

APOC WORKSHOP ROUND TABLE 6: SPECIAL EVENTS

FEEDBACK ON PARIS 2024 OLYMPIC & PARALYMPIC GAMES @ PARIS AIRPORTS: A DEFINITION OF CDM AND APOC CONCEPTS

26 July to 8 September

The biggest sporting event ever held in France: the Paris 2024 Olympic and Paralympic Games

More than 10,000 athletes

More than 60,000 accredited guests

206 nations

30 Olympic venues

Breaking down the challenge

4 key areas

#1 TRAFFIC

Equivalent to that of busy periods, it will be exceptional given the conditions.

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#3 BAGGAGE

Approx. 115,000 items of baggage for the delegations and media, including many oversized items that require a change in our processes.

********* #2 ACCREDITED GUESTS

A dedicated process and over 60,000 passes to be issued.

#4 SCHEDULE

A tight schedule in terms of organising the event and during the usual peak periods at our airports.



TRAFFIC EQUIVALENT TO BUSY TIMES BUT UNDER DIFFERENT CONDITIONS



Passengers withspecial requirements



A high concentration of bulky baggage over a short period of time



Fewer connections, meaning more passengers within the infrastructures



At each of the Paris airports, the same level of service but with individual challenges:

A challenge that began several months (years) in advance

An organisation managed at a Group level for all Parisian airports (CDG, ORY, LBG) with Paris 2024 and public forces (State)

Process then implemented locally by airports and CDM community

PARIS-LE BOURGET

- Busiest periods expected to be before and after the ceremonies
- High levels of activity nearby, with the Media Village and the Broadcast Centre



PARIS-CHARLES DE GAULLE

- Likely to be the main arrival/departure point for accredited guests
- Work required to increase passenger and baggage handling capacity

APOC since 2022

PARIS-ORLY

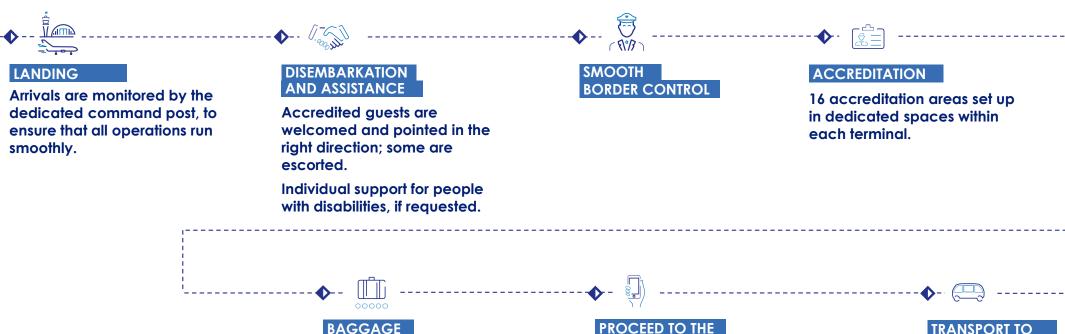
- Second main point of entry
- Arrival of European, North African, South America delagations. Arrival of dignitaries for the ceremonies

APOC since 2019



Groupe ADP - Paris 2024 Games Wide Open

When the doors open: the standard process for most accredited guests upon arrival.



Collected in the baggage reclaim area.

Specific process to accelerate the recovery of missing baggage.

PROCEED TO THE PUBLIC AREA

A signposted and impactful route.

Potential to pass through the Media Area.

Welcome Desk.

For delegations deemed sensitive: specific route.

TRANSPORT TO ACCOMMODATION

Delegations directed to the pick-up area: dedicated coaches (Athlete Transport) take them to where they will be staying.



The end is in sight: the Departure process



CHECK-IN EARLY

Most delegations can checkin at the Olympic and Paralympic Village.

Baggage is checked and stored the day before departure.



TRANSPORT TO TO THE AIRPORT

Delegations are transported by coach to the airports (Athlete Transport).

A reserve parking area is set up at Paris-Charles de Gaulle for these coaches and to regulate their movements.



PRIVATE RUNWAY TRANSPORT

Pre-checked in delegations make their way to this dedicated area, ensuring safety and fluidity.

Security checks before shuttle bus to the boarding lounge.



PROCEED THROUGH THE TERMINAL

Farewell Parties.

FOR OTHER PASSENGERS?

A similar level of requirements to traditional periods.

Optimal conditions for movement within the terminals have been maintained thanks to the facilities in place for accredited guests.

A lively welcome with events and entertainment.



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OPERATIONS MANAGEMENT: CDM@JOP (CSOA) OBJECTIVES

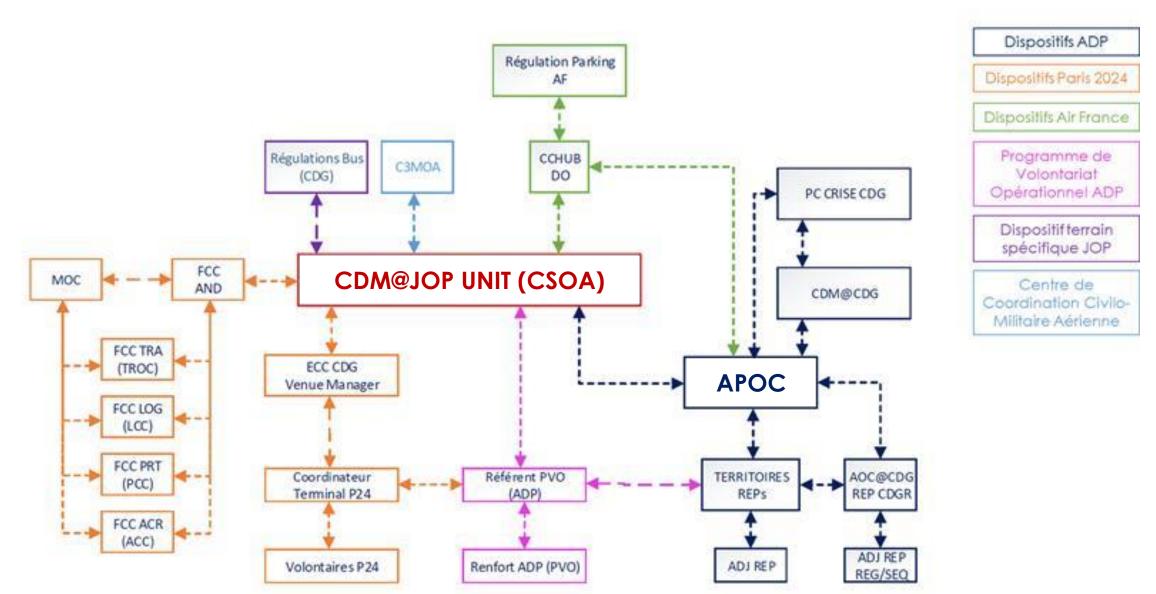
Upstream of operations:

- ◆ Coordinate preparations on D-1 for OPG operations the following day
- Update the flight details of accredited guests
- Analyse the forecast of the next day's OPG flow (dashboard of OPG PAX presentations, occupancy time of pick-up areas outside the airport, etc.)
- Adapt and distribute assignment instructions in line with the latest changes in schedules, airport capacity, etc.

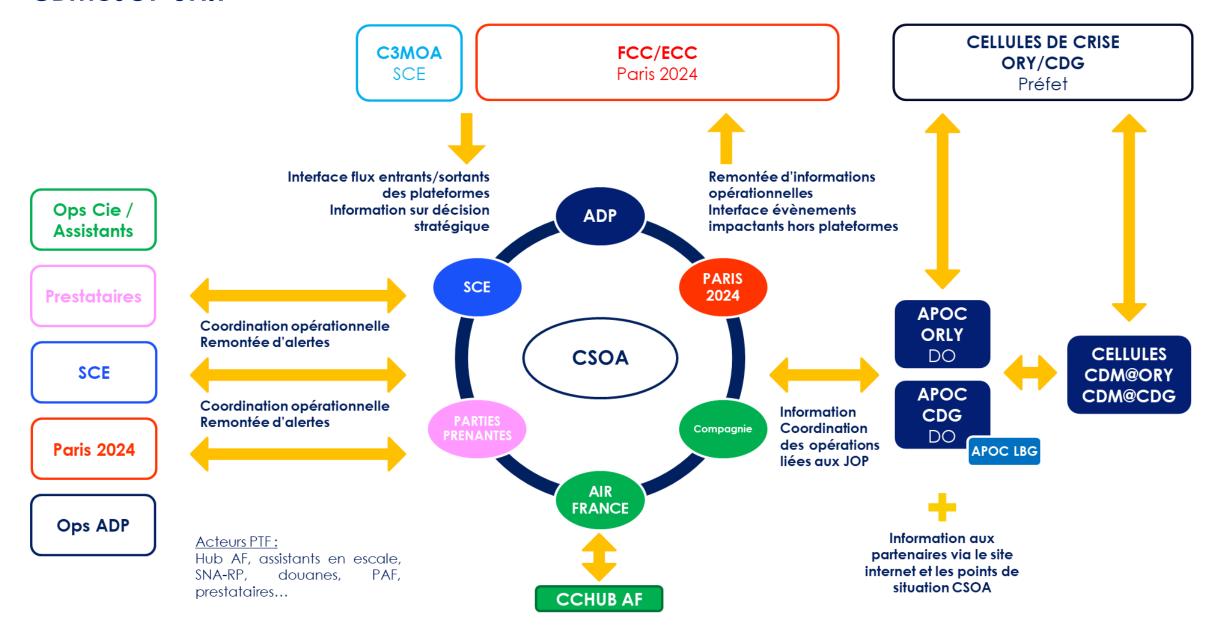
In real time:

- Ensure OPG flows (accredited guests) are moving smoothly in Arrivals and Departures at ORY, CDG and LBG
- ◆ Be the "Airports" contact point for all external OPG Crisis Units (TROC/MOC/C3MOA)
- Inform the airport community of any changes affecting the OPG flows (flight change by a delegation/delegation no show, delayed delegation, etc.)
- Act as a support/interface for existing operational systems (APOCs/Field operational teams)
- If necessary, rule on decisions affecting the flow of OPG accredited guests, particularly if the impact extends beyond the airports

CDM@JOP UNIT: INTERFACE OF INTERNAL AND EXTERNAL OPS



CDM@JOP UNIT



ROLE OF CDM@JOP DURING OPS PREPARATION AND REAL-TIME MANAGEMENT

W-1 **D-1 PREPARATION FOR WEEK W+1**

ADP

Flight allocation strategy Condition and availability of infrastructure / Works Capacity of airport resources Human and material resources required PRM handling capacity

Airline / G. handling Ops

Identification of OPG flights Human and material resources required (ARR/DEP baggage handling, baggage complaints, disembarkation management, PRM volumes, etc.)

STATE DEPTS

Human resources Identification of sensitive OPG flights Request for activation of specific processing

Paris 2024

CEVA fleet availability Volunteer availability Log

> Definition of W+1 assignment/operational instructions W+1 DOCUMENT PREPARATION

CDM@JOP

TRAFFIC SIMULATION **IDENTIFICATION OF OBSTACLES**

ANALYSIS

each flow, analysis traffic/capacity adequacy:

- Expected number of flights vs. runway capacity... (perhaps not relevant as this is a subject for OPS only)
- Peak arrival time V3NOC vs. Border Police/ODU human resources
- Peak arrival time V2 vs. PRT volunteer availability
- Number of PRM expected vs. planned specialist subcontractor teams

Checking and adaptation of D+1 assignment instructions

DECISIONS

ADJUSTMENT OF NOMINAL PROCESSING SCENARIOS FOR OPG PAX (ACTIVATION OF PLAN Bs)

SHARING INFORMATION AND **IMPLEMENTING ADAPTIVE DECISIONS WHERE APPROPRIATE**

CIRCULATION

Coordination of all internal

Sharing of the operational strategy Communication of operational decisions on the processing of specific arrivals/departures for the following day (distribution reports/minutes)

Widespread sharing of issues to be aware of

Reminder of procedures if necessary

stakeholders to activate a Plan B. Iteration within the OPG Crisis Unit with other stakeholders to finalise the implementation of Plan Bs

KEY POINTS IN THE MANAGEMENT OF CDG/ORY/LBG OPERATIONS

