

COVID-19

Sanitary Measures in the ADP VIP Lounges

Dear customers,

We are happy to welcome you again to the Aéroports de Paris VIP lounges after this period of confinement due to the COVID-19 epidemic.

Striving to offer our customers a top-notch welcome, this resumption of activity cannot be done without the implementation of sanitary and physical distancing measures aimed at reducing the risk of spreading the virus.

Different sanitary and organisational measures are now applied in our lounges, both for our customers and for our staff, while maintaining impeccable service.

These measures concern **access to lounges and sanitary procedures**, in particular:

- **When booking:** the quality and the names of the people travelling must be rigorously indicated.
- **The number of customers** belonging to the same group must be limited in order to respect social distancing within a lounge.
- **On arrival at the lounge**, only the persons mentioned in the reservation and having a travel ticket will be authorised to enter the lounge (a control point at the entrance to the lounge will be set up). The protocol and/or the concierge in charge of said group will also have access to the lounge.
- **Wearing a mask and using hand sanitizer:** anyone with the right of access must have a mask. Hand sanitizer will be made available to customers within the lounge, before and after going through the security checkpoints, during arrivals and before boarding; hand sanitizer will be provided by the lounge host.
- **Services in the lounge** will no longer be self-service but an on-demand service will be set up.

All of these provisions are detailed in the appendix.

Looking forward to welcoming you in our lounges soon,

26 June 2020

Marie-Françoise Pichon
Head of Official Receptions and Protocol

DETAILS OF SANITARY MEASURES IN LOUNGES

1. Customer Briefing

Customers are informed of the sanitary measures implemented in the lounges:

- At each booking, by sending an email indicating the main sanitary measures to respect
- In VIP lounges, by posters in the reception area and at the entrance to each lounge.

Each booking request must indicate the number, name and quality of the people making up the group in order to be taken into account.

2. Reception in lounges

a. Access to the lounge:

The reception rooms are confined public spaces, access must therefore be restricted to authorised individuals only.

Thus, only the following are authorised to access the lounge:

- **The individual with its group and the Protocol,**
- **The individual with its group and the concierge.**

All will be duly identified at reception, the number, the name and the quality of the persons having been communicated during the booking.

Access to the lounge is no longer authorised for drivers, attendants or companions not travelling with the individual.

b. Access to the private car park:

In order to guarantee the safety of our customers and the respect of these measures, **access to the car park will be by calling the intercom**, located in front of the entrance barrier.

Access to the lounge will be authorised by staff located at reception after checking the accuracy of the list of entitled customers.

The group will be taken care of at the reception counter, which will be accompanied by a host in the dedicated lounge.

c. Lounge occupancy capacity:

The number of people installed in private rooms may be limited, in the event that the social distancing rules cannot be respected and constitute a risk for customers and staff.

d. Movement within common areas:

Traffic areas are not sufficiently spacious to be able to move freely in the corridors, staircases, and can involve a risk in the event of significant flow.

Thus, the staff will be available to customers to organise trips and accompany them during departures and/or arrivals.

e. Service in lounges:

"Self-service" services are no longer authorised in lounges. This concerns:

- Newspapers, journals and magazines (digital press accessible on customers' smartphones or tablets will be available soon).
- Drinks in lounge refrigerators, coffee machines,
- Dishes (cups, glasses, spoons, etc.).

Drinks and food will be served on request by the staff, as soon as the customer is set up in the lounge.

3. Measures implemented during departures, arrivals and connections

a. Health checkpoint on departure:

In the event that a temperature measurement is required, **this is the responsibility of the airline.**

The lounge host will inquire with the airline for the procedure. If a temperature checkpoint is required, it will indicate the location of this checkpoint:

- Upon check-in or boarding, In the event of boarding control, the baggage information will be communicated to the airline,
- In the lounge, by the airline or a handler or any other authorised person
- When going through security checkpoints, the customer will wear a mask and use the hand sanitizer provided, before and after the checkpoint.

b. Sanitary checkpoint on arrival:

This checkpoint consisting of taking the customer's temperature is the responsibility of Aéroports de Paris. It will be carried out:

- Upon arrival at the lounge, after passing the "non-return" door
- The lounge host, positioned at the "arrivals" counter, will be in charge of this operation. It consists of taking the temperature of people using a device that does not require close contact
- This check will be carried out before the customer is set up in his or her dedicated lounge.

If their temperature is higher than the norm, the customer will be accompanied to a nearby lounge. The customer will be informed of the risk of contamination by providing an information pamphlet. If the customer wishes, he or she can be referred to the airport EMS in order to obtain a medical diagnosis and, if necessary, a PC test (COVID contamination test). The medical procedures performed are optional and paid for by the customer.

c. Health checkpoint for a connecting customer:

- In Arrivals: There is no provision for a temperature checkpoint for connecting customers.
- In Departures: responsibility of the airline
→ Refer to the procedure described in paragraph "a" above

4. Transport of customers in vehicles

- The type of vehicle depends on the number of people to transport from/to the plane. The organisation must be coordinated as much as possible while respecting social distancing.
 - A plexiglass barrier is installed in the vehicles between the driver and the customers. In the event that there is no barrier, the host will wear a shield.
 - Upon arrival, hand sanitizer will be given to the customer by the lounge host before entering the vehicle.
-  Wearing a mask in vehicles is mandatory for all occupants