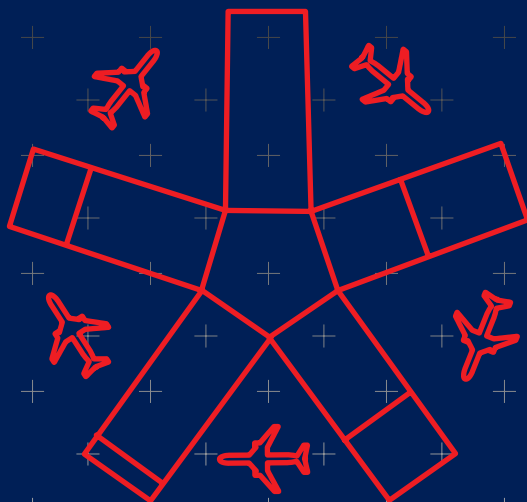


# Air France at Paris-Charles de Gaulle

Europe's most powerful Hub



# AIRFRANCE



## FRANCE IS IN THE AIR



## A BREATHTAKING NETWORK

1,000 destinations thanks to one of the largest networks  
in the world with KLM and our SkyTeam partners.

The Air France Hub at Paris-Charles de Gaulle, a genuine gateway to the world on departure from Europe, is the heart of the company's network: close to 6,500 Air France staff, 100,000 customers every day, more than half of whom are in transit on 25,000 weekly connecting opportunities.

Recognized as the most powerful hub in Europe, Air France is constantly investing and leveraging its strengths to improve its operational performance. With its digital customer experience, the modernization of its infrastructures and lounges, the evolution of its services tailored for each passenger and the range of products and services offered by SkyTeam and Paris Aéroport, Air France's Hub at Paris-Charles de Gaulle meets the company's levels of excellence and its strategic ambitions.

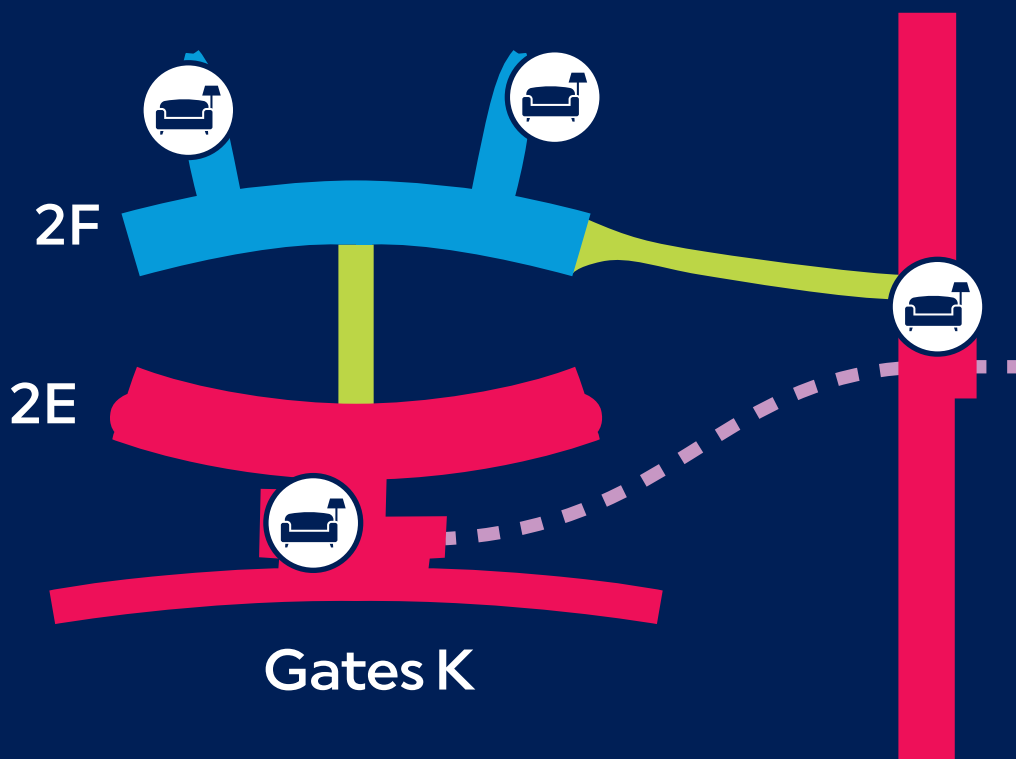
With a minimal waiting time, simplified and harmonized connections, lounges offering a unique and award-winning catering service as well as other exclusive services adapted to all passengers, the Air France Hub combines serenity and comfort in an airport to offer the best travel experience on arrival at the Paris-Charles de Gaulle Hub.

**100,000**  
connecting passengers

**6,500**  
Air France staff

**25,000**  
weekly connecting opportunities

# Paris-Charles de Gaulle: the heart of the company's network



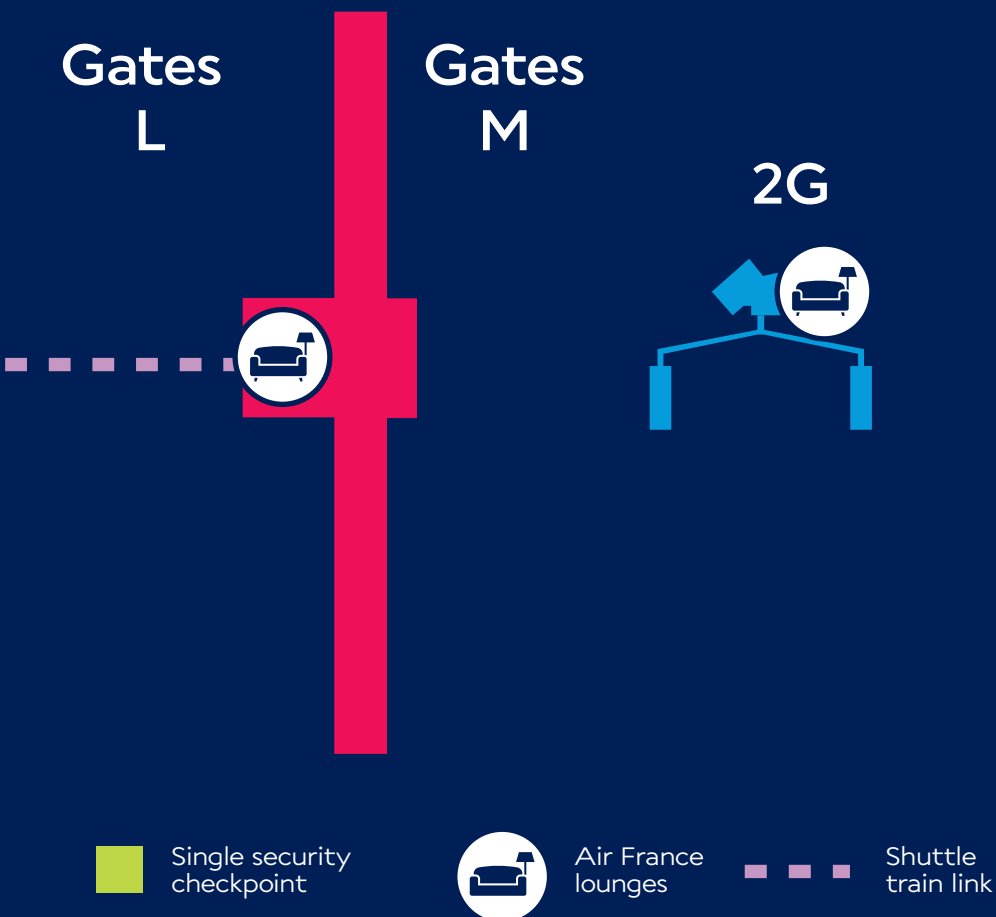
Europe Schengen short  
and medium-haul flights

International medium  
and long-haul flights

At Paris-Charles de Gaulle, Air France customers enjoy simple and fast channels through the airport via modern infrastructures.

All the activities of Air France and its SkyTeam partners are grouped in the eastern part of the airport. Terminals 2F and 2G are dedicated to European flights (Schengen). Flights for destinations other than Schengen Europe leave from terminal 2E.

Channels adapted to connecting passengers reduce their transit time by 10 minutes.







# Innovation at the service of our customers

The Air France customers' digital experience, from the time they book their flight to their time spent at Paris-Charles de Gaulle, is a reference in the airline and travel industry.

Anticipating, accompanying, retaining loyalty, these are the challenges for Air France to strengthen its customer relations. One of the company's greatest assets, digital services are an excellent way to personalize the customer experience. At each stage of their trip, the customer is accompanied by simplified and intuitive digital solutions:

## *Innovation, seamless and personalized service*

- 247 self-service kiosks to save time by printing your boarding pass or baggage tag;
- 58 automatic baggage drop-off counters to drop off your baggage in 30 seconds;
- 56 self-boarding gates to board an A320 with 178 passengers in 12 minutes;
- 2,500 tablets used by Air France ground staff to provide customers with a quick and personalized response wherever they are at the airport.

Free WiFi is available throughout the airport, offered by Paris Aéroport and there is dedicated WiFi offered by Air France in all its lounges.

AIRFRANCE  



*Comfort, relaxation  
and excellence*



# The lounges, a time to unwind before boarding

Alongside the move upmarket of its products and services on board, Air France is continuing the transformation of its airport lounges for ever greater comfort.

At Paris-Charles de Gaulle airport, Air France has seven Business lounges and one La Première lounge.

- **The Business lounges offer our 2,300,000 annual passengers:**

- Free Wi-Fi access;
- Hot or cold snacks, as well as an assortment of self-service drinks;
- Clarins offers customers free beauty treatments in the long-haul lounges.

- **The La Première lounge, a world-renowned lounge:**

- Skytrax award for best First Class lounge in 2015;
- Skytrax award for best catering in a First Class lounge in 2016;
- Wines and dishes from a menu prepared by chef Alain Ducasse to discover the tastes of a renowned restaurant with table service;
- An area dedicated to well-being run by Biological Research, to enjoy a unique moment to unwind.

Air France is continuing to invest in its lounges and will open a brand new Business lounge in terminal 2G on 1<sup>st</sup> March 2017.



*Business Lounge Terminal 2E Hall M*



*La Première Lounge Terminal 2E*



*Business Lounge Terminal 2G*



*Business Lounge Terminal 2E Hall M*

# Customers at the heart of the Hub

## **SKYPRIORITY, DEDICATED SERVICES AND EXCLUSIVE BENEFITS**

SkyPriority is a coordinated global ground service. Easily recognizable by its signage and dedicated counters, SkyPriority offers many advantages including priority at check-in, boarding and at security checkpoints at Paris-Charles de Gaulle airport.

This attention is an illustration of the joint work of the 20 SkyTeam member airlines to improve the service offered to their customers. This service is available at more than 1,000 airports worldwide

## **AIR FRANCE WELCOMES THE WORLD WITH ITS MULTICULTURAL TEAMS**

Air France has 6 teams of multilingual agents present every day speaking Mandarin Chinese, Cantonese, Japanese, Korean, Tamil, Hindi, Spanish, Portuguese and literary Arabic.

Their understanding of the language enables Air France to be closer to its customers from all over the world in Paris, by creating a more spontaneous and natural contact.





AIRFRANCE

SKY  
PRIORITY

Check-in  
Baggage  
Boarding Pass  
Flight Status

Check-in  
Baggage  
Boarding Pass  
Flight Status

airfrance.com



## **KIDS SOLO, A WARM WELCOME AT ANY AGE**

Air France offers an assistance service dedicated to the 303,000 children traveling alone each year on the company's routes. In 2016, 59,431 young travellers left from the Air France Hub at Paris-Charles de Gaulle.

Since April 2016, a new Kids Solo connections area welcomes young travellers at Paris-Charles de Gaulle. More than 300 sq. m. with 4 rooms: a games room equipped with Sony Playstation and table football for the older ones, a reading room for 10/17 year-olds, an activities area for younger children and a rest area.

## **AIR FRANCE OFFERS DEDICATED ASSISTANCE TO PEOPLE WITH DISABILITIES AND REDUCED MOBILITY: SAPHIR**

In addition to the Paris Aéroport services, the Saphir service is designed to facilitate travel for Air France customers with handicaps or reduced mobility by providing them with seamless services.



# A powerful and efficient Hub

Inaugurated on 31 March 1996 with a flight to Geneva, the Air France Hub has constantly reinvented itself to offer its customers the very best.

This continuous search for performance for its customers has resulted in the implementation of new connecting banks in the first quarter of 2017. Organized into 7 connecting banks throughout the day, this revision allows Air France to increase its traffic, while guaranteeing more fluid airport access, thanks to a better distribution of activity during the day. This remarkable organization allows the company to operate 60 flights every hour.

The Air France Hub control center, at the heart of traffic management, ensures with absolute precision the 1,000 daily arrivals and departures of Air France flights at Paris-Charles de Gaulle. To cope with the growing number of customers, Air France has expanded from 1,886 connections in 1996 to 25,000 in 2016.

Almost 6,500 employees of the Air France Hub are represented in complementary sectors by adapting, innovating, and above all by engaging with customers.

**1,000**  
daily flights

**247**  
self-service kiosks

**6,500**  
Air France staff at the  
Paris-Charles de Gaulle Hub

**2,500**  
tablets for the agents at the  
Paris-Charles de Gaulle Hub in 2017

**8**  
lounges, i.e. 12,225 sq. m.

**56**  
'self-boarding' gates

**59,431**  
young travellers left from  
Paris-Charles de Gaulle in 2016

**320**  
destinations in 114 countries operated  
by the Air France-KLM group

**100,000**  
bags handled every day

**60%**  
of customers check in online

**40 millions**  
customers choose every year  
the Paris-Charles de Gaulle Hub

**25,000**  
connecting opportunities in less  
than two hours

# A strong network in France and Europe

## CONNEXIONS BETWEEN AIR FRANCE AND THE RAILWAYS

Air France also attracts connecting train / air traffic thanks to the presence at the heart of its Hub of the Paris-Charles de Gaulle Airport station served by the TGV, the Thalys to Brussels, and the regional express network (RER). A partnership agreement between Air France and the SNCF allows the two companies to offer direct connections between the company's airports and the following stations: Angers, Le Mans, Strasbourg, Lille Europe, Lyon-Part-Dieu, Nantes, Poitiers and Tours-Saint-Pierre-des-Corps.

## PARIS-CHARLES DE GAULLE AND AMSTERDAM-SCHIPHOL, THE "HUBWAY"

The Air France hub at Paris-Charles de Gaulle and the KLM hub at Amsterdam-Schiphol are linked by 12 regular daily flights. Flight schedules are adapted to increase connecting opportunities at both hubs. The networks of Air France and KLM therefore promote 320 destinations in 114 countries. Customer assistance procedures, identical at both hubs, offer an excellent quality of service.





*A powerful network*

The background of the image is a modern interior space. The wall features a large-scale, light-colored diamond or chevron pattern. Numerous cylindrical pendant lights with warm-toned circular shades hang from the ceiling at various heights. A white architectural ledge or shelf is visible on the right side of the frame. The overall lighting is soft and contemporary.

# *instant Paris*

AIRPORT LOUNGE



# Air France and Paris Aéroport, a close collaboration

Paris Aéroport offers Air France customers more than 70 boutiques at Paris-Charles de Gaulle airport and a self-service WiFi network.

- **Instant Paris, a new concept by Paris Aéroport**

Instant Paris, the area dedicated to connecting passengers with an international boarding pass, opened at Terminal 2E in Hall L, at the heart of the Air France Hub. This new and original concept, created by Paris Aéroport, offers 4,500 sq. m. of relaxation and well-being, divided between the unique airside YotelAir hotel and its 24-hour private lounge, a restaurant called «Naked», free services such as a family room with its Kapla play area, a library and a «cinema» in the Live Arena. Air France customers can also experience live on a video wall the highlights of Parisian life and many other temporary events.

- **An efficient operating system**

In addition to Air France's operational optimization, the ADP Group is improving its East baggage sorting system: a modern baggage sorting system linking terminals E and F. Connected to 166 check-in desks, it has 60 km of conveyor belts. It carries up to 15,600 bags per hour with a processing time of ten to twenty-five minutes, not forgetting the twenty machines that scan each bag to ensure the security of your flights.

