



Press release

Paris, 25 June 2009

**Summer departures:
Aéroports de Paris and ICTS* test "Families Access",
a family lane at security checkpoints in terminal 2E
at Paris-Charles de Gaulle Airport**

Aéroports de Paris plans to handle around 900, 000 passengers¹ on the first week-end of summer departures at Paris-Orly and Paris-Charles de Gaulle airports (from 26 June to 28 June included).

In total, nearly 17 million passengers² travel through Paris airport in summer time. New this year: a personalized welcome at security checkpoints for families.

Families are more numerous during summer departures at Paris airports. This year, nearly 5 million are expected. These passengers, who fly once or twice a year on average³, often travel with a large amount of hand luggage: strollers, bags, childcare gear, toys...As occasional passengers, they are less used to airport security checks.

To respond to their needs, Aéroports de Paris and its partner ICTS are testing « **Access Families** », a new plan to handle families at security checkpoints.

It will help improve the comfort of parents and their children when going through security checkpoints during the main three week-ends of summer departures, from 26 June to 12 July 2009 in terminal 2 E at Paris-Charles de Gaulle airport.



« To make their summer break start at the airport, we offer children and their parents to transform the experience at security checkpoints into a pleasant and entertaining time. This operation aimed at families will allow more fluidity and will help our young passengers, more numerous each summer, to better understand the airport world », declares Franck Goldnadel, Managing Director of terminals 2E, 2F and 2G at Paris-Charles de Gaulle airport.

¹ Passenger traffic forecast for the week-end of 26-28 June at Paris-Orly and Paris-Charles de Gaulle airports

² Passenger traffic in July and August 2008 at Paris-Orly and Paris-Charles de Gaulle airports

³ Source " 2008 passenger observatory – Aéroports de Paris" survey

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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.



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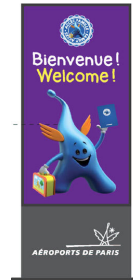
The plan foresees :

- **Upstream, training of the personnel in charge of security by child-family experts and Le Rire Médecin association **.**

For the first time, staff in charge of "Families Access" will get tailor-made training adapted to the needs of each family: explanation of security measures, guidance to young children and also assistance such as the folding of strollers...

- **In the terminal, an access easily identifiable thanks to the « Accès Familles / Families Access » sign.**

A customer service agent will invite pregnant mothers and families with children to go through this priority lane for a swifter passage through security checks.



- **Entertaining children at security checkpoints**

This summer, youngsters will get VIP treatment at security checkpoints!
The security staff will make them feel welcome thanks to an entertaining and didactic approach: "*why does my bag have to be checked? What will happen to my favourite toy? How does the metal detector work and what is it for?*"... All kinds of questions that may come through children's minds and which will be addressed by security experts.



Pass'voyage, a souvenir document, will be offered to children. Under the form of a passport staging Gus, Aéroports de Paris mascot, **Pass'voyage** includes a comic strip and games so that children can complete their knowledge while having fun. **Pass'voyage** will be symbolically stamped, "just like dad's and mom's", at the end of the check.

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ICTS security personnel trained by Le Rire Médecin

This project is a new experiment for Le Rire Médecin, an association working in hospitals. «We have acquired a real know-how in entertaining children and families in all kinds of circumstances. Passing on this know-how to airport security staff to help them improve customer care is a wonderful challenge », highlights Caroline Simonds, founder of Le Rire Médecin association. To succeed, the association devised a method to help each participant, through role playing exercises, to identify to passengers while improving their interpersonal skills.



"We are trained in security and passenger handling procedures at security checkpoints several times a year but this training is very different, it goes even further.

Le Rire Médecin encouraged us to play the role of passengers: children, parents, aged people... In my group, even though no one had ever had an acting lesson, we all took part, once the ice was broken. We took turns to play a passenger in different situations. This training helps us to adapt to everyone while carrying out our security mission seriously." explains Linda Benjoua, an ICTS security employee.

*ICTS airport security company, service provider of Aéroports de Paris, particularly at passenger security checkpoints in terminals 2 E/F at Paris-Charles de Gaulle airport.

** Le Rire Médecin, association created in 1991 gathering actors who work in paediatric departments of several hospitals, to divert children. In parallel, Le Rire Médecin trains the medical staff to help them adopt an entertaining approach in dealing with hospitalized children.