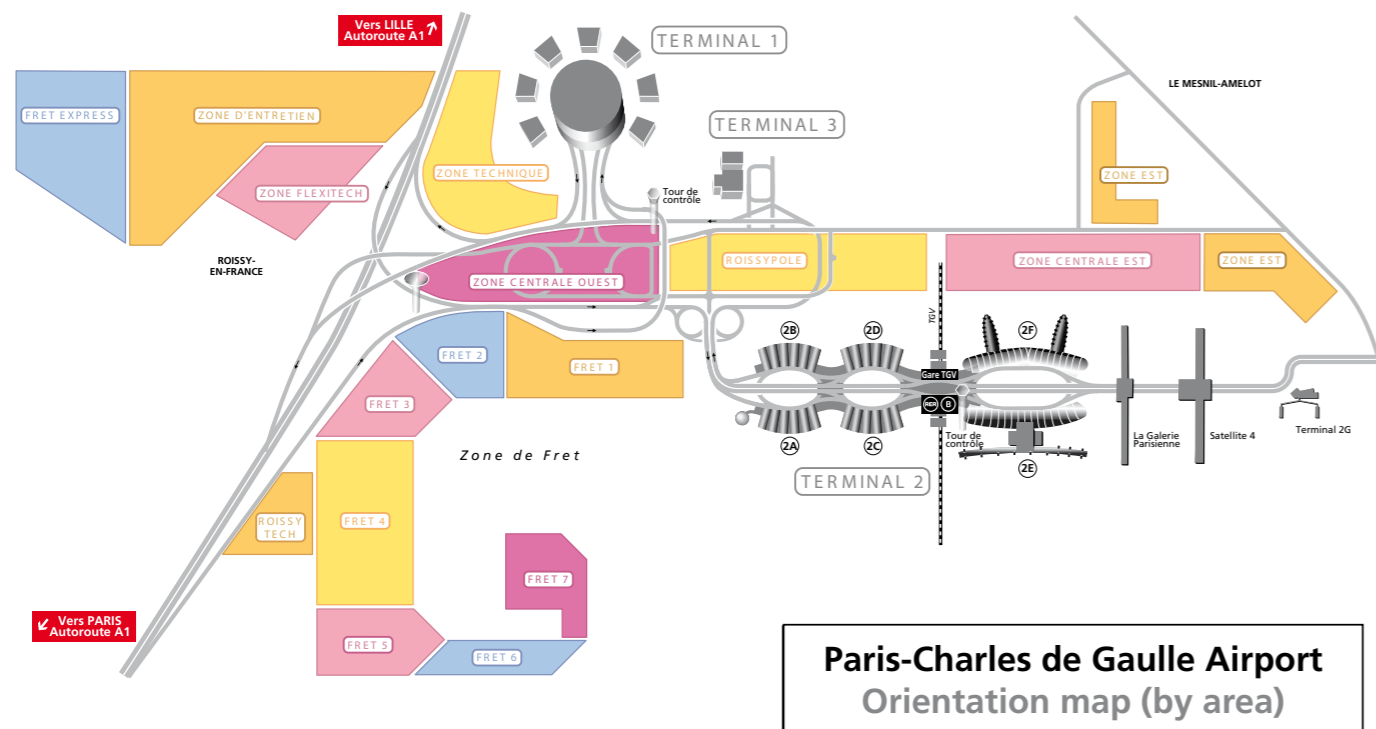
Main access roads

- The A1 motorway (the Autoroute du Nord) is linked to the A3 (Paris East), A86 and A104 (the Francilienne) motorways
- The A104 motorway, accessible from the east of the airport, via the RN2, provides a secondary access road to the airport
- RER B: direct link to the Paris-Gare du Nord railway station by regional express train
- A TGV railway station at the heart of Terminal 2, which connects the airport to the densest high speed rail network in the world, with more than 60 connections per day to Brussels and French cities (Lyon, Lille, Marseilles and Rennes)
- A large bus station adjacent to the RER station at Terminal 3, providing a public transport service over the whole of the region around the airport. Moreover, each terminal has an area specially designed to rapidly access public road transport services offering a wide choice of destinations
- The installations as a whole are served by 220 kilometres of roads, which are managed by Aéroports de Paris.

Car parks

Paris-Charles de Gaulle airport has slightly over 28,000 car park spaces including 17,000 spaces directly adjacent to the terminals and 11,000 in remote car parks served by CDGVAL - an automated metro line connecting these car parks to the terminals. Almost 9,000 airport employees benefit from a parking season pass for the car parks adjacent to their place of work.

CDG express

Rail transport project under the responsibility of the French government for the construction of a rail service connecting the Paris Gare de l'Est railway station to the Terminal 2 TGV railway station with a journey time of 20 minutes. The CDG Express will enter service in 2017 and will run 365 days per year with a frequency of one train every 15 minutes, a high level of operational reliability and a high degree of comfort for passengers.

Runways

Ground lighting

The aeronautical areas of Paris - Charles-de-Gaulle meet the security requirements laid down by ICAO (see annex) and the associated national regulations. For this, Aéroports de Paris, as an airport authority, has been certified by the French State for the operation of aircraft of code letter E (B747-400; A340-600, B777 300 ER). This certification was extended to the operation of the A380 at the beginning of 2009.

Runways

Paris-Charles de Gaulle airport benefits from an extremely efficient runway system, thanks to its two runway pairs to the north and south of the airport. The physical layout of these two runway pairs allows their independent use and, for each of these runway pairs, the external runway is dedicated to landings and the internal to takeoffs. Thanks to this system, the airport's scheduling capacity is currently 115 movements/hour and should increase further in the coming years.

Description of the runways:

Runway 1: 09R / 27L (4,200m x 45m)

Runway 2: 08L / 26R (4,215m x 45m)

Runway 3: 09L / 27R (2,700m x 60m)

Runway 4: 08R / 26L (2,700m x 60m)

Runways 1 and 3 form the North runway pair; runways 2 and 4, the South runway pair.

Taxiways

The airport has a vast network of taxiways in restricted security areas, nearly 80 km, allowing optimisation of circulation between the terminals and the runway thresholds. It should be noted that, under nominal operating conditions, the alignment for takeoff is carried out following three routes perpendicular to the runways.

Air navigation aid, on landing and for guidance of aircraft

The airport has two Doppler VORs (designators: CGN and PGS), installed upstream of thresholds 09R and 26R respectively. This device allows the air traffic controllers to carry out simultaneous departures from the two internal runways (1 and 2). Each facility is fitted with omnidirectional DME.

Each QFU has a precision ILS approach and landing facility, the performances of which allow landings whatever the meteorological conditions (CATIII).

Ground lighting

The airport has a set of diurnal visual aids (painted markings on the ground) and lights, in conformance with the requirements for "all weather" operation. Moreover, each QFU has a PAPI (visual aid for alignment on the approach slope), installed on the basis of the ILS gradient.

Under nominal operating conditions, the luminous visual aids function automatically during the night and, during the day, when horizontal visibility is less than or equal to 4,000m.

Fire protection services

The airport has two emergency stations, where the personnel and equipment needed to rescue people in the event of an aircraft accident are located. Our emergency centres meet level 9 (or 10 on request) of regulatory requirements and are installed in the vicinity of each runway pair.

De-icing

Paris–Charles de Gaulle airport has 12 de-icing points, 27 de-icers and 4 glycol stations. Airlines can obtain a manual on the de-icing procedures (French/English).
Please contact: **veronique.lavergne@adp.fr** or **adjina.djumapili@adp.fr**

CDM

A European challenge and a concept that has become imperative, CDM (Collaborative Decision Making) is a key tool for Paris-Charles de Gaulle.

The objective of CDM is to optimise airport operations through better coordination between the partners.

The CDM platform allows the sharing of information during normal and degraded situation modes and the CDM website makes it possible to have a common view of the situation via the real time dashboard.

Web address: **https://www.cdmcdg.net**

During 2010, an essential component of the CDM has been implemented at Paris – Charles de Gaulle airport: the sharing of information on flight departures, with the integration of a sequencing calculation for block departures in collaboration with the CFMU, the body for the management of European air traffic flows.

The challenge is sizeable: it involves smoothing the flows of departure traffic by taking into account the real departure forecasts at the airport communicated by the airlines, the stations, the services and the local ATC constraints.

The local management of departures enables better compliance with the CFMU slots and their improvement, as well as reduced waiting at the runway threshold leading to a reduction in fuel consumption and gaseous emissions.

Commercial movement & passenger traffic (in 2010)

Commercial Movements					
	National	Schengen	Other International	Total	
T1	25	41,230	30,471	71,726	-12.3%
T2	43,171	158,763	157,025	358,959	-5.5%
Of which T2A	2	663	20,775	21,440	-8.0%
Of which T2B	4,814	12,901	14, 830	32,545	-2.0%
Of which T2C	1	2	11, 056	11,059	-1.2%
Of which T2D	3,703	59,839	2	63,544	-13.0%
Of which T2E	2	10	77,630	77,642	-1.0%
Of which T2F	23,758	49,799	32,726	106,283	-3.4%
Of which T2G	10,891	35,549	6	46,446	-8.2%
T3	720	12,963	13,586	27,269	19.9%
CDG Cargo	10,056	10,959	12,964	33,979	0,5%
CDG Total	**53,972**	**223,915**	**214,046**	**491,933**	**-5.0%**
ADP Total	**164,546**	**276,759**	**266,273**	**707,578**	**-4.2%**

Local Passengers					
	National	Schengen	Other International	Total	
T1	5,192	3,539 090	4,466,099	8,010,381	-1.3%
T2	4,814,095	15,259,183	26,152,914	46,226,192	-0.6%
Of which T2A	11,780	10,055	3,882,897	3,904,732	-6.6%
Of which T2B	600,915	1,665,740	1,659,848	3,926,503	2.8%
Of which T2C	514	15,616	2,603,804	2,619,934	-0.2%
Of which T2D	387,892	6,030,523	556	6, 418,971	-10.9%
Of which T2E	1,429	561	12,285,475	12,287,465	3.7%
Of which T2F	3,146,179	5,855,952	5,719,412	14,721,543	1.9%
Of which T2G	665,386	1,680,736	922	2,347,044	-2.3%
T3	105,622	1,528,909	2,204,135	3,838,666	20.9%
CDG Total	**4,924,909**	**20,327,182**	**32,823,148**	**58,075,239**	**0.5%**
ADP Total	**15,538,713**	**26,614,820**	**41,120,568**	**83,274,101**	**0.4%**

Terminal	Automated check-in desks	Aircraft parking stands*	
		In Contact	Remote
T1	124	29	25
T2A	59	8	5
T2B	53	8	7
T2C	64	6	3
T2D	64	9	6
T2E/S3	109	33	
T2F1	42	12	
T2F2	44	8	
T2G	11	20	6
Other T2 areas			26
T3	42		16
South-West Cargo area			39
North-West Cargo area			37
Total	**612**	**133**	**170**

* Entries on the basis of medium-sized / jumbo aircraft currently allocated to these terminals (valid at end of December 2010)

Baggage Sorting System

Baggage Sorting System

Terminal 1

Check-in is fully shared (common operating positions, linear frontal layout of check-in desks, centralisation and distribution of baggage allowing a profusion of desks on all of the piers, and monitoring of sorting by destination).

100% Hold Baggage Screening: on-line integration of Standard 2 and 3 EDS-type systems, security traceability per bag/flight.

Handling capacity for originating baggage: 4,000 bags per hour.

Handling capacity for transfer baggage: coming into Terminal 1 (intra-Terminal 1 flow = 300 bags per hour, flow taken to Terminal 2 = 500 bags per hour).

Short-connection bags: handling capacity of 100 bags/hour by Category-3 EDS.

Terminal 3

T3 comprises two check-in halls totalling 46 desks, including 3 dedicated to handling non-standard format bags and 1 to handling oversized bags.

The check-in capacities of Halls A and B are 1,200 and 1,320 bag/h, respectively.

100% Hold Baggage Screening is performed by 8 Category-2 and 3 Category-3 EDS units.

Baggage delivery is performed via 3 systems, each comprising a carrousel of a capacity of 1,200 bag/h and a specific line for non-standard format bags.

The carousels are in the so-called "cherry" configuration, which ensures the separation of public and security areas.

Terminal 2

**Short flight connection times of 45 to 80 minutes (Rapid Baggage Sorter)**

The Rapid Baggage Sorters (TBR) North, South and **S3N** are for the loading, security screening and sorting of rapid transfer baggage passing through Terminal 2. The handling capacity of the installation is 1,600 bags/hour, with peak flows reaching 300 bags in 10 min.

The long holding zone (ZRL) is for the loading and sorting of long transfer baggage passing through Terminal 2 which must be reloaded into a sorter (TBM or TBE) depending on the theoretical departure time of the flight. The handling capacity of the system is 1,000 bags/hour.

Flight connection times of more than 80 minutes

- **TBF** isolated transfer sorting systems

- The integrated baggage sorting system comprises three distinct sections connected and linked together through the transfer galleries, i.e.:
  - the local sorting systems **(TBC, TBE module E and F)**
  - the connection sorting systems **(TBM / TBE)**
  - the baggage storage systems **(TBS / EBS)**, used according to baggage storage time

The **T2G** baggage sorter handles local baggage as well as transfer baggage.
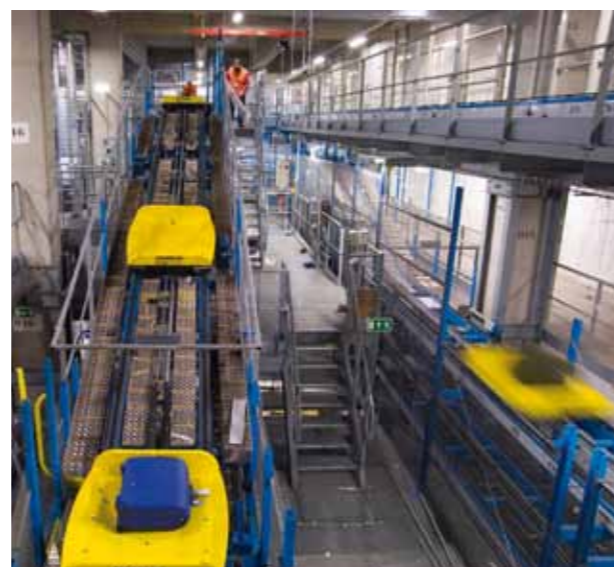
Minimum Connecting Time (MCT)

(source: OAG – April 2011)

Within terminal 1 ➤ 90 minutes

Within terminal 2 A/B/C/D/E/F/G ➤ 90 minutes

Within terminal 3 ➤ 60 minutes

Between terminals 1 and 2 A/B/C/D/E/F ➤ 120 minutes

Between terminals 1 and 2G ➤ 150 minutes

Between terminals 1 and 3 ➤ 120 minutes

Between terminals 2 A/B/C/D/E/F and 2 A/B/C/D/E/F ➤ 90 minutes

Between terminals 2 A/B/C/D/E/F and 2G ➤ 120 minutes

Between terminals 2 A/B/C/D/E/F/G and 3 ➤ 120 minutes

These times are applicable to any type of connection (Schengen/Schengen, Schengen/International, International/Schengen and International/International)

CARGO

Description of cargo areas

The Cargo area of Paris-Charles de Gaulle airport covers a surface area of 300 hectares.
The total area of the buildings associated with cargo and being immediately adjacent to the aeronautical areas is about 500,000 m2. 69 parking stands are dedicated to cargo activity.
These cargo areas are divided into two main geographical sections:

The south-west zone

Divided into 7 distinct zones, it comprises the activities of the Air France KLM Group within the G1XL terminal, 3 cargo terminals managed by Aéroports de Paris, the postal hub that brings together the Chronopost Operations Centre and the French Post Office along with the handling centre for international mail, the premises of the main Cargo handling companies and the SOGAFRO and Roissy SOGARIS logistics centres housing more than a hundred companies specialising in cargo handling.

The north-west zone

Site of the European Fedex hub as well as the Air France aircraft maintenance area.

Current projects

▶ Express Cargo Rail project - CAREX

Aéroports de Paris is an active member of Roissy Carex, which has, since 2006, united collectivities, public bodies and airport stakeholders. The association, whose chairman is the Roissy deputy Yanick Paternotte, aims to establish, over the next few years, a high speed European rail cargo service connected to Paris-Charles de Gaulle airport for the transport of air palettes and containers. By encouraging the emergence of complementarities between the transport modes for the pre- and post-routing of Express Freight and Cargo, the CAREX project should allow the economic development of the Cargo business at Paris-Charles de Gaulle, whilst fitting into the sustainable development strategy of Aéroports de Paris.

After having studied the technical and economic feasibility of the service, Roissy Carex has supported the creation of identical structures, in particular in Lyon, Liege, Amsterdam and London.

Today, all of the partners are brought together within the Euro Carex federation to promote the implementation of the project on a European scale. A European business plan and additional technical studies are underway and will shortly result in decisions allowing start of operations by 2015-2017. In France, the project has been included as part of the Grenelle Environment Programme and should benefit from public co-funding. It is also supported by the regional authorities and governments of the countries involved.

▶ Accommodation of the B747-800F

To be able to accommodate this latest-generation aircraft with exceptional technical features, 3 parking stands in the cargo zone, as close as possible to the cargo storage areas, have been set up to ensure the provision of high-quality service to the cargo operators.

▶ A new cargo station

In 2012, a new cargo station will strengthen the existing facilities at Paris-Charles de Gaulle airport, offering a cargo handling capacity of about 100,000 tonnes.

This station, which is built on a plot of 35,000 m², will provide direct access to aircraft and offer about 13,500 m² of warehouse space divided into 8 rental units and 4,000 m² of office space over two floors. In addition, a car park for 500 cars will form an integral part of this construction.

This building will be certified "HQE High Environmental Quality, logistics platform" and symbolises the commitment of Aéroports de Paris to the high environmental quality of its buildings.

▶ Cargo Information Network

To consolidate its competitiveness and the attractiveness of its airports, Aéroports de Paris is developing a new logistical and community tool: CIN.

CIN is a digital data exchange platform ensuring the interface between all the data systems of cargo stakeholders (including those of customs). It brings together all cargo operators at Paris-Charles de Gaulle including Air France Cargo/KLM, TLF OAC (Freight Forwarders), Sycaff (cargo airlines) and Aéroports de Paris.

This tool allows us to speed up cargo ground processing whilst at the same time improving traceability and generating increased productivity (elimination of multiple entries, which generate costs and errors, better sharing of information, etc.). It also has the goal of integrating and responding to changes in customs procedures and EU requirements regarding safety and security.

▶ E-Freight

Since 2008, Aéroports de Paris has been participating in the E-Freight Message Improvement programme initiated by IATA.

This electronic exchange system brings all of the stakeholders of the air-cargo chain together: not only the freight forwarders, the handling companies and airlines, but also the AUTF (Freight-Transport Users Association) or the French customs. The companies that use the system reap multiple benefits: cost optimisation, shortening of transit times, more precise and effective traceability. At the same time, electronic data transfer has a positive effect for the environment. Since the end of 2010, 20 paper documents have been replaced by electronic messages, representing a saving of 7,800 tonnes of paper, i.e. the equivalent of 80 Boeing 747s filled with paper documents.

▶ Cargo 2000

Established in 1997 under the aegis of IATA, Cargo 2000 is an interest group that brings together the major airlines, freight forwarders and handlers from the Cargo sector, with the sole goal of improving service quality and traceability in total transparency, for the benefit of the cargo industry. It is more than just a system and is above all a Certification and a standard for this industry.

▶ Development of the status of Certified Economic Operator (OEA[1])

Aéroports de Paris encourages cargo stakeholders to adopt the OEA approach. The aim of this system is to strengthen the level of protection offered by the customs checks, both for goods entering or leaving EU territory. OEA certification provides official recognition by EU customs authorities on quality and reliability: accounting, customs and logistics management, risk-prevention measures with regard to safety/security, etc.

As a Certified Economic Operator, certified companies benefit from exclusive advantages in terms of simplified customs formalities, such as reducing the frequency of checks. This certification thus contributes to your competitiveness by providing your company with a clear commercial advantage.
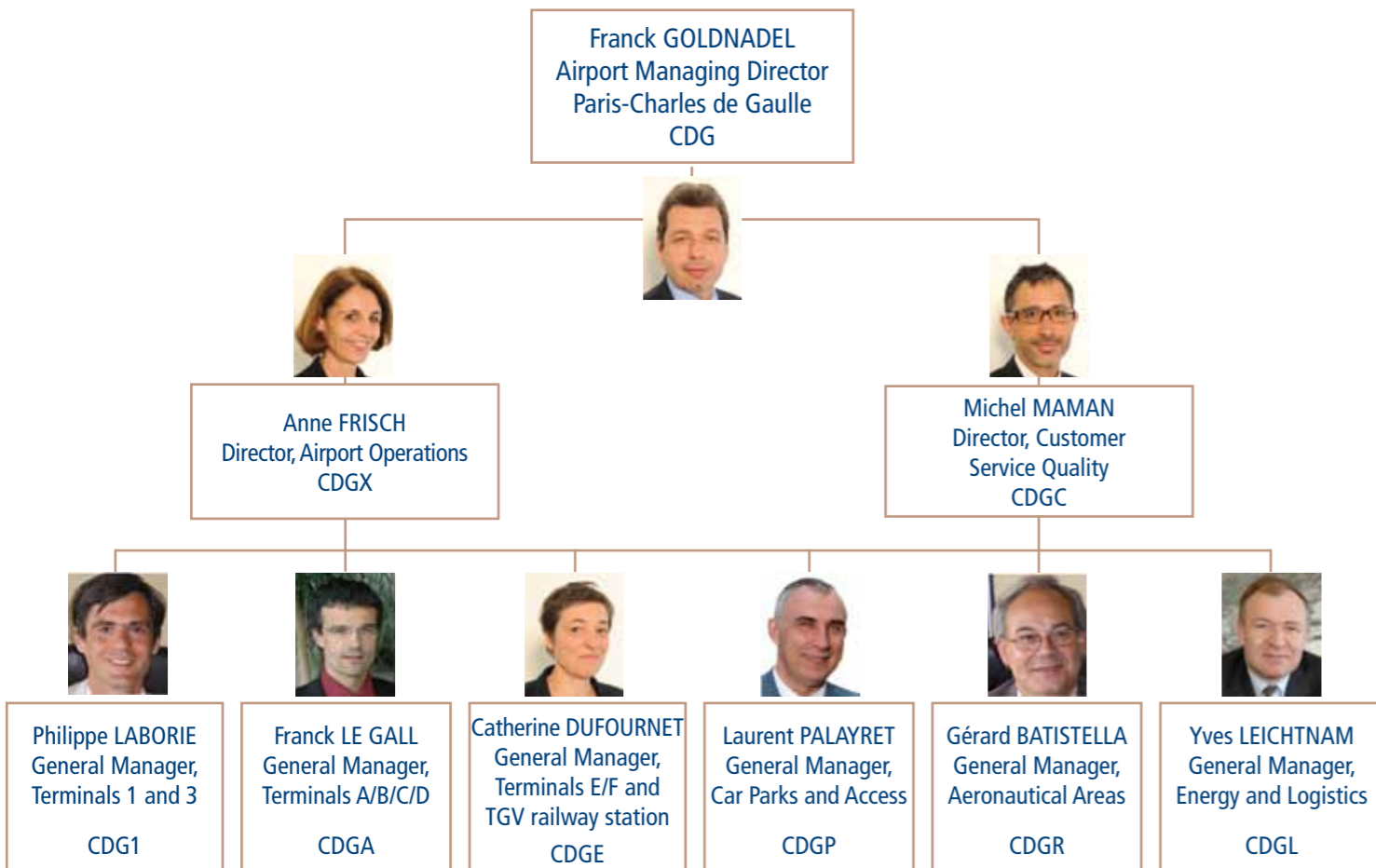
▶ Hubstart Paris

Aéroports de Paris is a natural partner of the Hubstart Paris programme, which brings together all of the local economic, institutional and public operators around a shared objective: the promotion of the attractiveness of this region. Promoting a customer-oriented approach, Hubstart Paris proposes a tailor-made integrated service offering that aims to facilitate the setting up of foreign companies at the airport or in the immediate vicinity. Within its Logistics-Cargo section, Hubstart Paris brings together the sector's professionals, contributing their Business expertise: identifying cargo operators (ADP), etc.

Thanks to this collective momentum and the implementation of operational actions, this approach allows all the partners in the logistics chain to demonstrate their coherent methodology, shared vision of the future and ambition. Aéroports de Paris plays a federating role, affirming its commitment to provide improved support for the economic development of cargo players and operators, whilst at the same time strengthening the competitiveness of Paris-Charles de Gaulle.

[1]*Opérateur Economique Agréé*

PARIS-CHARLES DE GAULLE AIRPORT MANAGEMENT

Management Team

Franck GOLDNADEL
Airport Managing Director
Paris-Charles de Gaulle
CDG

Anne FRISCH
Director, Airport Operations
CDGX

Michel MAMAN
Director, Customer
Service Quality
CDGC

Philippe LABORIE
General Manager,
Terminals 1 and 3

CDG1

Franck LE GALL
General Manager,
Terminals A/B/C/D

CDGA

Catherine DUFOURNET
General Manager,
Terminals E/F and
TGV railway station
CDGE

Laurent PALAYRET
General Manager,
Car Parks and Access

CDGP

Gérard BATISTELLA
General Manager,
Aeronautical Areas

CDGR

Yves LEICHTNAM
General Manager,
Energy and Logistics

CDGL

Operational Control

The **CDG PC**, located on the 7th floor of building 5720, in the Central Area, is the Paris-Charles de Gaulle control centre (PC).

Its missions: to collect, consolidate and give out all of the information needed for operational running of the airport

Working in permanent cooperation with the various Aéroports de Paris PCs, it also takes account of information from the airport division and external partners (Government, media, public services, etc) to allow automatic updating of information and an optimal picture of the situation at Paris – Charles de Gaulle airport.

Finally, it aims to identify incidents likely to affect the efficient operation of the airport and to evaluate their impacts on the flow of traffic.

There are four possible modes of operation:

* **"situation of vigilance":** operations are running in a normal manner, with occasional unforeseen events

* **"situation of heightened vigilance":** parrticular attention is paid to a situation or event that may disrupt operations

* **"degraded situation":** operations are disrupted by an identified incident

* **"crisis situation":** operations are severely disrupted by a serious accident or other incident of a similar scale.

An on-call decision-making and technical system ensures the continuity of service outside normal office hours: the **On-call Managers (technical and operations),** deputising for the Duty Airport Manager, are responsible for the continuous monitoring of the airport.

In degraded situation mode, the CDG PC is placed under the control of the Duty Airport Manager, who brings together in one place **(Situation Room)** the operatives involved in managing the incident thus enabling them:

* to receive and share in real time the information originating from their base
* to give out the instructions and directions necessary for management of the incident.

In crisis situation mode, the CDG PC becomes the **CDG Crisis PC**, and is placed under direction of the Prefect of Seine-Saint-Denis (93) or his representative.

This is where they activate a crisis unit for the purposes of triggering and coordinating the various prefectorial emergency plans, assisted in this by the airport authority and the logistical resources at its disposal. He surrounds himself with all of the competencies needed to manage the situation (Representatives of the airline, Aéroports de Paris, Air Traffic Control, emergency services, public services, etc.).

Major projects recently delivered or undertaken

▶ Regional terminal T2G

The regional terminal of Paris-Charles de Gaulle (T2G) opened in September 2008 and handles regional Schengen flights of the Air France Group, with a nominal capacity of 3 million passengers per year.

▶ Renovation of terminal 1

The renovation of Terminal 1, launched in 2004, was completed in March 2009. Whilst retaining the architectural specificity of this terminal, which was the first to be built, the areas reserved for passengers have been substantially modified for a better quality of service. The nominal capacity of Terminal 1 is around 10.8 million passengers per year.

The terminal's satellites are being renovated progressively and renovation works should be completed by 2012.

▶ Accommodation of the A380 Airbus

The majority of the investments needed for the handling of the Airbus A380 have been completed and the airport is now capable of receiving A380s in commercial service, with Satellite S3 already having 6 A380 contact stands. 2 other contact stands were provided in 2009 in Terminals 1 and 2C.

They are fitted out with 3 airbridges, one of which serving the upper deck of the A380.

▶ Single security checkpoints

This will save time for transit passengers flying in from within the European Union who no longer need to go through an additional security check. Progressive implementation of single security checkpoints raises customer satisfaction and cuts back transit circuit time.

Single security checkpoints are already operating at Paris-Charles de Gaulle airport, for T2D/T2D, T2F1/T2F1 and T2G/T2E transit passengers. Further checkpoints will be rolled out in 2012.

▶ Satellite S4

Construction of Satellite S4, a boarding lounge comparable in size to that of Satellite S3 and to be situated to the east of the latter. Planned to come into use in 2012. The provisional capacity of the satellite will be about 7.8 million passengers per year for 16 aircraft contact stands. Like Satellite S3, it will be linked to Terminal 2E by a customs-bonded automated metro.

▶ Connecting module for terminals 2A and 2C

In order to bring the border controls and security checks of Terminals 2A and 2C together at a single point, the construction of a connecting module began in 2009. This module will also enable the creation of a new area comprising shops and airline lounges and will open onto a shared boarding area for Terminals 2A and 2C. Due to become operational in spring 2012.

Terminal 2G

Satellite S4

Connecting module for terminals 2A and 2C

Terminal 1
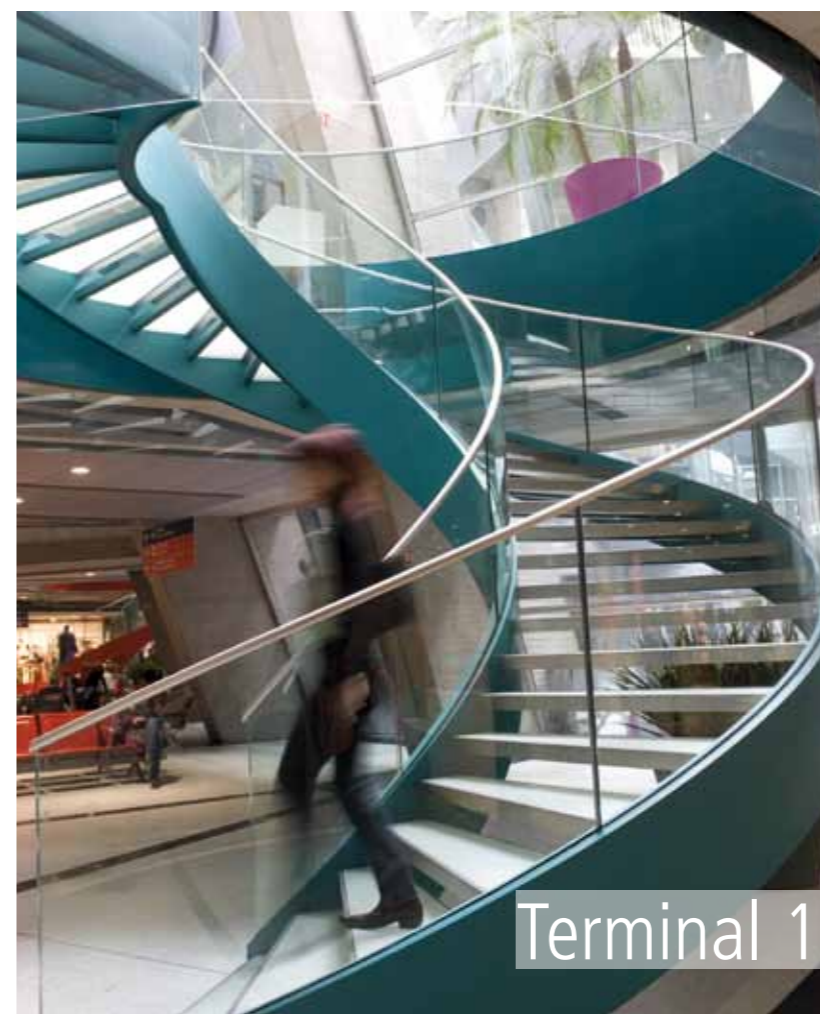
HOW TO OPERATE
at Paris-Charles de Gaulle airport

It is essential that any air carrier wishing to operate new air services at Paris-Charles de Gaulle airport follows the procedure below, the methods of which are presented subsequently:

TRAFFIC RIGHTS
French Civil Aviation Authorities

▼

AIRPORT ALLOCATION BETWEEN PARIS–CHARLES DE GAULLE AND ORLY AIRPORTS
Aéroports de Paris (Corporate Strategy Division),

▼

SLOT REQUEST
Cohor

▼

TERMINAL ALLOCATION WITHIN THE AIRPORT
Aéroports de Paris (Paris–Charles de Gaulle Airport Division),

▼

CHOICE OF GROUND HANDLING PROVIDERS
Certified ground handling service provider

▼

START OF OPERATIONS

Traffic rights

Air carriers wishing to operate air services at the Paris airports must ensure in advance that the corresponding traffic rights have been obtained from the relevant French civil aviation authorities. The procedure differs depending on whether or not it is a EU company.

EU air carriers wishing to exercise traffic rights for intra-EU routes must give notification of their programme.

EU air carriers exercising traffic rights for extra-EU routes and non-EU carriers are required to contact the relevant authorities to obtain the corresponding traffic rights, before submitting a request for a slot or allocation at airports operated by Aéroports de Paris.

The contact details for the French civil aviation authority are:

> Direction Générale de l'Aviation Civile (DGAC)
> Direction du Transport Aérien
> Sous-direction des transporteurs et services aériens
> 50, rue Henry Farman
> 75 720 Paris Cedex 15
> Tel: + 33 (0)1.58.09.43.21 - Fax: + 33 (0)1.58.09.38.65
> Email: international-dta@aviation-civile.gouv.fr

Airport allocation within the parisian airport system

In accordance with the terms of reference set up by Aéroports de Paris, air carriers wishing to operate air services at these airports must first of all obtain a decision on allocation from Aéroports de Paris.

Decisions on allocation are made taking into account:

- the rules on distribution of traffic within the Parisian airport system laid down by the minister responsible for civil aviation
- -the capacities available with particular regard to the published Community, national, regional and local operating regulations concerning safety, security, environmental protection and distribution of slots

Air carriers not operating at one of the airports run by Aéroports de Paris and wishing to set up an air service must therefore request allocation to one of the airports in the Parisian airport system from:	Aéroports de Paris Antoine DE LAMOTHE Pôle Relations compagnies aériennes Direction de la Stratégie et de la Qualité Email: **antoine.de-lamothe@adp.fr** Tel: + 33 (0) 1 43 35 74 56

Slot request

Slot allocation

Under the order of 19 October 1999, Paris-Charles de Gaulle is termed as a coordinated airport. As such, any landing or take-off of an aircraft operated by an air carrier is, except in the case of force majeure, conditional on the prior allocation of the corresponding slot by the designated coordinator at this airport.

For Paris-Charles de Gaulle, the task of allocating slots is assumed by COHOR (association for the coordination of schedules) which was appointed "coordinator for the Parisian airports" by the order of 9 August 1996.

The slot request should be sent to:

COHOR
BP 436 - Orly Ouest
94547 Orly Aérogare Cedex - France
SITA: HDQCOXH // Email: **hdqcoxh.scr@cohor.org**

French Airports Deputy Coordinator:
Eric HERBANE
eric.herbane@cohor.org
Tel: +33 (0)1 49 75 88 10

Paris-Charles de Gaulle
Airport Coordinator:
Didier CORNACCHIA
didier.cornacchia@cohor.org
Tel: +33 (0)1 49 75 88 19

Coordination parameters

The coordination parameters for Paris-Charles de Gaulle are determined by the French DGAC before each aeronautical season.

These parameters are:
• Limitation on use of runways: **http://www.cohor.org/**
• Terminal constraints: in the event of an exceedance of the maximum hourly flow rate of departure passengers as defined for each terminal, COHOR must warn the carriers of possible difficulties that could arise.

Air carriers affected by this warning must contact Aéroports de Paris to find a suitable solution:	Aéroports de Paris Thérèse DHERSIN Pôle Relations Clients, Fret et Développements Direction de l'aéroport Paris-Charles de Gaulle Email: **therese.dhersin@adp.fr** Tel: +33 (0) 1 48 62 01 32

• **Environmental constraints:**

1) Between 12:00 midnight and 4:59am for departure slots and between 12:30am and 5:29am for arrival slots, the number of slots has been limited by quota. Any airline without a quota is therefore not able to operate within these time periods. The quota is determined by the coordinator for the following equivalent season by applying the methods stipulated in the Order regarding night-time restrictions. Any cancelled slot is permanently lost and cannot be rescheduled later in the season. Any slot not used is also permanently lost for the current season.

2) Any take-off between 12:00 midnight and 4:59am local time of departure from the apron is prohibited if it has not been allocated a departure slot for this period of time and for the day in question, even if the late take-off is due to operational constraints.

Use of slots

No air carrier can operate an air service departing from or arriving at Paris-Charles de Gaulle airport without having previously obtained a slot from COHOR for the said air service, except for those specific cases stipulated in European regulations or in a case of force majeure.

Any carrier who deliberately operates a flight that does not correspond to the allocated slot or for which no slot exists can be penalised by the Minister responsible for Civil Aviation.

After hearing from the offending airline, the CAAC (Administrative Committee for Civil Aviation) can advise the Minister responsible for Civil Aviation to impose penalties that may be up to €7,500 and can be doubled in the case of a repeat offence.

Terminal allocation at Paris-Charles de Gaulle airport

In accordance with the terms of reference of Aéroports de Paris, air carriers holding slots at Paris-Charles de Gaulle and wishing to operate air services at this airport must first obtain a decision on terminal allocation from Aéroports de Paris.

Decisions on allocation are made whilst taking into account:

- the request from the customer airline and its operating constraints as well as, in the case of an airline that is a member of an alliance, the regrouping objectives expressed by the latter
- the respect of the principles of fairness
- the availability of airport resources within the terminal with regard to the characteristics of the flights being operated as well as the services necessary for the passengers concerned
- the balance of traffic between the terminals with the aim of optimising the use of infrastructures and equipment.

Air carriers are therefore invited to present, as part of their request, the main features of their flight schedules (timetables, aircraft type, customer typology etc.) as well as their possible requirements in terms of commercial, technical and administrative premises.

Air carriers wishing to operate at Paris-Charles de Gaulle must request allocation to one of the terminals from:	Aéroports de Paris Franck Goldnadel Directeur de l'aéroport Paris-Charles de Gaulle BP 81007 95931 Roissy Charles de Gaulle Cedex Email: **franck.goldnadel@adp.fr** Fax: + 33 (0)1 48 62 58 02

Once the allocation has been obtained, the carrier is put into contact with the managers of the relevant terminal who are responsible for allocating the necessary resources (desks, counters, rooms etc.) for operating the flights.

Business operations permits

A business operations permit is mandatory for any company undertaking an industrial or commercial activity or trade, permanent or regular, other than aircraft operations or air transport services, whether in the public area or the restricted area, and within the boundaries of Paris-Charles de Gaulle airport.
(Prefectorial Order relating to Policing at Paris-Charles de Gaulle no. 05/4979 of 07 Nov. 2005 – Article 31 / Police Order no. 05/4980 of 07 Nov. 2005 / Police Order no. 05/4981 of 07 Nov. 2005)

This permit can only be issued by the airport authority.

It is a prerequisite for the issue of access badges, vehicle access permits, request for allocation of premises, and desks. Business operations permits are issued in accordance with the regulatory provisions in force in relation to safety, security, environment, public health, quality and ground support (European Ground Handling Directive).

The company holding the permit is obliged to inform the airport authority of any changes made within the scope of paragraph 3 of Article R 216-14 of the Civil Aviation Code – Sub-contractors are subject to the same regulatory obligations.

The unit responsible for the issue of business operations permits, attached to the Integrated Management System department, is available to help you with the administrative process.

All of the information and documents concerning business operations permits can be found on the Aéroports de Paris website: **www.aeroportsdeparis.fr <http://www.aeroportsdeparis.fr/> > business activities > business operations permits**

Certification of handling providers

For companies that provide at least one aspect of ground handling support a "handling certificate" issued by the DGAC (DSAC Nord department) is mandatory. It must be obtained in advance of the business operations permit.

Access badges

The airport is divided into two main parts: the public area, which is accessible to everyone, and the restricted area, which is accessible to the holders of access badges.

Access badges allow entry to the restricted area (the area located after immigration controls) but also, depending on the type of authorisation granted, to the restricted security area (located after the security checkpoints).

Access badges are issued by the local security office. The requesting company has to first obtain a business operations permit.

The company must appoint its security representative(s) and ensure that they receive security training. The security representative defines the requirements with regard to access badges within his company.

Validation of the access badge is subject to security training given by an approved training centre. The security representative informs people within the company of the security regulations in force and supervises the request for access badges.

Handling

Handling operations are subject to controls by the Airport authority, in accordance with article R216-14 of the Civil Aviation Code.

European Directive 96/67/EC of 15 October 1996 relating to accessing the market for ground handling, transposed to Articles R.216-1 onwards of the civil aviation code, established:

- on the one hand, the principle of an open market for services to passengers (ground administration and supervision, passenger check-in, transport on the ground) and certain aircraft services (cleaning, fuelling, line maintenance, flight operations and crew administration, catering)

- on the other hand, the possibility of limiting on the number of service providers for runway operations, baggage handling and the transfer of cargo and mail.

For a list of service providers authorised to operate at Paris-Charles de Gaulle see annex

Real estate

Premises in the terminals

These premises vary in type: equipment rooms, service rooms (offices, cloakrooms, supplies/storage etc.), operational rooms, "prestige" rooms (airline lounges etc.) and desks in the terminals.

They are offered as a bare shell (without fittings or energy supply) or ready for immediate occupation. Because of their advantageous location, these offices have a high rate of occupation.

CONTACTS

Terminals 1 and 3:
erwin.bernhard@adp.fr
or corinne.anne@adp.fr (T1)
and xavier.mias@adp.fr (T3)

Terminals 2A, 2B, 2C and 2D:
sylvain.boffelli@adp.fr
or carlos.francisco@adp.fr

Terminals 2E, 2F, 2G / TGV station / MN module:
anne.boule@adp.fr

Premises outside the terminals

The Real Estate division is available to assess your needs with regard to offices outside the terminals.

CONTACT
stephane.meunier@adp.fr

CONDITIONS OF USE AND REGULATION

Restrictions on use

Restrictions on use at Paris-Charles de Gaulle with regard to noise

• No aircraft for which the certified noise level at the so-called over-flight point is greater than 99 EPNdB is allowed to take off from Paris-Charles de Gaulle between 12:00 midnight and 4:59am, local departure time from the apron.

• No aircraft for which the certified noise level at the so-called approach point is greater than 104.5 EPNdB is allowed to land at Paris-Charles de Gaulle between 12:30am and 5:29am, local arrival time on the apron.

Exemptions may be granted subject to approval by the DGAC.

• Night-time ban, from 11:30pm to 6:00am, on ICAO Annex 16 chapter 2-certified aircraft movements as well as engine trials.

• Noisy chapter 3-certified aircraft and the noisiest chapter 3 aircraft, between 11:15pm to 6:00am local time of departure from the apron:
  - must be indicated as such to the air traffic control service by the captain on first making radiotelephone contact
  - must comply with the special procedures for take-off and initial climbing drawn up with a view to limiting noise nuisance.

Restrictions on use at Paris-Charles de Gaulle Airport with regard to operational procedures

• Chapter 3-certified aircraft on night-time departure to the east between 11:15pm and 6:00am must follow the "Plaine de France" "8Y" procedure

Penalty procedure
In the event of failure to comply with the above restrictions, the CNPN (National Committee for the Prevention of Nuisances) can advise the ACNUSA (Authority for the Control of Airport Noise Nuisance) to impose fines that can be up to €20,000.

INFORMATION TO BE PROVIDED BY THE AIRLINE

Flight schedules

Whatever the nature of their traffic, air carriers or their representatives (handlers) must inform the airport authority in advance (at least 48 hours beforehand) of their flight schedules and specify any possible changes via SITA to the following address: PARFSXH.

All complaints or specific requests must be sent to the Flight Scheduling Unit, which can be contacted by email: **cpvnord@adp.fr**

Schedule Coordinator (COHOR) data and that of the airlines communicated by SITA will allow the definition and maintenance of the flight programme for the current and future seasons.

This information will feed the flight information displays in the terminals and the aeroportsdeparis.fr website.

Communication of aircraft characteristics

Airport fees are calculated partly on the basis of the characteristic elements of each aircraft. Thus, for any aircraft likely to come to Paris-Charles de Gaulle, a certain amount of information must be sent in the month prior to its arrival.

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

- The Noise Abatement Certificate (CLN) or Acoustic Certificate, the sole document indicating the MTOW and the limitations allowing the classification of the aircraft in one of the 6 Acoustic Categories.

The two parameters specific to each aircraft, serving as the basis for calculating airport fees and based on the document sent, are the following:

- Maximum Take-off Weight (MTOW), shown on the Certificate of Airworthiness, rounded up to the nearest tonne

- The acoustic group allowing the determination of modulation coefficient for the landing fee.

In order to keep our file of aircraft registrations permanently up to date and to guarantee the complete nature of the invoicing, every air carrier must notify the Airport authority, before operating its flight, of any modification to the composition or characteristics of its fleet. Any delay in communicating this information cannot be used to challenge fee invoices already drawn up on the basis of the old data.

The date for consideration is the date of receipt of the documents.

Information likely to affect the addressing of invoices must also be sent to Aéroports de Paris. All of the information referred to above, as well as any change involving the ownership or operation of an aircraft, or any commercial agreement for the chartering or hiring of an aircraft, must be sent to:

veronique.leduez@adp.fr
Tel. +33 (0)1 49 75 75 35
Fax +33 (0)1 49 75 79 40

Real time operational 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.

Operational messages to be sent

The air carrier or its agent (handler) undertakes to send all of the expected operational information, fully 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 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 linked flight numbers and registrations (including changes)
- Advance passenger details on the basis of forward booking information
- Baggage information messages
- Misconnected baggage information

List of messages to be sent (in accordance with IATA standards)

- **MVT** Aircraft Movement Message - IATA AHM / 780 – NI, ED, AD, AA
- **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
- **PTM** Passenger Transfer Message – IATA RP / 1718
- **BSM** Baggage Service Message – IATA RP / 1745
- **MSF** World Tracer Fault Station Log

Data has to be in compliance with IATA standards:

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

Messages to be sent to the following SITA address: **CDGSJXH**

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** Previsionnel – Local ADP message

If the PAL/CAL system is not used, the standards **PNL** (Passenger Name List – IATA AHM) and **ADL** (Additions and Deletions List – IATA AHM) 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: **CDGMRXH**

Air traffic data declaration

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

This data has a contractual value and, as such, the company is held liable for it.

These elements form the basis for calculating the amount of airport fees to be paid. They are also 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 air carrier can subcontract this task to a handling company, IATA contract, chapter 1.

The amount of fees cannot be challenged even if the air 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 at the time of operation. Consequently, whenever requested by an authorised agent, airlines are obliged to present the estimated weight for the flight together with its update or, failing that, the load message (LDM).

RATES, INVOICING AND METHODS OF PAYMENT

Airport fees

In accordance with the civil aviation code, airport fees are published by the airport authority and come into force one month after publication.

The tariffs for the current year are available on the Aéroports de Paris website.

Billing modes

Landing fee

Reminder: the following items are used to calculate the fee:

- Aircraft Maximum Take-Off Weight, rounded up to the next tonne,
- Aircraft acoustic group,
- Type of flight (training, test, forced return, positioning, etc.)

In the absence of one of these items:

- traffic declaration missing, provided over 48 hours after the corresponding movement or incomplete,
- absence of justification of MTOW and/or GA,

the fee shall be calculated as shown below, in accordance with the order of 26 February 2009 (French civil aviation code):

MISSING INFORMATION	BILLING BASIS
MTOW	Manufacturer's MTOW (highest) for the relevant aircraft type in our files
Acoustic group	The aircraft shall be assigned to acoustic group 1

The fee established in these circumstances is considered final. Fee billing established using older data due to a delay in communicating this information cannot be challenged, even if the airline subsequently provides the missing data.

Parking fee

Reminder: the following items are used to calculate the fee:

- aircraft MTOW (as listed in ADP's aircraft registration files. If the registration is unknown, the default value is that of the heaviest model of the type of aircraft operated by the airline at our airports),
- the type of parking stand(s) used (apron or long-term parking stands),
- the aircraft occupancy of the stand(s) (the time data is supplied by ADP operating personnel. It is cross-referenced with the data supplied by the ATC. It is also checked for consistency with the times given on the traffic form).

Special cases:

Arrival only/Departure only (arrival-departure flights not linked):

A fixed half-rate will be billed.

Operating airline for arrival different from operating airline for departure:

- **If only one parking stand** is used, the inbound flight operator pays the entire parking fee.
- **If several parking stands** are used, the outbound flight operator pays for the parking fee used prior to departure (last stand).

The inbound flight operator will be billed for all other parking stands.

For the use of a contact stand (if any) a fixed half rate shall be billed to both.

Passenger fee

Reminder: billing is based on the number of passengers listed in the traffic declarations provided by the carrier or his representative.

Aéroports de Paris may perform random audits of the airline's operation documents to check the accuracy of the traffic data. The airlines may also be required to present at the request of an authorised agent the aircraft weight and balance estimate with its update or at least the load message (LDM).

In the absence of information (traffic declaration missing, provided over 48 hours after the outbound flight or incomplete), the passenger fee is calculated as follows:

MISSING INFORMATION	BILLING BASIS
Destination	International traffic
Number of passengers	Maximum capacity for the type of aircraft or the airline's largest aircraft type if this information is not provided

Billing is final even if the company subsequently provides the missing data

Instructions to benefit from transit passenger rates

For billing purposes, passengers in transit in Paris are passengers boarding an outbound flight who flew into Paris-Orly or Paris-Charles de Gaulle. The theoretical time of departure and theoretical time of arrival of the two flights may not be over 12 hours apart.

This definition requires the following conditions:

- passengers in transit in Paris have a single ticket for the legs of the flight immediately before and after their transit in Paris.
- the Paris-Orly and Paris-Charles de Gaulle airports are considered as a single airport system. Consequently, passengers flying into Paris-Orly are considered to be in transit in Paris if they fly out of Paris-Charles de Gaulle, and vice-versa.

The following passengers do not benefit from the "transit passenger" rate:

- passengers travelling by train or bus to the Paris-Orly and Paris-Charles de Gaulle airports. Flight/Train and Flight/Bus connections are also excluded from the scope of the transit passenger rate.
- passengers flying a two-way trip from the same airport system via Paris, even within a 12-hour period.
- passengers whose inbound and outbound flights are theoretically over 12 hours apart.

The order of 28 February 1981 states that the passenger fee is due:

- for all outbound flights except:
  - if the flight performs a technical stop,
  - if the flight performs a forced return (QRF) after takeoff due to technical incidents or unfavourable weather.

- for all occupants of the aircraft excepting:
  - the flight crew members (not including accompanying, control or measuring personnel),
  - passengers in direct transit (continuing on the same aircraft)
  - children under two years of age.

VAT regime

Exemption from VAT is applicable under certain conditions:

- for French airlines: being listed in Annex A of the General Tax Code

- for foreign airlines, with the exception of those shown in Annex B of the General Tax Code (airlines liable for VAT): to provide a document certifying the status of the air transport company for which international traffic represents more than 80% of its overall traffic.

For any information relating to airport fees, contact:

Marie-José ALVAREZ BANOS
Tel. +33 (0) 1.49.75.74.62
Email: **mariejose.alvarezbanos@adp.fr**

For any complaint relating to airport fees, contact:

Agnès ROBERT
Tel. +33 (0) 1.49.75.75.68
Email: **agnes.robert@adp.fr**

Methods of payment

Invoices can be paid:

1) By direct debit from a bank or post office account domiciled in France (Authorisation form, together with an original bank account slip (RIB) to be sent to the Customer Accounts department).

2) By bank or post office cheque clearable in France and made out in Euros to Aéroports de Paris, to be sent to:

Aéroports de Paris
Service Comptabilité Clients
Orly Fret 805
94548 Orly Aérogare Cedex

3) By bank transfer to the following account: Aéroports de Paris – NATIXIS – IBAN (international bank identification number): FR76 30007 99999 04010005003 73 (bank code: 30007 – counter code: 99999 – account no. 04010005003 – RIB key: 73).
The customer account number and references for the invoices being paid must be included in the wording of the bank transfer.

4) By Swift transfer to SOGEFRPP Rig – Rive Gauche Entreprises – 03640 France; the customer account number and references for the invoices being paid must be included in the wording of the bank transfer.

5) By Visa bank card or Amex for distance sales.

Aéroports de Paris
Paris-Charles de Gaulle Management
Airport Operations Division
Development, Airline Relations & Cargo Department
6, rue des Bruyères – BP 81007
95931 Roissy Charles de Gaulle cedex

AÉROPORTS DE PARIS