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Press release

Quality of service: Aéroports de Paris obtains ISO 9001 certification for its computer and telecommunication systems

Aéroports de Paris achieves ISO 9001 certification for the design, execution and operation of its computer and telecommunication systems.

The computer and telecommunication systems are at the heart of the quality approach carried out by Aéroports de Paris. They insure a seamless and updated delivery of information to passengers, airlines and partner companies at both Paris-Charles de Gaulle and Paris-Orly airports.

"Our objective is to implement good practice in order to meet our clients' demands, particularly in the field of airport software, where real-time requirements, seamless operations and operational risk control prevail" declares Thierry Feybesse, IT Director for Aéroports de Paris.

The certification concerns **passenger information** applications such as real time flight information display, information and orientation terminals, aeroportsdeparis.fr website, and its smartphone version.

It also covers **operations with airlines and air traffic control** such as real time flight times monitoring as well as assistance to airport resources allocation (aircraft stands, counters, departures/arrivals lounges, baggage delivery carousels).

The certification includes the applications dedicated to **airport security measures, mainly** staff biometric control and video surveillance systems contributing to the security and safety of airport operations.

The certification also concerns **in-house applications** such as electronic mail service, office automation, document management and integrated management system. It also includes computer-assisted design, geographic information and real estate management systems.

Aéroports de Paris computer system in a few figures

- More than 300 software applications
- 7 200 desktop computers
- 1 800 computers dedicated to airport operations
- 4 200 display screens in the terminals
- 6 000 video surveillance cameras
- 2.5 million operations messages exchanged everyday with airport partners
- 0.5 million e-mails exchanged per day
- 120 000 calls per year handled by computer hotline

www.aeroportsdeparis.fr

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Aéroports de Paris builds, develops and manages airports including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. Aéroports de Paris is Europe's second-largest airport services group in terms of airport revenues and the European leader for cargo and mail. Aéroports de Paris accommodates nearly 460 airlines, including the main companies in the air transport industry. With an exceptional geographic location and a major trading area, the Group is pursuing its strategy of modernizing its terminal facilities and upgrading quality of services, and also intends to develop its retail and real estate business. In 2008, Aéroports de Paris Group had revenues of €2,527 million, and the company handled 87.1 million passengers.

Aéroports de Paris ISO certifications:

- Paris-Charles de Gaulle airport is one of the first European airports to be awarded ISO 14001 certification in 2001, followed by Paris-Orly in 2002 and Paris-Le Bourget in 2005.
- Aéroports de Paris obtained a new certification in 2005 renewed in July 2008 in the "Project management (design and construction) and Assistance to the Main contractor, Architecture, building engineering, Infrastructure and Systems" business area.
- At Paris-Charles de Gaulle airport, the integrated management system for operations and the development of airport facilities obtained certification by Bureau Veritas in the areas of quality, environment, health and safety at work which meet ISO 9001:2008 version, ISO 14001:2004 version, BS OHSAS 18001:2007 version standards. The system also includes the management of airport security and safety which are certified by the State.
- ADPI, subsidiary which designs and develops airports all around the world, has been ISO 9001 certified since February 2003.
- Another subsidiary, Hub télécom, operator and business solutions integrator obtained the ISO 9001 certification in July 2008.

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