



CARTA DEI SERVIZI 2018
SERVICE CHARTER 2018

TORINO
AIRPORT
CONNECTED TO



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SERVICE CHARTER 2018



Gentile Cliente,

SAGAT S.p.A., Società di gestione dell'Aeroporto di Torino, è lieta di presentarLe l'edizione aggiornata della Carta dei Servizi, giunta alla ventunesima edizione.

La Carta dei Servizi documenta l'impegno del Gestore aeroportuale al progressivo miglioramento dei livelli di servizio erogati - in ossequio alle prescrizioni dell'Ente Nazionale per l'Aviazione Civile (ENAC) - e conferma l'obbligo ad operare con efficienza e continuità del servizio, secondo i principi di eguaglianza, imparzialità e non discriminazione previsti dall'ordinamento nazionale (D.P.C.M. 30/12/1998).

La SAGAT S.p.A. ha certificato il proprio Sistema di Qualità secondo la più recente versione della norma UNI EN ISO 9001:2015. Oltre a rispettare le prescrizioni normative, l'Azienda deve coniugare il buon esito delle prestazioni con la creazione di valore, aspetto cruciale per una realtà di rilievo sul territorio di riferimento, qual è l'impresa-aeroporto.

La SAGAT S.p.A. è certificata anche secondo lo standard UNI EN ISO 14001:2015 (Ambiente) e dispone altresì di un sistema di gestione dell'energia conforme alla norma UNI EN ISO 50001:2011.

La presente Carta dei Servizi contiene sia gli standard proposti per il 2018 sia i risultati raggiunti l'anno scorso, in relazione agli indicatori che misurano la qualità erogata all'Aeroporto di Torino e quella percepita dai nostri Clienti.

Per fare questo, nel 2017 abbiamo condotto sondaggi e monitoraggi continuativi e tra loro coordinati, eseguendo complessivamente:

- circa 2.900 interviste ai passeggeri, anche a ridotta mobilità, per verificarne il livello di soddisfazione e valutarne le esigenze;
- oltre 66.000 controlli di verifica delle prestazioni erogate, condotti parallelamente all'analisi delle registrazioni dei sistemi di scalo in relazione a diversi aspetti del servizio.

Dear Customer,

SAGAT S.p.A. Torino Airport Management Company is pleased to present you the updated edition of the Service Charter, now in its twenty-first edition.

This Charter sets out the Airport Operator's commitment to continuous improvement of service levels - in compliance with the requirements of the Italian Civil Aviation Authority (ENAC) - and it confirms the obligation to operate with efficiency and continuity of service, according to the principles of equality, impartiality and non-discrimination as laid down by the Italian Law (DPCM 30/12/1998).

SAGAT S.p.A. has been certified to the latest edition of UNI EN ISO 9001:2015. In addition to complying with regulatory requirements, the Company must combine successful performance with the creation of value, a crucial aspect for airports which contribute significantly to the overall economic development of the region and the country.

SAGAT S.p.A. is also certified according to the standard of UNI EN ISO 14001:2015 (environmental management system) and also has developed an energy management system compliant with the UNI EN ISO 50001:2011 standard.

This Service Charter contains both the standards proposed for 2018 and the results achieved last year, in relation to the indicators that measure the quality delivered at Torino Airport and that perceived by our Customers. To do this, in 2017 we conducted continuous and coordinated surveys and monitoring, performing a total of:

- about 2,900 interviews to passengers, even those with reduced mobility, to check their level of satisfaction and assess their needs;
- over 66,000 checks to verify the services provided, conducted in parallel with the analysis of the registrations in the airport systems in relation to different aspects of the service.

The Service Charter 2018 as always accompanied by the Guide to Services, the insert that contains information useful for those traveling to / from Torino Airport, is also available on the Company website www.aeroportoditorino.it

Enjoy your trip from Torino!

SAGAT S.p.A. Quality Service

L'AEROPORTO DI TORINO

Nel 2017 il nostro Aeroporto ha battuto il record di passeggeri, superando la barriera dei 4 milioni e il precedente record annuale del 2016, movimentando 4.176.556 passeggeri, con una crescita dell'aviazione commerciale di linea e charter del 5,8% rispetto all'anno precedente.

Il traffico di linea nazionale è cresciuto del 6,1%, mentre quello di linea internazionale è cresciuto del 3,8%. Continua così il percorso di sviluppo intrapreso dall'Aeroporto di Torino negli ultimi quattro anni.

Anche nel 2017 Roma è stata la prima destinazione servita, seguita da Catania e Londra (collegata con i voli per gli aeroporti di Gatwick, Heathrow, Luton e Stansted). La classifica delle prime destinazioni servite prosegue con Napoli, Palermo, Bari, Francoforte, Monaco, Barcellona, Parigi, Lamezia Terme e Amsterdam.

Nel corso del 2017 sono state introdotte numerose nuove rotte: sul fronte dei collegamenti internazionali sono stati avviati i voli con Copenaghen, Lisbona, Malaga, Siviglia con Blue Air; sono stati inoltre rafforzati i collegamenti con la Romania grazie al nuovo volo per Iasi di Blue Air, mentre per il Marocco è stato inaugurato a novembre il nuovo collegamento con Marrakech di TUI fly. Nel periodo estivo è stato inoltre avviato il nuovo volo di Volotea per Pantelleria, mentre la stagione invernale dei voli dedicati agli sciatori si è arricchita di nuovi collegamenti

di linea per Londra Heathrow con British Airways, Birmingham con Jet2.com e San Pietroburgo con S7 Airlines.

Il network dell'Aeroporto di Torino include, oltre ai frequenti collegamenti con gli hub per raggiungere tramite scalo intermedio qualsiasi destinazione nel mondo partendo da Torino, anche un ampio ventaglio di destinazioni dirette in Europa ed ottimi collegamenti con gli aeroporti del Sud Italia e delle Isole.

Nel 2018 è ulteriormente arricchito dalle nuove destinazioni già annunciate: Stoccolma e Parigi con Blue Air e Atene con Aegean Airlines.

La SAGAT S.p.A. è costantemente impegnata, oltre a migliorare l'offerta voli, a rendere più piacevole la permanenza dei passeggeri nello scalo anche con l'apertura di nuovi negozi e punti di ristoro: i recenti ingressi della tecnologica boutique di Marina Militare, del negozio di accessori You B'Jou, del punto vendita dell'operatore britannico del retail WHSmith e la nuova birreria-hamburgeria di Baladin arricchiscono la galleria commerciale che copre oggi uno spazio di 5.700 metri quadrati.

Torino Airport

In 2017 our Airport broke the passenger record, surpassing the 4 million barrier and the previous 2016 annual record, moving 4,176,556 passengers, with a 5.8% increase in commercial aviation scheduled and charter flight compared to the last year.

Domestic scheduled traffic grew by 6.1%, while international scheduled traffic grew by 3.8%. The development path undertaken by Torino Airport in the last four years continues.

Also in 2017 Rome was the first destination served, followed by Catania and London (connected with flights to Gatwick, Heathrow, Luton and Stansted airports). The ranking of the first destinations served continues with Naples, Palermo, Bari, Frankfurt, Monaco, Barcelona, Paris, Lamezia Terme and Amsterdam.

During 2017, numerous new routes were introduced: on the front of international connections, flights were started with Copenhagen, Lisbon, Malaga, Seville with Blue Air; the connections with Romania were also strengthened thanks to the new flight to Iasi of Blue Air, while for Morocco the new connection with Marrakech of TUI fly was inaugurated in November. During the summer the new flight of Volotea to Pantelleria was also started, while the winter season of flights dedicated to skiers has been enriched by new scheduled connections to London Heathrow with British Airways,

Birmingham with Jet2.com and St. Petersburg with S7 Airlines.

Torino Airport network includes, in addition to frequent connections to the hubs to reach via any intermediate airport any destination in the world starting from Torino, also a wide range of destinations in Europe and excellent connections to the airports of Southern Italy and the Islands.

In 2018 it is further enriched by the new destinations already announced: Stockholm and Paris with Blue Air and Athens with Aegean Airlines.

In addition to improving the flight offer, SAGAT S.p.A. is constantly striving to make passengers stay at the Airport more pleasant with the opening of new stores and refreshment points: the recent opening of the technological Marina Militare boutique, the accessories shop You B'Jou, the shop of the UK retail operator WHSmith and the new Baladin beer burger house, enrich the commercial gallery which now covers an area of 5,700 square meters.

LE ATTIVITÀ DI SAGAT S.p.A.

L'Aeroporto di Torino rappresenta una delle più importanti realtà economiche del Piemonte e fornisce occupazione a circa 2.000 persone.

SAGAT S.p.A. gestisce tutta l'area aeroportuale, in particolare, è titolare:

- della progettazione, realizzazione e manutenzione delle infrastrutture legate al traffico aereo (ad esempio pista e piazzali);
- della progettazione, realizzazione e manutenzione delle infrastrutture e degli immobili utilizzati dai passeggeri e dagli operatori (aerostazioni con relative aree commerciali, parcheggi, uffici e impianti);
- della gestione delle infrastrutture centralizzate individuate



ai sensi del d. lgs. 18/99 (tra le altre, pontili di imbarco e sbarco, impianti di smistamento bagagli, sistemi informatici di scalo e di informazione al pubblico);

- delle attività svolte in area aeroportuale che vengono affidate a soggetti economici diversi (tra gli altri, ai gestori di ristoranti, bar, negozi e autonoleggi, ecc).

A partire dal 2001, ai sensi del già citato d. lgs. 18/99, i **servizi di handling** (ovvero l'assistenza a terra dei passeggeri, delle merci e degli aerei) possono essere esercitati da operatori esterni previa certificazione dell'ENAC (Ente Nazionale per l'Aviazione Civile) offrendo alle compagnie aeree i servizi di assistenza a terra. Presso l'Aeroporto di Torino operano due handlers - Aviapartner S.p.A. e SAGAT Handling S.p.A. - ai quali si riferiscono quindi gli indicatori esposti nella Carta dei Servizi relativi alle operazioni di assistenza a terra.

Nel proprio ruolo di Gestore dell'Aeroporto di Torino, SAGAT S.p.A. coordina il **Comitato per la regolarità e la qualità dei servizi aeroportuali**, così come disposto dalla Circolare ENAC GEN-06. Tale Comitato è l'organo mediante il quale la Società di gestione dello scalo - sotto la vigilanza dell'ENAC - attiva un confronto sistematico con le rappresentanze degli operatori aeroportuali. Obiettivo del Comitato è quello di individuare, in maniera condivisa, le azioni più opportune per

il miglioramento dei servizi, mediante il periodico monitoraggio delle performance di scalo ed incontri periodici.

SAGAT S.p.A. è anche **responsabile dell'assistenza ai passeggeri a ridotta mobilità**, secondo gli standard europei in materia di accessibilità del trasporto aereo (Regolamento CE 1107/2006). Tali servizi, resi da SAGAT S.p.A. a titolo gratuito mediante personale formato ai sensi della normativa vigente, sono illustrati nell'apposita sezione del sito internet dell'Aeroporto di Torino www.aeroportoditorino.it/it/tofly/informazioni-utili-per-il-volo/persone-a-ridotta-mobilita.



SAGAT S.p.A. Activities

Torino Airport represents one of the most important economic entities in Piedmont, providing employment for approximately 2,000 people.

SAGAT S.p.A. manages the entire airport area and, more specifically, is the owner of:

- design, realisation and maintenance of infrastructures linked to air traffic (e.g. runway and aprons);
- design, realisation and maintenance of infrastructures and buildings used by passengers and operators (air terminals with relative retail areas, car parks, offices and installations);
- management of centralised infrastructures defined in compliance with Legislative Decree 18/99 (including jetways and mobile stairs, baggage handling systems, airport IT and passenger information systems);
- airport activities outsourced to various economic entities (restaurants, bars, stores and car rentals).

Starting in 2001, in compliance with the above-mentioned Legislative Decree 18/99, the **handling services** (ground

assistance services for passengers, cargo and aircrafts) can be carried out by external operators subject to ENAC Certification (Italian Civil Aviation Authority), providing air companies ground assistance services. There are two Handlers operating at Torino Airport - Aviapartner S.p.A. and SAGAT Handling S.p.A. - which are the subject of the indicators set out in the Service Charter relative to ground assistance operations.

In its role as Torino Airport Management Company, SAGAT S.p.A. coordinates the **Committee for the regularity and quality of airport services**, as set out in the ENAC GEN-06 circular. This Committee is the body by means of which the Airport Management Company – under the supervision of ENAC – activates systematic evaluation and feedback with representatives of the airport operators. The aim of the Committee is to identify the most appropriate actions to be taken in order to improve services via periodic monitoring of airport performance and periodic meetings.

SAGAT S.p.A. is **also responsible for assistance to passengers with reduced mobility**, according to European standard in the field of air transport accessibility (EC Regulation 1107/2006). Such services are offered by SAGAT S.p.A. free of charge by trained personnel in accordance with current legislation and

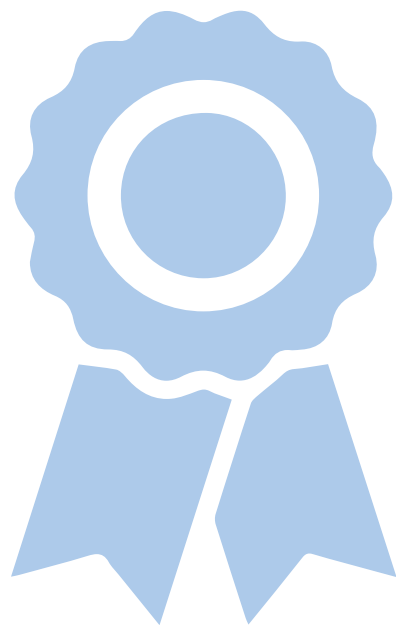
they are illustrated in the specific section of Torino Airport website www.aeroportoditorino.it/it/tofly/informazioni-utili-per-il-volo/persone-a-ridotta-mobilita.



LA POLITICA DELLA QUALITÀ DI SAGAT S.p.A.

Il Gestore di un servizio pubblico essenziale quale quello aeroportuale non può prescindere dal considerare il cliente-passeggero l'elemento centrale della propria missione aziendale. Per questo motivo la nostra Società prosegue nella sua politica di miglioramento dell'infrastruttura e della qualità dei servizi a disposizione dei passeggeri.

In questo contesto SAGAT S.p.A. ha assegnato alla Qualità un valore strategico prioritario, trasversale a tutti i processi aziendali, impegnandosi all'applicazione rigorosa ed al miglioramento continuo del Sistema di Gestione della Qualità.



La Politica della Qualità della nostra Società è così declinata:

- erogare servizi di eccellenza nelle attività del Gestore aeroportuale, interagendo con gli interlocutori commerciali ed istituzionali in modo dinamico ed affidabile;
- esercitare il proprio ruolo di presidio, assicurando la Qualità del "sistema aeroporto" nel suo complesso mediante la sensibilizzazione e, ove necessario, l'intervento nei confronti degli operatori aeroportuali;
- rendere sempre più efficiente l'organizzazione aziendale tramite la formazione, l'aggiornamento e la qualificazione delle risorse umane, verificando l'efficacia in relazione ai servizi erogati ed alla conformità alle procedure;
- monitorare assiduamente gli indicatori della Qualità erogata e di quella percepita, analizzando i risultati affinché si possano individuare eventuali interventi ovvero opportunità di ulteriore miglioramento delle performance aziendali;
- operare nel rigoroso rispetto della vigente normativa in materia di Qualità dei Servizi ed in conformità a quanto disposto dalla norma UNI EN ISO 9001.

SAGAT S.p.A. Quality Policy

The management company of an essential public service like an airport must place the customer-passenger at the heart of its company mission.

For this reason, our Company continues its policy of improving the infrastructure and quality of services offered to passengers.

As part of this goal, SAGAT S.p.A. has assigned priority strategic value to Quality, inspiring all company processes, committing itself to rigorous application and continual improvement of its quality management system.

Our Quality Policy includes:

- providing excellent services in airport management activities, interacting with commercial and institutional interlocutors in a dynamic and reliable manner;
- exercising our monitoring role, ensuring the quality of our "airport system" in overall terms, by increasing awareness and, where necessary, intervening in relation to airport operators;
- making the company organization increasingly more efficient via training, updating and the qualification of human resources, verifying efficacy relative to services provided and compliance with procedures;
- rigorously monitoring indicators for Quality provided and perceived, analysing results so that we can identify any necessary interventions or opportunities for further improvement of company performance;
- operating in strict compliance with current regulations regarding Service Quality and in accordance with what is set out in UNI EN ISO 9001 standards.



IL SISTEMA DI GESTIONE DELL'AMBIENTE



La SAGAT S.p.A. è un'azienda certificata secondo lo standard UNI EN ISO 14001:2015.

Il Sistema certificato di Gestione dell'Ambiente è un elemento strategico e trasversale a tutte le attività presenti sul sedime aeroportuale: attività di sviluppo, operatività aeronautica, gestione dei servizi erogati - svolti direttamente o indirettamente - attività di progettazione, realizzazione e manutenzione delle infrastrutture.

L'attenzione rivolta all'ambiente da parte del Gestore è incentrata su un Piano della tutela ambientale che riporta gli indicatori ambientali per i quali la Società di gestione si impegna a conseguire i propri obiettivi di miglioramento, nonché la descrizione delle attività e degli investimenti strumentali finalizzati al raggiungimento di tali obiettivi.

In considerazione dell'attuale stato delle matrici ambientali presenti sul sedime aeroportuale, nonché dei risultati già raggiunti nella realtà organizzativa e infrastrutturale dello scalo, grazie al Sistema di Gestione dell'Ambiente ed al Sistema di Gestione dell'Energia, è stata individuata una serie di indicatori collegati a specifici investimenti, cui corrispondono le effettive e prioritarie esigenze di miglioramento ambientale per lo scalo.

Il monitoraggio degli indicatori avviene nello specifico attraverso i Piani di prevenzione e gestione delle acque meteoriche derivanti sia dalla pista di volo che dai piazzali aeromobili.



Environmental Management System

SAGAT S.p.A. is a Company certified according to the UNI EN ISO 14001:2015 standard.

The certified Environmental Management System is a strategic element that is transversal to all the activities performed on the airport grounds: development activities, aeronautical operations, management of the services provided - directly or indirectly - planning, construction and maintenance of the airport infrastructures.

SAGAT attention to the environmental aspects of its activities is established on an Environmental Protection Plan that identifies significant environmental elements for which our Company is committed to setting objectives and targets for improvement, as well as the description of the activities and capital investments needed to achieve these objectives.

Given the current Company's environmental impact, and the results already achieved in managing environmental responsibilities, thanks to the adoption of Environmental Management System and Energy Management System, a number of elements have been identified linked to specific investments, which are the right priorities to achieve a better environmental performance at our airport.

Monitoring of these elements are laid down in the specific implementation of Stormwater Pollution Prevention Plans affecting runway, taxiways, aircraft parking aprons.

The monitoring of the indicators takes place specifically through the Plans for the prevention and management of rainwater deriving from both the runway and the aircraft aprons.





IL SISTEMA DI GESTIONE DELL'ENERGIA

La SAGAT S.p.A. dispone di un sistema di gestione dell'energia conforme alla norma UNI EN ISO 50001:2011 dal 2012 con certificazione rinnovata nel 2016 dall'ente DNV-GL e confermata ad aprile 2017.

Il piano di miglioramento si focalizza sul contenimento dei consumi, ottenuto sia attraverso investimenti impianti e sistemi con potenzialità di miglioramento, sia attraverso sistemi di gestione e controllo più efficaci.

Durante il 2017 sono proseguite le attività per l'installazione di nuovi sistemi di illuminazione interna ad alta efficienza (LED) e in particolare è stato completato il relamping del fabbricato Merci. Da ottobre 2017 è attivo il sistema di regolazione dell'intensità luminosa dei nuovi corpi illuminanti LED installati a servizio della Sala Imbarchi Nord in Aerostazione Passeggeri.

Al termine della stagione di condizionamento estivo sono iniziati i lavori di rifacimento della centrale frigorifera Nord a servizio dell'Aerostazione Passeggeri, che prevedono la sostituzione di cinque gruppi frigoriferi (potenza nominale 4,5 mw) con due macchine ad alto rendimento di potenza complessiva inferiore e l'ottimizzazione delle logiche di controllo e supervisione.

Le forniture di energia elettrica continueranno a prevedere almeno il 20% dell'energia proveniente da fonte rinnovabile certificata.

Energy Management System

SAGAT S.p.A. has an energy management system compliant with the UNI EN ISO 50001:2011 standard since 2012 with certification renewed in 2016 by the DNV-GL Body and confirmed in April 2017.

The improvement plan focuses on the containment of consumption, obtained both through investments in plants and systems with the potential for improvement, and through more effective management and control systems.

During 2017, activities continued for the installation of new high efficiency internal lighting systems (LEDs) and in particular the relamping of the Cargo Building was completed. Since October 2017, the system for regulating the light intensity of the new LED lighting fixtures installed at the service of the departure lounge in the North Passenger Terminal is active.

At the end of the summer season, work began on the rebuilding of the refrigeration plant in the North Passenger Terminal, which provides for the replacement of five cooling units (rated power 4,5 MW) with two high-performance refrigeration units with a lower total power to obtain lower consumptions and optimize control management.

At least 20% of the energy consumed will continue to come from certified renewable sources.



Il Gestore aeroportuale ha affidato la gestione delle prestazioni sanitarie a Pront Soccorso Sanitario Aeroportuale, e della scorta intangibile per l'emergenza aerea alla Croce Rossa Italiana sottoscrivendo, a proprio onore, un'apposita convenzione. Il servizio viene garantito 24 ore su 24 per tutti i giorni dell'anno mediante la presenza del seguente personale:

- medici che ruotano nell'intera giornata su turni di 8 ore ciascuno;
- operatori sanitari Croce Rossa Italiana che garantiscono la presenza in turno di tre operatori sanitari dalle ore 06:00 alle ore 24:00.

DEFIBRILLATORI AUTOMATICI ESTERNI (DAE)
L'aerostazione Passeggeri, configurandosi come un edificio ad elevata frequentazione, caratterizzata pertanto da un elevato affollamento, è attrezzata con quindici defibrillatori (DAE) di ultima generazione.

I defibrillatori, in quanto semiautomatici, risultano di facile utilizzo ed il loro azionamento può avvenire sia da parte di personale medico o sanitario che da parte di personale "laico" abilitato. Infatti, grazie al fatto di essere semiautomatici, il DAE effettua in autonomia la diagnosi, verifica l'assenza di battito e rilascia la scarica elettrica necessaria.

WI-FI
Disponibile e gratuito.

POSTAZIONI DI RICARICA
Oltre i controlli di sicurezza sono presenti alcune postazioni di ricarica per i dispositivi elettronici.

TELEFONI PUBBLICI
In aerostazione sono presenti 10 telefoni pubblici Telecom.

DEPOSITO BAGAGLI
Non disponibile.

SOURCE INFORMATION
Per informazioni telefonare allo 0115676361/2 dalle 5:00 alle 23:00. Per ulteriori informazioni e approfondimenti: www.aeroporto.torino.it.

PASSEGGIERI IN TRANSITO
I passeggeri in transito provenienti da paesi UE/Schengen, dopo lo sbarco possono permanere o recarsi alla sala d'imbarco del volo di prosecuzione.

I passeggeri in transito provenienti da paesi Extra UE/Extra Schengen, dopo lo sbarco nel terminal e l'uscita dalla sala Arrivi, devono passare a livello Partenze per sottoporsi ai controlli di sicurezza presso il Fast Track ed accedere quindi alla sala d'imbarco del volo di prosecuzione.

OGGETTI SMARRITI
Il servizio di ricerca è dedicato unicamente agli oggetti smarriti/dimenticati in Aeroporto o a bordo dell'aereo.

Dopo 24 ore dallo smarrimento ci si può rivolgere all'Ufficio Oggetti Smarriti (tel. 0115676478) facendo apposita denuncia scaricabile dal sito dell'Aeroporto www.aeroporto.torino.it, da inviare via mail a oggettismarriti@sagat.tn.it o via fax al numero 0115676442. Per il ritiro è possibile rivolgersi all'ufficio Oggetti smarriti, situato al livello Arrivi dell'Aeroporto, presso l'ufficio "Bagagli smarriti - Oggetti smarriti" gestito dalla società SAGAT Handling dalle ore 8:30 alle ore 20:30.

Marzo 2018

CHECK-IN AND BOARDING
There are various ways to check-in, including, among others, web check-in, mobile check-in and self check-in. Passengers are therefore not always checked-in at the airport or the check-in desks. These new check-in services are provided by the airlines. However, when passengers do check-in at the desks at the airport, the check-in method is as follows: passengers must have with them a valid and appropriate identity document relative to the final destination of their journey; check-in staff, having verified the validity of these documents, register passengers on the flight together with any hold-baggage and issue their boarding passes which set out the boarding time and the passenger gate number. At security controls, the staff in charge will check passenger documents. At the gate, passengers will be asked to show their boarding pass, together with their identification document.

SECURITY CHECKS
Passengers must arrive at the airport sufficiently ahead of time relative to their departure so that they have time to pass through the security check points for passengers and their hand-baggage. The following items cannot be carried in your hand-baggage (this list is merely an example and is not exhaustive): objects with a sharp end or pointed edge (such as, for example, cutting tools, shears, razor blades, knives and forks with a blade exceeding 6cm), work-tools, blunt instruments, pistols and firearms (including toy weapons), incendiary devices and substances, etc. For hold luggage too there are limitations: you are not allowed to transport explosive and incendiary substances such as, for example, ammunition, detonators, fuses, mines, grenades, pyrotechnic items, smoke-bombs, dynamite, gunpowder and plastic explosives.

These measures concern all airports within the European Union, as well as Norway, Iceland and Switzerland.

As regards screening and the transportation on board of liquid products, aerosols and jells in EU airports, details concerning the same are available on the ENAC site at www.enac.gov.it as well as the European Community site at www.ec.europa.eu. Once passengers have passed through security control they can purchase liquid products and take them aboard with them in accordance with airport personnel instructions.

Passengers who have checked-in via web check-in must present a printed copy of their boarding pass at security controls.

Passengers who have checked-in using a mobile app, will need to show the mobile boarding pass saved onto the phone/tablet or SMS/MMMS check-in option.

The access to the Boarding Lounge is exclusively reserved to passengers having valid and appropriate documents, such as a boarding pass issued at the check-in desks at the Airport or an online boarding pass with a bar code printed on paper by the passenger or displayed on his/her own mobile phone or tablet.

CUSTOMS
Passengers travelling to non-EU countries must declare items such as video cameras, cameras, etc. (i.e. any items that are frequently purchased abroad) to airport customs authorities. By doing so, they will avoid paying customs duty on their return. It is necessary to keep receipts for purchases made in non-EU countries, in order to obtain exemption from customs duty on items with a value of up to 430 Euros.

TAX FREE shopping is available to non-EU residents and those not domiciled in the EU, who can receive a VAT refund on items purchased in authorised shops for a value exceeding 154.94 Euros. This can be done by presenting purchase receipts at the point of departure from EU territory.

You must make a declaration to the Customs Office relative to any currency you are taking out of the State (or bringing into the same) if the amount is equal to or greater than ten thousand Euros. For further information please visit the site www.agenziadogane.it.

ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY (PRM)
EC Regulation no. 1107/2006, concerning the rights of people with disabilities and reduced mobility (PRM) during air travel, which has assigned Airport Management Companies with the task of guaranteeing assistance to passengers during their stay in the airport, states that any passenger who intends to make use of the special assistance service must request to do so by contacting his/her airline company at least 48 hours before the departure of the flight and the airline company must then convey the request to the Airport Management Company at least 36 hours before the departure of the flight. The special assistance service, which is provided by specialist personnel, can be requested by the

following channels: a) at the call points; b) at the check-in desks at the airport; c) at the check-in desks at the airport. The special assistance service is provided by specialist personnel, which is requested by the passenger at least 48 hours before the departure of the flight and the airline company must then convey the request to the Airport Management Company at least 36 hours before the departure of the flight. The special assistance service, which is provided by specialist personnel, can be requested by the

people who go directly to the Airport. There are eight automatic payment points which accept cash, ATM, credit cards, as well as an Information Office open daily from 8:00 am to 24:00 pm. The Airport offers, on request, agreements at special rates for institutions, tour operators and travel agencies.

BAGGAGE TROLLEYS
Baggage trolleys are free.

FAST TRACK
Fast Track is a separate line at security control available to eligible passengers, based on agreements with the airlines, and to departing passengers holding a Fast Track ticket that can be purchased at the automated cash machine located near the Fast Track Security arch, at the Airport Ticket Office, or from the Airport e-commerce website. It is located in the Departures Lounge, next to security control channels.

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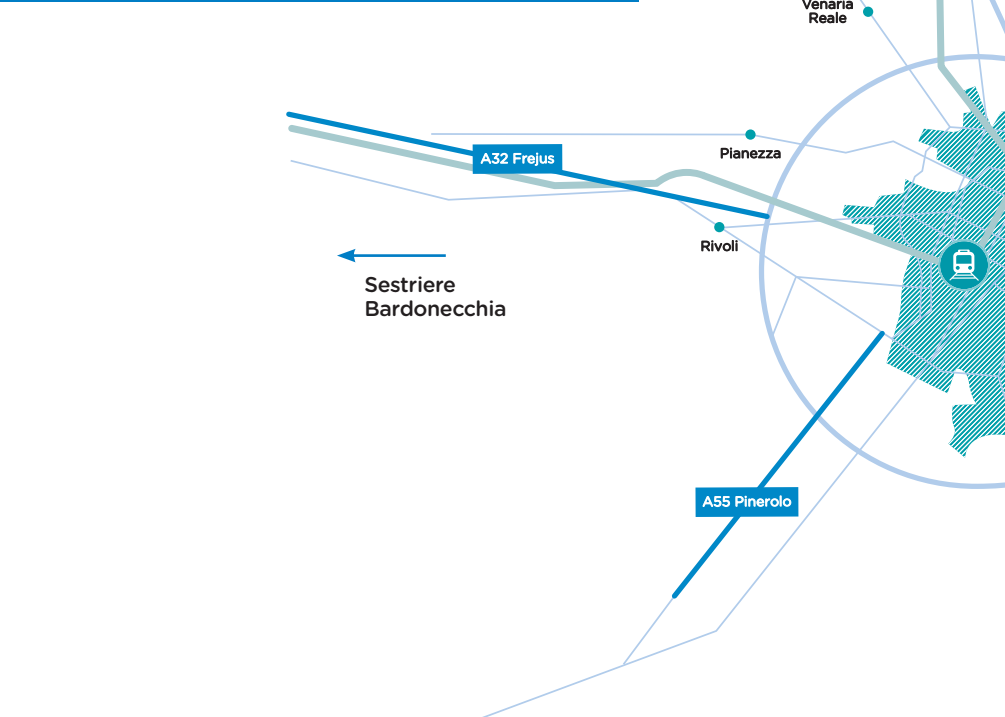
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GUIDA AI SERVIZI
Service Guide
2018



March 2018

COLLEGAMENTI

IN TRENO
Aeroporto - Stazione Dora GTT di Torino
Frequenza: ogni 30 minuti
dalle 5:01 alle 23:08 per l'aeroporto
dalle 5:04 alle 21:03 per Torino
Info: GTT - www.gtt.to.it
Tel: +39 011.0672000 - 800/019152

IN AUTOBUS
Aeroporto - Stazione Porta Nuova FS di Torino
(Corso Vittorio Emanuele II, 57/A)
Frequenza: ogni 15/30 minuti
dalle 4:45 alle 23:30 per l'aeroporto
dalle 6:10 alle 00:30 per Torino
Info: AutoInlee SADEM - www.sadem.it
Tel: +39 011.30006611 - 800/801600

Links

By Train
Aeroporto - Turin GTT Dora Railway Station
Frequency: every 30 minutes
5:01 to 23:08 to the airport
5:04 to 21:03 to Turin
Info: GTT - www.gtt.to.it
Ph: +39 011.0672000

By Bus
Aeroporto - Turin Porta Nuova Railway Station
(Corso Vittorio Emanuele II, 57/A)
Frequency: every 15/30 minutes
4:45 to 23:30 to the airport
6:10 to 00:30 to Turin
Info: SADEM Bus - www.sadem.it
Ph: +39 011.30006611

CHECK-IN E IMBARCO
I punti di chiamata per effettuare il check-in includono anche modalità web, mobile e self. Talora pertanto l'accettazione del passeggero non avviene ai banchi check-in e nemmeno in aeroporto; in tali casi la titolarità del servizio è dei vettori aerei. Quando invece il passeggero si presenta in aeroporto presso i banchi presidiati, si procede come segue: il passeggero deve disporre di un documento di identità valido e appropriato a seconda della destinazione finale del viaggio

NOTA METODOLOGICA

Questa ventunesima edizione della Carta dei Servizi dell'Aeroporto di Torino viene pubblicata secondo lo schema di indicatori previsto dalla più recente normativa di riferimento (Circolare ENAC GEN-06 del 31/10/2014) ed è frutto delle attività di monitoraggio dei servizi resi e di sondaggio della customer satisfaction svolte nel 2017.

Tali attività, continuative e coordinate tra loro, hanno comportato l'esecuzione di circa 4.400 interviste ai passeggeri e oltre 63.000 controlli di verifica delle prestazioni erogate, condotti parallelamente all'analisi delle quotidiane registrazioni dei sistemi informatici di scalo in relazione a diversi aspetti del servizio.

Nel dettaglio, abbiamo condotto:

2.875 interviste ai passeggeri (di cui 1.590 a passeggeri a ridotta mobilità);

3.003 verifiche alle biglietterie;

3.005 verifiche ai banchi check-in;

3.042 verifiche ai controlli di sicurezza;

720 verifiche ai punti di controllo passaporti;

12.977 verifiche sui tempi di sbarco del primo passeggero (inclusi passeggeri a ridotta mobilità);

18.215 verifiche relative ai tempi di riconsegna del primo e dell'ultimo bagaglio;

14.303 verifiche sui tempi di attesa ai punti di chiamata per i passeggeri a ridotta mobilità;

11.200 verifiche sui tempi di assistenza ai passeggeri a ridotta mobilità in arrivo.

Nelle tabelle che seguono vengono esposti:

- gli indicatori della qualità, raggruppati per aree tematiche quali ad esempio la regolarità del servizio, il comfort, i servizi di sportello/varco;
- sedici indicatori specifici sul servizio reso ai passeggeri a ridotta mobilità (PRM);



- le unità di misura di ciascun indicatore;
- i risultati effettivamente conseguiti nel 2017;
- gli standard che per il 2018 SAGAT S.p.A. si impegna a rispettare in relazione ai servizi erogati direttamente, ovvero a far rispettare dai soggetti terzi che li forniscono - come nel caso, ad esempio, dei servizi di handling o delle attività in subconcessione (quali ristoranti e bar).

L'ENAC indica nel 95% di soddisfazione della clientela la soglia di eccellenza delle prestazioni. Di conseguenza, nel definire gli obiettivi di customer satisfaction di quest'anno, abbiamo seguito i seguenti criteri:

- se l'obiettivo raggiunto nel 2017 era uguale o maggiore al 95% di passeggeri soddisfatti, il valore di tale obiettivo è stato confermato nel 2018;
- se invece l'obiettivo raggiunto nel 2017 era inferiore alla soglia del 95%, lo si è reso più sfidante.

A prescindere dalla scelta metodologica, tuttavia, continua il nostro impegno al miglioramento continuo delle prestazioni, per conseguire efficienza nei processi operativi e, soprattutto, una sempre maggiore soddisfazione dei nostri Clienti.

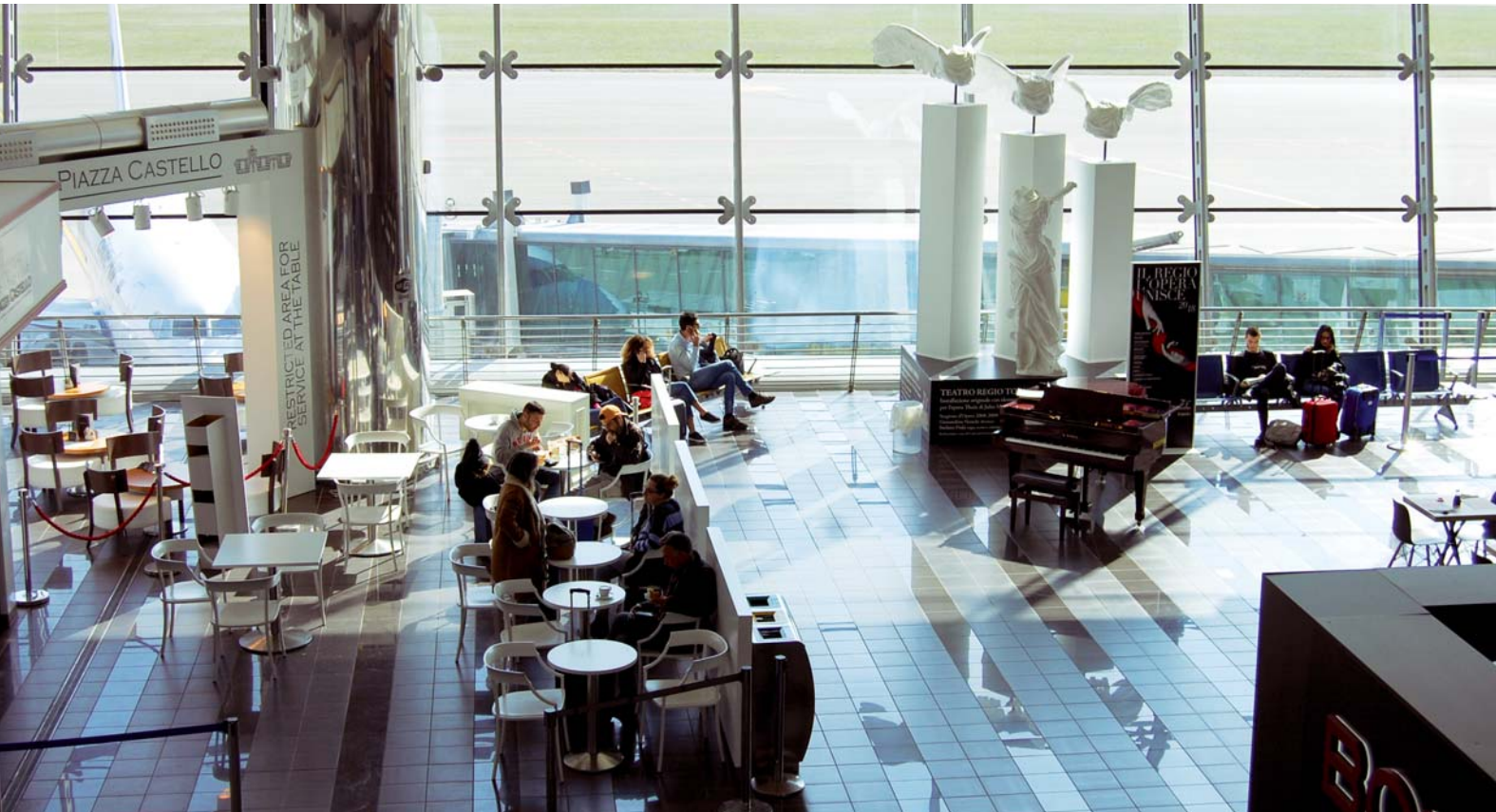
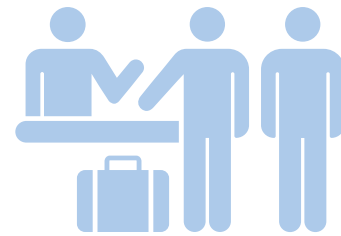
In ottica di trasparenza nei confronti della nostra Clientela, precisiamo infine che per i parametri relativi a indicatori sui quali sono previsti ulteriori piani di miglioramento (ad esempio l'indicatore riferito alle toilette), abbiamo ritenuto opportuno fissare un obiettivo elevato ma prudenziale, quindi inferiore al risultato conseguito l'anno scorso, giacché i lavori di riqualificazione potrebbero arrecare qualche disagio, con conseguenze sulla soddisfazione percepita dai passeggeri.



Methodological Note

This twenty-first edition of the Service Charter of Torino Airport is published according to the scheme of indicators provided by the most recent reference standards (ENAC Circular GEN-06 of 31/10/2014) and is the result of the monitoring activities of the services and survey of customer satisfaction carried out in 2016.

These activities, continuous and coordinated with each other, have led the execution of nearly 4,400 interviews to passengers and over 63,000 conformance testing and compliance checks of the services provided, conducted in parallel to the analysis of daily records of airport systems in relation to different aspects of the service.



In detail, we conducted:

2,875 interviews to passengers (of which 1,590 to passengers with reduced mobility);
 3,003 checks at the ticket counters;
 3,005 checks at the check-in;
 3,042 checks at the security checkpoint;
 720 checks at the passport control points;
 12,977 checks on disembarkation times of the first passenger (including passengers with reduced mobility);
 18,215 checks related to the waiting time for first and last baggage claim;
 14,303 inspections on waiting times at the call points for passengers with reduced mobility;
 11,200 checks on service time to arriving passengers with reduced mobility.

In the following tables are displayed:

- the quality indicators, grouped by thematic areas such as the regularity of the service, the comfort, the door/gate service;
- sixteen specific indicators on the service provided to passengers with reduced mobility (PRM);
- units of each indicator;
- the results actually achieved in 2017;
- the standards for 2018 that SAGAT undertakes to comply in relation to services provided directly, or by third parties – such as, for example, the handling services or the activities of retail subcontracts (i.g. restaurants and bars).

ENAC indicates 95% of customer satisfaction as the threshold level for excellence of services. Consequently, in defining the customer satisfaction objectives of this year, we have followed

the following criteria:

- if the target achieved in 2017 was equal to or greater than 95% of satisfied passengers, the value of this objective has been confirmed in 2018;
- if, on the other hand, the target achieved in 2017 was below the 95% threshold level, we have made it more challenging.

Regardless of the methodological choice, however, we continue our commitment to continuous improvement of performance, to achieve efficiency in operational processes and, above all, an ever increasing satisfaction of our Customers. With a view to be transparent to our Customers, we also point out that for the parameters relating to indicators on which additional improvement plans are expected (eg the indicator referred to toilets), we deemed it appropriate to set a high but prudential objective, therefore lower than the results achieved over the last year, as restructuring works could cause some discomfort, with consequences on the overall satisfaction perceived by passengers.



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TRAVEL

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Rinaldi Valmor

Concessionarie a Torino, Rivo



Volkswagen

Audi

SKODA

PIEMONTE Lounge

Information sign with directional arrows and icons for various services:

- Gates
- ← Gates
- Baby Care
- ← Baby Care
- Piemonte Lounge
- ← Piemonte Lounge
- Piemonte Lounge
- ← Piemonte Lounge

PIEMONTE Lounge directional sign with an arrow pointing up and right.

01-05



SERVIZI AI PASSEGGERI SERVICES FOR PASSENGERS

| FATTORI DI QUALITÀ Quality Factors | INDICATORI Indicators | UNITÀ DI MISURA Measurement unit | RISULTATI 2017 Result 2017 | OBIETTIVI 2018 Target 2018 |
|--|---|--|-------------------------------|-------------------------------|
| SICUREZZA DEL VIAGGIO Travel security | Percezione complessiva sul servizio di controllo di sicurezza delle persone e dei bagagli a mano Overall security control service of people and hand luggage | % di passeggeri soddisfatti % satisfied passengers | 96,9% 96,9% | 96% 96% |
| SICUREZZA PERSONALE E PATRIMONIALE Personal and property security | Percezione complessiva sul livello di sicurezza personale e patrimoniale in aeroporto Overall level of personal and property security at the airport | % di passeggeri soddisfatti % satisfied passengers | 96,8% 96,8% | 95% 95% |
| REGOLARITÀ E PUNTUALITÀ DEL SERVIZIO Regularity and punctuality of the service | Puntualità complessiva dei voli Overall flight punctuality | % di voli puntuali sul totale dei voli in partenza % on-time flights / Tot. departing flights | 81,3% 81,3% | 81% 81% |
| | Bagagli complessivi disguidati in partenza di competenza dello scalo Total baggage left behind pieces | N° di bagagli non imbarcati con il pax in partenza/1.000 passeggeri in partenza N° non-checked baggage with departing pax/1,000 departing pax | 0,88/1.000 0,88/1.000 | 1/1.000 1/1.000 |
| | Tempo di riconsegna del primo bagaglio dal block-on dell'aeromobile Waiting time for first baggage claim | Tempo in minuti calcolato dal block-on dell'aeromobile alla riconsegna del primo bagaglio nel 90% dei casi Time in minutes calculated from the block-on of aircraft to delivery of the first bag in 90% of cases | 19' 49" 19' 49" | 18'20" 18'20" |
| | Tempo di riconsegna dell'ultimo bagaglio dal block-on dell'aeromobile Waiting time for last baggage claim | Tempo in minuti calcolato dal block-on dell'aeromobile alla riconsegna dell'ultimo bagaglio nel 90% dei casi Time in minutes calculated from the block-on of aircraft to delivery of the last bag in 90% of cases | 26' 54" 26' 54" | 25' 25' |
| | Tempo di attesa a bordo per lo sbarco del primo passeggero Waiting time on board for first passenger disembarkation | Tempo in minuti dal block-on nel 90% dei casi Waiting time from block-on in 90% of cases | 4' 4' | 4' 4' |
| | Percezione complessiva sulla regolarità e puntualità dei servizi ricevuti in aeroporto Overall regularity and punctuality of the service received at the airport | % di passeggeri soddisfatti % satisfied passengers | 98,81% 98,81% | 97,5% 97,5% |
| PULIZIA E CONDIZIONI IGIENICHE Cleanliness and hygienic conditions | Percezione sul livello di pulizia e funzionalità delle toilette Level of cleanliness and toilets functionality | % di passeggeri soddisfatti % satisfied passengers | 94,56% 94,56% | 90% 90% |
| | Percezione sul livello di pulizia in aerostazione Level of airport cleanliness | % di passeggeri soddisfatti % satisfied passengers | 98,9% 98,9% | 95,5% 95,5% |
| COMFORT NELLA PERMANENZA IN AEROPORTO Comfort in airport stay | Percezione sulla disponibilità dei carrelli portabagagli Availability of luggage trolleys | % di passeggeri soddisfatti % satisfied passengers | 99,4% 99,4% | 95% 95% |
| | Percezione sull'efficienza dei sistemi di trasferimento passeggeri (scale mobili, ascensori) Efficiency of passenger transfer systems (escalators, elevators) | % di passeggeri soddisfatti % satisfied passengers | 98,5% 98,5% | 95% 95% |
| | Percezione sull'efficienza degli impianti di climatizzazione Efficiency of climatization systems | % di passeggeri soddisfatti % satisfied passengers | 98,87% 98,87% | 95% 95% |
| | Percezione sul livello di comfort complessivo dell'aerostazione Overall level of comfort in the terminal | % di passeggeri soddisfatti % satisfied passengers | 99,45% 99,45% | 95,5% 95,5% |
| SERVIZI AGGIUNTIVI Additional services | Percezione sulla connettività del wi-fi all'interno dell'aerostazione Connectivity of free wi-fi in the terminal | % di passeggeri soddisfatti % satisfied passengers | 95,9% 95,9% | 90% 90% |
| | Percezione sulla disponibilità di postazioni per la ricarica di cellulari/laptop nelle aree comuni Availability of charging stations for mobiles/laptops in public areas | % di passeggeri soddisfatti % satisfied passengers | 98,71% 98,71% | 95% 95% |

| FATTORI DI QUALITÀ Quality Factors | INDICATORI Indicators | UNITÀ DI MISURA Measurement unit | RISULTATI 2017 Result 2017 | OBIETTIVI 2018 Target 2018 |
|---|--|--|-------------------------------|-------------------------------|
| SERVIZI AGGIUNTIVI Additional services | Compatibilità dell'orario di apertura dei bar con l'orario di apertura dell'aeroporto Time compatibility of bar opening hours with airport opening | % dei voli passeggeri in arrivo/partenza compatibili con l'orario apertura bar nelle rispettive aree % arriving/departing flights compatible with bar opening hours in the respective areas | 100% 100% | 100% 100% |
| | Percezione sulla disponibilità/qualità/prezzi di negozi ed edicole Availability / quality / prices of Shops / Newstands | % di passeggeri soddisfatti % satisfied passengers | 98,1% 98,1% | 95% 95% |
| | Percezione sulla disponibilità/qualità/prezzi di bar e ristoranti Availability / quality / prices of Bars / Restaurants | % di passeggeri soddisfatti % satisfied passengers | 99% 99% | 95% 95% |
| | Percezione sulla disponibilità di distributori di bibite/snack Availability of vending machines providing drinks and snacks | % di passeggeri soddisfatti % satisfied passengers | 98,57% 98,57% | 95% 95% |
| INFORMAZIONE ALLA CLIENTELA Customer information | Sito web di facile consultazione e aggiornato User-friendly and updated website | % di passeggeri soddisfatti % satisfied passengers | 93,96% 93,96% | 94% 94% |
| | Percezione sull'efficacia dei punti d'informazione operativi Efficiency of operational information points | % di passeggeri soddisfatti % satisfied passengers | 98,57% 98,57% | 94% 94% |
| | Percezione sulla chiarezza, comprensibilità ed efficacia della segnaletica interna Clear and easy to understand interior signage | % di passeggeri soddisfatti % satisfied passengers | 97,24% 97,24% | 94% 94% |
| | Percezione sulla professionalità del personale (infopoint, security) Professionalism of personnel (infopoint, security) | % di passeggeri soddisfatti % satisfied passengers | 99,11% 99,11% | 96% 96% |
| | Percezione complessiva sull'efficacia e sull'accessibilità dei servizi di informazione al pubblico (monitor, annunci, segnaletica interna, ecc) Overall perception on the effectiveness and accessibility of public information services (monitor, announcements, internal signage) | % di passeggeri soddisfatti % satisfied passengers | 98,57% 98,57% | 95,5% 95,5% |
| SERVIZI SPORTELLO/VARCO Desk/Checkpoint services | Percezione sul servizio biglietteria Perception on the ticket service | % di passeggeri soddisfatti % satisfied passengers | 97% 97% | 95,5% 95,5% |
| | Tempo di attesa al check-in Waiting time at check-in | Tempo di attesa in minuti nel 90% dei casi rilevati Waiting time expressed in minutes in 90% of cases | 06' 12" 06' 12" | 8'30" 8'30" |
| | Percezione del tempo di attesa al check-in Perception on waiting time at check-in | % di passeggeri soddisfatti % satisfied passengers | 97,75% 97,75% | 95% 95% |
| | Tempo di attesa ai controlli sicurezza Waiting time at passport control | Tempo di attesa in minuti nel 90% dei casi rilevati Waiting time expressed in minutes in 90% of cases | 05' 47" 05' 47" | 8'15" 8'15" |
| | Percezione del tempo di attesa al controllo passaporti Perception on waiting time at passport control | % di passeggeri soddisfatti % satisfied passengers | 94,57% 94,57% | 93,5% 93,5% |
| INTEGRAZIONE MODALE Modal integration | Percezione sulla chiarezza, comprensibilità ed efficacia della segnaletica esterna Clear and easy to understand external signage | % di passeggeri soddisfatti % satisfied passengers | 99,18% 99,18% | 94% 94% |
| | Percezione sull'adeguatezza dei collegamenti città/aeroporto City/airport connections | % di passeggeri soddisfatti % satisfied passengers | 93,97% 93,97% | 92% 92% |

SERVIZI AI PASSEGGERI A RIDOTTA MOBILITÀ SERVICES FOR PASSENGERS WITH REDUCED MOBILITY

| FATTORI DI QUALITÀ Quality Factors | INDICATORI Indicators | UNITÀ DI MISURA Measurement unit | RISULTATI 2017 Result 2017 | OBIETTIVI 2018 Target 2018 |
|--|--|---|-------------------------------|-------------------------------|
| EFFICIENZA DEI SERVIZI DI ASSISTENZA Efficiency of assistance services | <i>Per PRM in partenza con prenotazione:</i> tempo di attesa per ricevere l'assistenza, da uno dei punti designati dell'aeroporto, in caso di prenotazione <i>For departing booked PRM:</i> waiting time to receive assistance, at one of the designated points at the airport | Tempo di attesa in minuti nel 90% dei casi Waiting time in minutes in 90% of cases | 04'38" 04'38" | 6'30" 6'30" |
| | <i>Per PRM in partenza senza prenotazione:</i> tempo di attesa per ricevere l'assistenza, da uno dei punti designati dell'aeroporto, una volta notificata la propria presenza <i>For departing non booked PRM:</i> waiting time to receive assistance, at one of the designated points at the airport | Tempo di attesa in minuti nel 90% dei casi Waiting time in minutes in 90% of cases | 04'11" 04'11" | 8'50" 8'50" |
| | <i>Per PRM in arrivo con prenotazione:</i> tempo di attesa a bordo per lo sbarco dei PRM, dopo lo sbarco dell'ultimo passeggero <i>For arriving booked PRM:</i> waiting time on board, after the disembarkation of the last passenger | Tempo di attesa in minuti nel 90% dei casi Waiting time in minutes in 90% of cases | 03'33" 03'33" | 6'50" 6'50" |
| | <i>Per PRM in arrivo senza prenotazione:</i> tempo di attesa a bordo per lo sbarco dei PRM, dopo lo sbarco dell'ultimo passeggero <i>For arriving non booked PRM:</i> waiting time on board, after the disembarkation of the last passenger | Tempo di attesa in minuti nel 90% dei casi Waiting time in minutes in 90% of cases | 03'14" 03'14" | 7'50" 7'50" |
| SICUREZZA PER LA PERSONA Personal safety | Percezione sullo stato e sulla funzionalità di mezzi e attrezzature in dotazione. Perception of the state and functionality of means and equipment provided | % passeggeri PRM soddisfatti % satisfied PRM passengers | 99,87% 99,87% | 95,5% 95,5% |
| | Percezione sull'adeguatezza della formazione del personale Perception of the adequacy of personnel training | % passeggeri PRM soddisfatti % satisfied PRM passengers | 100% 100% | 95,5% 95,5% |
| INFORMAZIONI IN AEROPORTO Information at the airport | Accessibilità: numero delle informazioni essenziali accessibili a disabilità visive, uditive e motorie rapportato al numero totale delle informazioni essenziali Accessibility: number of essential information accessible to people with visual, aural and motion disabilities compared to the total number of essential information | % informazioni essenziali accessibili sul numero totale delle informazioni essenziali % essential information accessible on the total number of essential information | 100% 100% | 100% 100% |
| | Completezza: numero delle informazioni e istruzioni, relative ai servizi offerti, disponibili in formato accessibile rapportato al numero totale Completeness: number of information and instructions related to the services offered, available in an accessible format compared to the total number | % informazioni/istruzioni, relative ai servizi in formato accessibile sul numero totale delle informazioni/istruzioni % information/instructions, in accessible format on the total number of information/instructions | 100% 100% | 100% 100% |
| | Percezione sull'efficacia e sull'accessibilità delle informazioni, comunicazioni e segnaletica aeroportuale interna Perception on efficiency and accessibility of the information, communications and airport's internal signage | % passeggeri PRM soddisfatti % satisfied PRM passengers | 99,75% 99,75% | 95,5% 95,5% |
| COMUNICAZIONE CON I PASSEGGERI Communication with passengers | Numero delle risposte fornite nei tempi stabiliti rispetto al numero totale delle richieste di informazioni pervenute. Number of the responses provided in due time compared to the total number of requests for information received | % risposte fornite nei tempi stabiliti sul numero totale delle richieste % responses provided in due time on the total number of requests | 100% 100% | 100% 100% |
| | Numero di reclami ricevuti rispetto al traffico totale di PRM Number of complaints received compared to the total traffic of PRM | % reclami ricevuti sul traffico totale di PRM % complaints received on the total traffic of PRM | 0% 0% | 0,1% 0,1% |

| FATTORI DI QUALITÀ Quality Factors | INDICATORI Indicators | UNITÀ DI MISURA Measurement unit | RISULTATI 2017 Result 2017 | OBIETTIVI 2018 Target 2018 |
|---|---|--|-------------------------------|-------------------------------|
| COMFORT IN AEROPORTO Comfort in airport | Percezione sull'efficacia dell'assistenza ai PRM Efficiency of assistance to PRM | % passeggeri PRM soddisfatti % satisfied PRM passengers | 100% 100% | 99,2% 99,2% |
| | Percezione del livello di accessibilità e fruibilità delle infrastrutture aeroportuali: parcheggio, citofoni di chiamata, sale dedicate, servizi igienici, etc. Usability and accessibility to airport services: carpark, call system, dedicated areas, toilets, etc | % passeggeri PRM soddisfatti % satisfied PRM passengers | 99,32% 99,32% | 95,5% 95,5% |
| | Percezione sugli spazi dedicati per la sosta dei PRM (es. Sala Amica) Dedicated areas (e.g. Sala Amica) | % passeggeri PRM soddisfatti % satisfied PRM passengers | 100% 100% | 95,5% 95,5% |
| ASPETTI RELAZIONALI E COMPORTAMENTALI Relational and behavioural aspects | Percezione sulla cortesia del personale (infopoint, security, personale dedicato all'assistenza speciale) Courtesy of personnel (infopoint, security, staff dedicated to special assistance) | % passeggeri PRM soddisfatti % satisfied PRM passengers | 99,87% 99,87% | 95,5% 95,5% |
| | Percezione sulla professionalità del personale dedicato all'erogazione delle assistenze speciali ai PRM Professionalism of personnel dedicated to PRM | % passeggeri PRM soddisfatti % satisfied PRM passengers | 100% 100% | 95,5% 95,5% |

LEGENDA COLORI

■ valore espresso in termini di soddisfazione della clientela. I passeggeri rispondono con giudizi su scala da 1 a 6 (dove 1 = pessimo, 6 = eccellente); si calcola il totale delle sole risposte positive (4, 5 e 6) sul totale delle risposte positive e negative.

KEY TO COLORS

■ Value expressed in terms of customer satisfaction. The passengers answer with a valuation on a scale of 1 to 6 (1 = very bad, 6 = excellent); it has been calculated the total of only positive feedback (4,5 and 6) on the total number of positive and negative responses.



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ITALIA



