

Guide to services

September 2026 - Paris La Défense

PARIS
LA
DÉFENSE



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Making Paris La Défense *the first post-carbon business district in the world*

In almost 70 years, the primary business district in Europe and the fourth most attractive district in the world has become a truly livable and vibrant neighborhood that welcomes 200,000 employees, 70,000 students and 50,000 inhabitants daily.

Established in 2018 as a public entity, Paris La Défense counts among its responsibilities the guiding of the development, operations, activities, and promotion of this exceptional district. In 2020, the entity took on the mission to “become the first post-carbon business district at the global level” and to halve greenhouse gas emissions within its perimeter by 2030.

This goal seeks to reinvent the development model for the area and to prove that economic performance, quality of life, and environmental and social responsibility are indeed compatible.

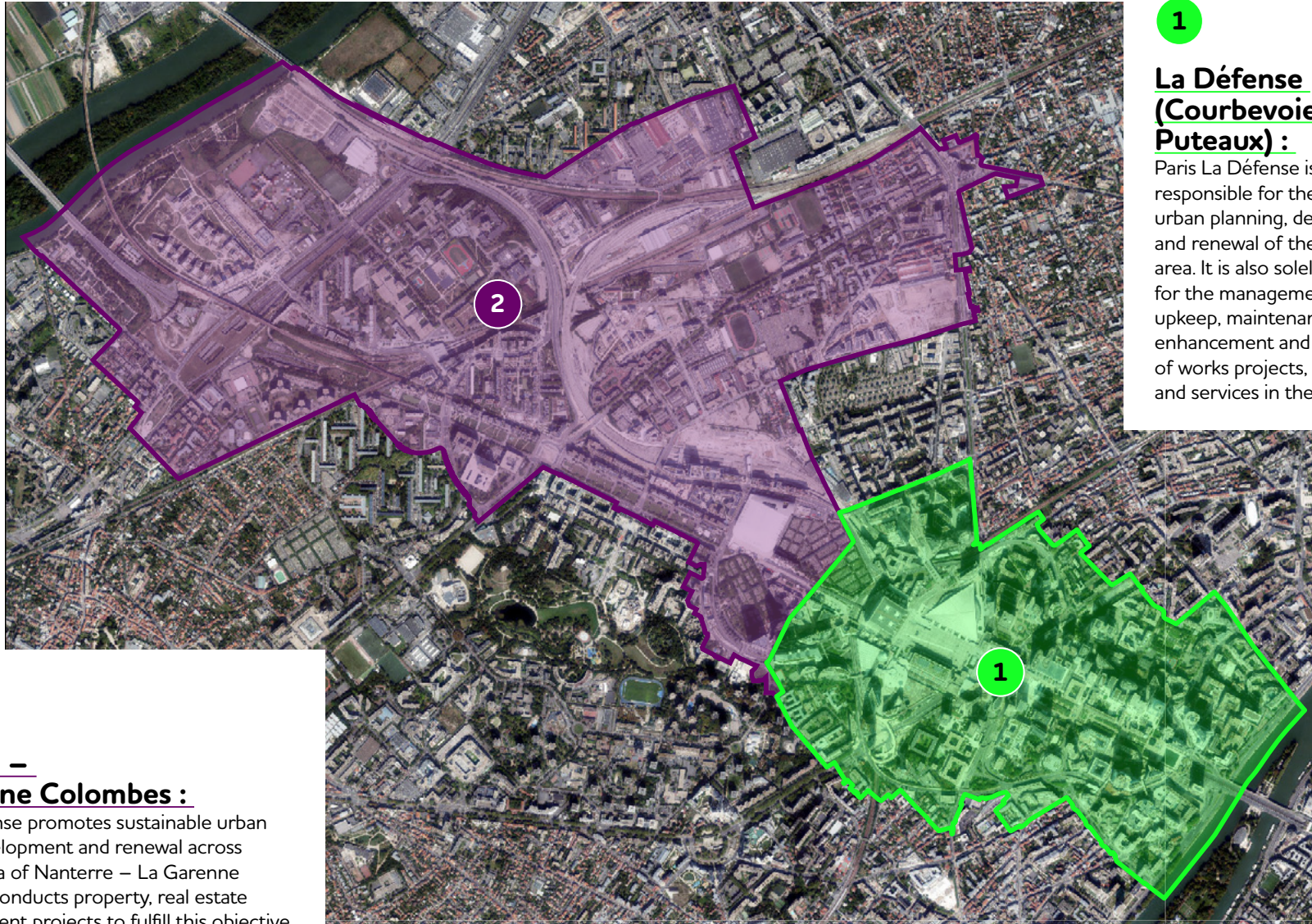
Being post-carbon requires more than just reducing greenhouse gas emissions. It also means recognizing that resources, land, energy and public finances can no longer be viewed as unlimited and turning these constraints into drivers of innovation.

It means transforming an area that has already been built up, reinventing the uses of its infrastructure, encouraging sustainable forms of mobility, accelerating the renovation of its buildings, fostering the growth of nature within its urban setting and supporting economic actors in their transition processes.

As a public entity, it strives to rally everyone – local communities, companies, investors and the people who live, work, and study here – around a shared vision. It plans, invests, experiments, and creates the conditions to enable everyone to contribute to the area’s transformation.

Making Paris La Défense the first post-carbon business district proves that a major economic hub can remain attractive while meeting the climate, social, and urban challenges of the 21st century.

Paris La Défense operates *in two geographic areas*



1

La Défense (Courbevoie – Puteaux) :

Paris La Défense is exclusively responsible for the sustainable urban planning, development and renewal of the La Défense area. It is also solely responsible for the management, operation, upkeep, maintenance, enhancement and promotion of works projects, public spaces and services in the public interest.

2

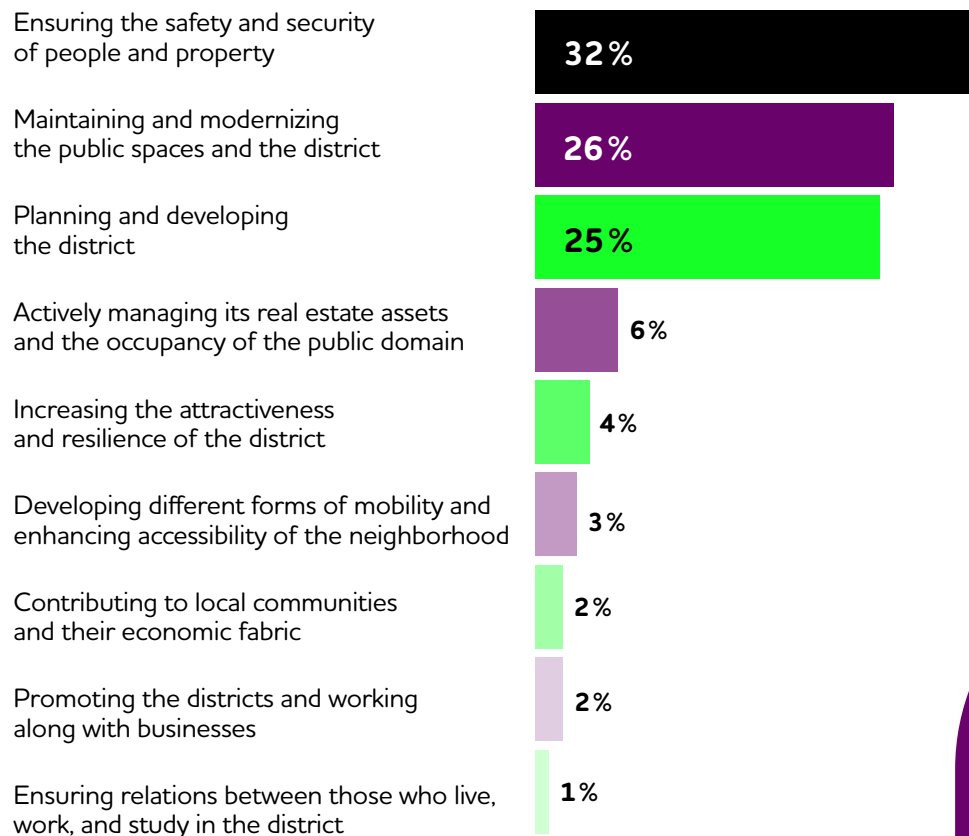
Nanterre – La Garenne Colombes :

Paris La Défense promotes sustainable urban planning, development and renewal across the entire area of Nanterre – La Garenne Colombes. It conducts property, real estate and development projects to fulfill this objective.

The Entity

Paris La Défense counts a staff of nearly **280 persons** working to fulfill the entity's various objectives, which are structured around **nine areas of activity** and **39 services and functions** serving the area.

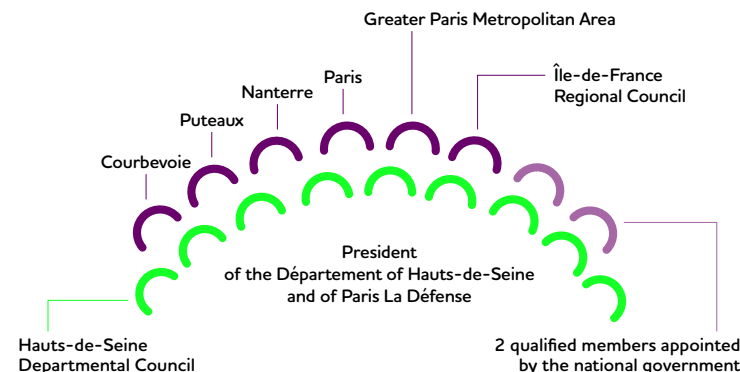
Breakdown of the entity's workforce by objective



Administrative bodies

Board of Directors

The Board of Directors defines the entity's strategic goals, approves its major decisions, oversees the proper implementation of its objectives and ensures its management.



Development Council

The Development Council is an advisory body that brings together 34 economic, institutional and community actors, and users to inform the entity's decision-making process through its opinions and proposals.

Public Procurement Commission

The Public Procurement Commission awards public contracts within its remit and ensures compliance with the principles of transparency, the equal treatment of bidders, and the proper use of public funds.

Audit and Finance Committee

The Audit and Finance Committee helps the Board of Directors study the reliability of the financial information, the systems for internal control and risk management, and the certification of the accounting documentation.

Auditors

The auditors certify the regularity, sincerity, and accuracy of the entity's accounting and help guarantee the reliability of its financial information.

Services and objectives

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- Designing and executing urban development projects
- Selling building rights and providing support to real estate projects
- Expressing opinions during the review of urban planning projects
- Supporting public sector clients in their projects
- Developing real estate projects

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- Renewing La Défense's public spaces and works projects
- Installing and managing the area's technical systems
- Overseeing and maintaining the district's infrastructure
- Ensuring the area's cleanliness
- Ensuring the ongoing operation of covered roadways, roads, and public spaces
- Developing and maintaining green spaces and landscaped areas
- Preserving, restoring, and expanding Paris La Défense's art collection

→ P. 09 • Actively managing its assets and the occupancy of the public domain

- Enhancing public spaces
- Enabling and enhancing the use of the district's service tunnels
- Leasing out premises belonging to the entity
- Allocating space to construction worksites

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- Adapting and improving parking options and developing mobility services
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- Helping improve public transportation centers
- Ensuring signage and facilitating orientation

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- Implementing and overseeing the area's decarbonization
- Adapting the district to the effects of climate change
- Conducting initiatives to increase reuse and enhancing the circular economy
- Guiding and overseeing the district's diversification
- Enhancing the district's vitality and its status as an international destination

→ P. 12 • Promoting the district and supporting companies

- Welcoming companies, fostering their loyalty and helping them settle
- Providing information, data and area studies
- Assisting with the marketing of office spaces
- Promoting the district to real estate companies, investors and operators

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- Involving local stakeholders in the process of transforming the area
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- Promoting initiatives to enhance inclusion and solidarity

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- Ensuring surveillance of the site and monitoring access, especially to the Esplanade and the covered roadways
- Providing emergency services
- Participating in crisis management systems

→ P. 15 • Ensuring the good relationship between those who live, work, and study in the district

- Informing and orienting people who visit, live, work and study in the district
- Responding to complaints
- Measuring the satisfaction of the district's visitors and residents

Planning and developing *the district*

Within its area of activity and with just a few exceptions, Paris La Défense is the owner of the public spaces, landholdings and undeveloped volumes. As part of its role as exclusive developer, Paris La Défense strives to ensure the district's harmonious and sustainable development through adaptations to the requirements of each one of its sectors.



The new Esplanade Park in 2028



Designing and executing urban projects

Serving as project owner for the execution of urban development projects within Paris La Défense's area of activity. These urban development projects may arise from a need to modernize and optimize existing public spaces, to convert landholdings (e.g. wasteland, abandoned spaces) for which the entity may decide to acquire land and assets, or to support real estate projects. To carry out these projects successfully, Paris La Défense commissions studies for the planning, feasibility, design, and project ownership of the works, including the insertion of construction sites within the urban environment.



Selling building rights and providing support to real estate projects

Overseeing the sale of buildable volumes to project owners, be they developers or investors, and ensuring the project's compliance with local requirements (real estate planning, carbon impact, etc.). Negotiating and supporting operators with setting the project's legal, technical and financial terms and conditions, from the initial planning stage to its completion. Overseeing the active construction sites within the district and ensuring contractual and regulatory compliance during their execution, especially in terms of disruptions.



Expressing opinions during the review of urban planning projects

Expressing opinions for all real estate development projects on their urban planning applications as they progress. The entity requests project developers to present their planning applications before they are submitted to the reviewing authorities. During the review process, Paris La Défense expresses its opinion before the relevant authority issues its approval (or denial).



Supporting public sector clients in their projects

Supporting public project owners in the implementation of their projects to build facilities and infrastructure (stations, roadways, etc.). The entity engages with these operators and coordinates activities and their impact on the public space.



Developing real estate projects

As the owner of the public spaces and works projects in this district, Paris La Défense carries out real estate projects that optimize and enhance these spaces. These projects also contribute to the diversification of the district's real estate. They may concern the area's infrastructure (below the level of the Esplanade) or its superstructure (on the Esplanade) in those spaces belonging to the entity.

Maintaining and modernizing *public spaces and real estate assets*

Paris La Défense manages, maintains and modernizes the public spaces, works projects and facilities which it owns. To this end, the entity ensures their proper operation, safety and security, quality of usage and adaptation to user needs and regulatory and environmental developments.



Diderot Park



Renewing public spaces and works projects at La Défense

Overseeing the modernization of the district's public spaces and its works projects. Ensuring their adaptation to user needs and comfort, present and future, and to climate change. Overseeing their regulatory compliance, whenever necessary.



Rolling out and operating the area's technical infrastructure

Rolling out and operating all of the technical infrastructure in the district's public space, including public lighting, mechanical circulation (escalators and elevators), access monitoring and video surveillance systems, and more. Ensuring their proper functioning and their renewal with the aim of improving their performance and energy efficiency.



Overseeing and maintaining the district's infrastructure

Overseeing the management of the district's infrastructure and civil-engineering structures, including footbridges, roadways, bridges, service tunnels, and parking garages. Verifying their condition through routine monitoring and inspections. Making the necessary investments in their maintenance and reconditioning.



Ensuring the area's cleanliness

Ensuring that the public spaces, technical infrastructure and roadways within the district are clean, safe, and hygienic through a responsible cleaning and waste collection system. Removing graffiti and unauthorized postings.



Ensuring the viability of the covered roadways, roads and public spaces

Guaranteeing the accessibility of the various spaces for moving about in the district, including the covered roadways, open spaces and streets. Ensuring the ongoing maintenance of these spaces and carrying out initiatives to secure, recondition, and replace degraded surfaces and infrastructure.



Developing and maintaining green spaces and landscaped areas

Increase greenery in the area through a specific action plan that promotes a harmonious landscape across the entire district and reduces water runoff and mitigate heat islands. This entails planting more trees and improving quality of life, also by planting flowers. Maintaining these spaces in accordance with the principles of differentiated management.



Preserving, restoring and expanding Paris La Défense's art collection

Managing the collection of artworks exhibited in the district's public spaces and ensuring their preservation through an ongoing restoration program. Pursuing the district's art policy with a suitable acquisitions and commissions program.

Managing the assets and the occupancy of the public domain

Paris La Défense actively manages its assets and spaces to optimize and enhance their use and to meet the needs of companies operating in the area. The entity develops the resources yielded by its assets, all the while balancing the quality of usage of the public spaces and a good cohabitation of the various activities hosted within the district.



The largest Christmas market in the Paris region



Enhancing public spaces

Marketing the area's public spaces for commercial use and for filming. Hosting major events of various kinds (e.g. Christmas markets, roadshows and street marketing) and filming and s for movies, advertising campaigns, and television shows. Enhancing and marketing the public spaces to encourage restaurants in the district to operate terrace seating.



Enabling and enhancing the use of the district's service tunnels

Granting authorizations to use the district's service tunnels to network licensees through specific contracts and optimizing existing authorizations. Ensuring the security of the tunnels by creating access points for authorized technicians. Securing these sites and creating dedicated access points for operators through specific authorizations.



Leasing out premises belonging to the entity

Leasing out premises belonging to Paris La Défense to increase the economic value of its holdings while contributing to the diversification of services and activities on offer within the area.



Allocating spaces for construction worksites

Marketing the premises, spaces and land owned by the entity to meet the needs of any construction worksites. Allocating the necessary space to project owners for them to conduct their construction projects and organizing their coexistence with ongoing works projects in the area. Preserving accessibility and comfort of usage and communicating about these construction projects.



The SodaStream marketing event

Developing mobility and the district's accessibility

Paris La Défense works to ensure an increasingly fluid, sustainable, and effective level of accessibility within the district. The entity develops mobility services, supports evolutions in its transportation infrastructure and facilitates the movement and orientation of everyone who lives, works, or studies in the district.



P Adapting and improving parking options and developing mobility services

Fulfilling all prerogatives for the cleanliness of the district's parking areas and overseeing the contract delegating public service governing their operation. Improving services in the parking areas and increasing the related mobility offerings. Envisioning and anticipating future changes in the use of these services.

B Facilitating the use of bicycles and the development of soft mobility

Implementing the strategy to develop soft mobility within the district. Enacting a bicycle program in coordination with local authorities to ensure the creation of a continuous network of bicycle lanes throughout the area, increasing bicycle parking areas and services, and promoting dynamics to this end with area companies. Ensuring the coexistence between all users, i.e., pedestrians, two-wheel vehicles, and motor vehicles.

C Providing the conditions of access for cars, taxis, and ride-hailing vehicles

Fulfilling all prerogatives for the cleanliness of the Jules Verne bus terminal. Ensuring the operation of this site through a specific public contract that regulates its traffic flows. Also ensuring the management of the taxi stands in the area and relations with taxi and ride-hailing companies.

M Helping improve public transportation centers

Contributing to studies conducted jointly with the Département of Hauts de Seine, Île-de-France Mobilités, RATP and SNCF through a local committee to conduct studies on the modernization and improvement of the stations at La Défense (the bus station, the Grande Arche de La Défense and Esplanade de La Défense metro stations, and support for the arrival of metro line 15, the Grand Paris Express).

P Providing signage and facilitating orientation

Creating signage and route marking for pedestrians, motorists and cyclists across the district. Ensuring that it is routinely updated and constantly optimized.



Increasing the attractiveness *and resilience of the district*

Paris La Défense works to ensure the district's sustainability, the diversification of its uses, and the maintenance of its attractiveness. To this end, the entity implements a strategy to preserve the interests of all public and private stakeholders over the long-term.



The Garden Parvis summer event



Implementing and overseeing the area's decarbonization

Implementing a decarbonization strategy for the area that relies on the involvement of all stakeholders. Reducing the district's carbon dependence, with an initial target of halving greenhouse gas emissions by 2030. This strategy is implemented through a multi-party action plan whose effects are routinely measured in carbon reports drawn up by the entity.



Adapting the district to the effects of climate change

Implementing the area action plan developed with the Development Council to adapt the district to the effects of climate change and ensure its long-term attractiveness. Focusing this strategy on the adaptation of the public spaces, specifically to combat heat islands, water runoff, and the risk of flooding.



Conducting initiatives to increase reuse and enhance the circular economy

Promoting actions to encourage resource conservation and reuse. Developing a circular economy of materials through reuse initiatives conducted throughout the area.



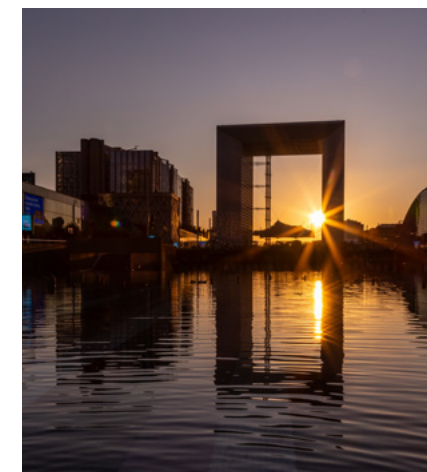
Guiding and overseeing the district's diversification

Guiding the district's real estate growth by guaranteeing a balanced, diversified, and gradual development of the property areas that are created. Promoting usage diversity through the transformation of less attractive office spaces. Measuring the evolution of the property areas through a real estate survey.



Heightening the district's attractiveness and its reputation as an international destination

Enacting an event, culture, tourism, and commercial policy that heightens the district's reputation as an internationally recognized destination. Conducting initiatives and events for users of the site (employees, inhabitants and students) as well as for tourists from France and abroad.



Promoting the district and supporting companies

Paris La Défense works to enhance the business district's reputation in France and abroad and supports companies throughout their presence in the area. The entity provides them with its expertise, data, and services to facilitate the start of their operations and their growth.



Welcoming companies, fostering their loyalty and helping them settle

Help companies settle in the business district by providing them with a “Welcome Pack” to simplify and customize their arrival in the area (e.g. media coverage of their arrival, support to their teams, providing them with tools and information, and visits). Foster loyalty among area companies and anticipate the ends of any leases and moves.



Providing information, data and area studies

Paris La Défense has in-depth expertise and knowledge of the area, garnered from operators of public and private projects. Information on real estate and assets, technical studies, traffic flow studies and lists of contacts may be offered to actors starting their operations at Paris La Défense.



Assisting with the marketing of office spaces

Supporting brokers and leasing agents in the leasing out of properties within Paris La Défense's perimeter. Sharing market reports and local news, providing studies and specific information, taking part in prospective tenant meetings, and more.



Promoting the district to real estate companies, investors and operators

Developing and maintaining relations with companies and with French and international investors present in the business district, as well as fostering relations with new investors. Representing the business district at professional events in the real estate world, welcoming international delegations and representing the entity abroad.



Promoting communities and the local economic fabric

Paris La Défense promotes cooperation between the area's public and private actors to support the district's transformation. The entity fosters professional communities, encourages collective initiatives and contributes to the development of a dynamic, solidarity-minded and innovative ecosystem.



Involving local stakeholders in the process of transforming the area

Mobilizing the Development Council and all stakeholders, public and private, to build a shared, sustainable vision of the district's transformation and ensuring its implementation. Building and fostering cooperation between area actors in high-impact, collective projects.



Bringing together professionals and growing networks

Fostering themed professional networks (HR, higher education, sustainable development, etc.) among companies located in the district that help professionals expand their network, creating synergies between companies and encouraging new initiatives in the district.



Promoting initiatives to enhance inclusion and solidarity

Developing the network of actors for solidarity and inclusion within the district and creating synergies with the local economic fabric. Promoting the emergence and implementation of solidarity initiatives.



The solidarity-based restaurant La Salle à Manger

Ensuring the safety of people and property

Paris La Défense ensures a high-level security in its public spaces, for which it provides the management. To this end, the entity provides constant monitoring of the district, coordinates the first responses in case of an accident and participates in the systems for managing crisis situations.



Ensuring surveillance of the site and monitoring access, especially to the Esplanade and the covered roadways

Ensuring the continuous surveillance of the public spaces through routine rounds and the video-surveillance network. Monitoring access to the Esplanade, the service tunnels and all spaces with restricted access for vehicles and individuals.



Providing emergency services

Ensuring initial interventions in case of accidents or any incidents. Establishing security perimeters and, whenever necessary, contacting and supporting all emergency response and rescue services.



Participating in crisis management systems

Participating in managing major events at La Défense in coordination with other services, including the police department, local authorities, the fire department and transportation services. Conducting regular simulations and ensuring the continuous operation of the security control room, 24/7.



The Paris La Défense security control room

Ensuring the good relationship between those who live, work and study in the district

Paris La Défense places quality of service and staying close to everyone who lives, works and studies in the district at the core of its operations. The entity informs these various publics, responds to their requests and routinely measures their satisfaction to continually improve their experience of the area.



Informing and orienting everyone in the district

Facilitate access to information on a daily basis to users of La Défense. Develop and maintain tools (e.g. an information space, outdoor postings, websites, digital platforms and social media) that provide daily information on the area (e.g. its worksites, events, businesses and services).



Responding to complaints

Centralizing any malfunctions noted in the district's public spaces, responding to all questions, identifying roles and responsibilities and implementing actions to follow up on any complaints. Ensuring coordination with the various stakeholders involved, public and private.



Measuring the satisfaction of the district's users

Measuring the satisfaction of the various users (inhabitants, employees, and students) of La Défense. Compiling a periodic satisfaction index and implementing any corrective actions that may become necessary.



The Paris La Défense Info Space

Contact us

If you wish to request any information,
please contact us by telephone at 01 46 93 19 00
or by using our [contact form](#).

Paris La Défense

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