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Press release

## Aéroports de Paris invites passengers to imagine the perfect airport

Aéroports de Paris introduces its *Dites-nous* (tell us about it) forum to bring passenger input to service quality.

From 25 August 2010 and for 4 months, Aéroports de Paris will invite its customers to blog about their idea of the perfect airport on its new site, [www.ditesnous.fr](http://www.ditesnous.fr).

*Dites-nous* is for all passengers who have recently flown from Paris-Charles de Gaulle or will be doing so shortly. By registering free of charge on the site, passengers will quickly understand who does what at an airport. They can make suggestions and share their ideas with other passengers but also with Aéroports de Paris. They will all share the same goal: to improve service quality and customer satisfaction.

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By BusinessLab

[www.aeroportsdeparis.fr](http://www.aeroportsdeparis.fr)

**Press contact:** Christine d'Argentré - +33 1 43 35 70 70 – **Investors Relations:** Florence Dalon- +33 1 43 35 70 58

Aéroports de Paris builds, develops and manages airports including Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget. With 83 million passengers handled in 2009, Aéroports de Paris is Europe's second-largest airport group in terms of airport passenger traffic and the European leader for freight and mail. With an exceptional geographic location and a major catchment area, the Group is pursuing its strategy of adapting and modernizing its terminal facilities and upgrading quality of services, and also intends to develop its retail and real estate business. In 2009, the group revenue stood at 2,633 million euros and the net income at 270 million euros.

**3 minutes to find out who does what at an airport**

After a quick registration on [www.ditesnous.fr](http://www.ditesnous.fr), the passenger must answer a quiz on the roles and responsibilities of the key players at Paris-Charles de Gaulle airport: Aéroports de Paris, airlines, Police, Customs, security companies, carriers, air traffic controllers, etc.

The quiz is very short; it only takes 3 minutes to answer all the questions!

This step is brief but crucial as it creates the best environment for our clients to converse and exchange information with other passengers but also with Aéroports de Paris.



**Converse, share, exchange**

Aéroports de Paris has set up a forum for discussion and exchange for members of the *Dites-nous* community. The forum allows users to:

- post a "contribution"
- react to contributions posted by other members of the community
- vote for the most interesting concept or idea

"We are absolutely determined to draw on these exchanges with our clients to drive the upgrade of our services," stated François Rubichon, Aéroports de Paris Deputy CEO.

The themes addressed cover the entire route passengers travel from the time they leave their home until their flight departure.

The internet users can hence converse with each other and share with Aéroports de Paris their ideas and suggestions for improvement on the following aspects:

- **Transports and Access**
- **Car parks**
- **Boutiques**
- **Services**
- **Security**
- **Luggage**
- **Atmosphere**
- **Sustainable development**

**An access in the boarding lounges**

To offer passengers a free access to ditesnous.fr website in Parisian airports, Aéroports de Paris has at their disposal, on each Atlanteam workspace, a computer on free access. Thus, 24 work spaces are available at Paris-Charles de Gaulle and 4 at Paris-Orly.

**A mobile version to log on at any time: m.ditesnous.fr**

Aéroports de Paris wished to make the *Dites-nous* forum accessible from most mobiles.

Frequent flyers are big users of such devices. Aéroports de Paris hence decided to offer them a mobile portal allowing them to comment practically in real time.

"We are committed to publish the results of these exchanges at the end of this first stage. We will study and test among our passengers, whenever possible, the concepts and innovations selected by the users of *Dites-nous*", concludes François Rubichon.



An English version of the site is underway.