

**CARTA DEI SERVIZI 2019**  
*Service Charter 2019*



**CARTA DEI SERVIZI 2019**  
*Service Charter 2019*

*Gentile Cliente,*

SAGAT S.p.A., la Società di gestione dell'Aeroporto di Torino, è lieta di presentare l'edizione aggiornata della Carta dei Servizi, giunta quest'anno alla ventiduesima 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), dispone di un sistema di gestione dell'energia conforme alla norma UNI EN ISO 50001:2011 ed a settembre dell'anno scorso ha completato con successo l'iter di adesione al Livello 1 del Protocollo Airport Carbon Accreditation di ACI Europe (il programma, volontario e indipendente, richiede la verifica delle emissioni di anidride carbonica degli aeroporti che aderiscono).

Come ogni anno, la nostra Carta dei Servizi contiene sia gli standard proposti per il 2019 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 2018 abbiamo condotto sondaggi e monitoraggi continuativi e tra loro coordinati, eseguendo complessivamente:

- oltre 4.200 interviste ai passeggeri, anche a ridotta mobilità, per verificarne il livello di soddisfazione e valutarne le esigenze;
- oltre 43.000 controlli di verifica delle prestazioni erogate, condotti parallelamente all'analisi delle registrazioni dei sistemi di scalo in relazione a diversi aspetti del servizio.

La Carta dei Servizi 2019, come sempre, è corredata della Guida ai Servizi, l'insero che contiene informazioni utili a chi viaggia da/verso il nostro scalo, ed è disponibile anche sul sito internet **[www.aeroportoditorino.it](http://www.aeroportoditorino.it)**

Buon volo da Torino!

Servizio Qualità SAGAT S.p.A.

*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-second 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), the company has developed an energy management system compliant with the UNI EN ISO 50001: 2011 standard, and as of September 2018 Sagat S.p.A. has successfully completed the process of joining Level 1 of the Airport Carbon Accreditation Protocol of ACI Europe (the voluntary and independent program requires the verification of carbon dioxide emissions at the airports that join the panel).*

*This Service Charter contains both the standards proposed for 2019 and the results achieved last year, in relation to the indicators that measure the quality of service delivered at Torino Airport and that are perceived by our Customers. To do this, in 2018 we conducted continuous and coordinated internal surveys and monitoring, performing a total of:*

- *over 4,200 interviews to passengers, also to passengers with reduced mobility, to measure their satisfaction and requirements;*
- *over 43,000 improvement monitoring of the services provided, conducted in parallel with the analysis of data of airport information systems in relation to each of the components of the service.*

*The Service Charter 2019 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](http://www.aeroportoditorino.it)***

*Have a nice journey from Torino!*

*Quality Service SAGAT S.p.A.*

## L'AEROPORTO DI TORINO

Nel 2018 l'Aeroporto ha superato nuovamente la soglia dei 4 milioni di passeggeri trasportati e continuato ad ampliare il network delle destinazioni servite, che include frequenti collegamenti con gli hub che permettono di raggiungere, partendo da Torino e tramite uno scalo intermedio, qualsiasi destinazione nel mondo. Un'offerta sempre più ricca di destinazioni dirette in Europa ed ottimi collegamenti con gli aeroporti del Sud Italia e delle Isole.

Parallelamente allo sviluppo del traffico SAGAT S.p.A. è costantemente impegnata a rendere più piacevole la permanenza dei passeggeri nello scalo, offrendo un ambiente confortevole, servizi di qualità e una ricca proposta di negozi e ristoranti.

Accanto ai servizi dedicati ai viaggiatori - Fast Track, Piemonte Lounge, Baby Lounge, nuova Sala Amica dedicata ai passeggeri a ridotta mobilità - l'Aeroporto di Torino si è arricchito anche di numerose collaborazioni con le principali realtà culturali del territorio dando vita a eventi, mostre e concerti che animano il terminal, coinvolgendo passeggeri e visitatori.

Un nuovo percorso di digitalizzazione, avviato nel 2018, ha permesso di sperimentare e implementare nuove soluzioni

digitali per i viaggiatori e continuerà anche nel 2019, testando e rilasciando progressivamente nuovi strumenti e funzionalità per facilitare le diverse fasi del viaggio.

Il progetto di rinnovamento degli spazi destinati ai passeggeri, avviato negli ultimi anni, prosegue nel 2019 con i lavori di ristrutturazione che ridisegneranno completamente l'area pubblica, sia al livello Partenze che al livello Arrivi. La riqualificazione migliorerà la fruizione degli spazi attraverso la creazione di nuovi percorsi e layout, aumentando il comfort per i passeggeri e il livello qualitativo dell'offerta commerciale e di ristorazione, con nuovi format, e creando nuovi spazi di intrattenimento e cultura con installazioni ludico-didattiche e percorsi esperienziali dedicati al volo e allo spazio.

Il 2019 sarà dunque una fase di profonda trasformazione, al termine della quale verrà restituito a passeggeri, accompagnatori e visitatori un Aeroporto con un volto nuovo, in grado di offrire soluzioni innovative per il viaggio e ancora più piacevole da vivere.

## Torino Airport

*In 2018 the Airport exceeded again the threshold of 4 million passengers transported and continued to expand the network of destinations served, which includes frequent flight connections to hub airports that allow reaching any destination in the world starting from Torino and with a stopover. An increasingly rich offer of direct destinations in Europe and excellent connections to the airports of Southern Italy and the Islands.*

*Parallel to the development of traffic, SAGAT S.p.A. is constantly striving to make the stay of passengers at the airport more enjoyable, offering a comfortable environment, quality services and an extensive range of shops and restaurants.*

*Alongside the services dedicated to travelers - Fast Track, Piemonte Lounge, Baby Lounge, the new Sala Amica dedicated to passengers with reduced mobility - Torino Airport has also been enriched by numerous collaborations with the main cultural institutions in the territory, giving rise to events, exhibitions and concerts that make the airport experience more enjoyable for passengers and visitors.*

*A new digitization process, launched in 2018, allowed to experiment and implement new digital solutions for travelers and it will continue in 2019, progressively testing and*

*releasing new tools and functionalities to facilitate the various phases of the journey.*

*The project for renewal of passenger spaces, started in recent years, will continue in 2019 with major renovation works that will completely redesign the public area, both at Departure and at Arrival level. Re-development works will improve the use of current spaces through the creation of new ways and layouts, increasing passenger comfort and the quality of commercial activities and food & restaurant offer, with new formats, and creating new spaces for entertainment and culture with playful educational installations and experiential courses dedicated to flight and space.*

*2019 will therefore be a phase of transformation and innovation, at the end of which the Airport will reopen to passengers, meeters, greeters and visitors with brand new facilities, able to offer innovative solutions for travel and even more pleasant to live.*

## 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 3.500 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 Handler - Aviapartner S.p.A. e a 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.aeroporto.torino.it/it/tofly/informazioni-utili-per-il-volo/passeggeri-a-ridotta-mobilita](http://www.aeroporto.torino.it/it/tofly/informazioni-utili-per-il-volo/passeggeri-a-ridotta-mobilita)





## SAGAT S.p.A. Activities

Torino Airport represents one of the most important economic entities in Piedmont, providing employment for approximately 3,500 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.aeroporto.torino.it/it/tofly/informazioni-utili-per-il-volo/passeggeri-a-ridotta-mobilita](http://www.aeroporto.torino.it/it/tofly/informazioni-utili-per-il-volo/passeggeri-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.

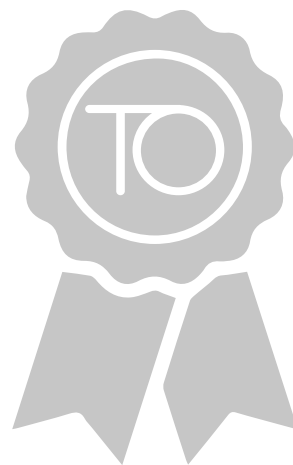
In questo contesto SAGAT S.p.A. ha assegnato alla Qualità un valore strategico prioritario, trasversale a tutti i processi aziendali, impegnandosi all'applicazione rigorosa ed al miglioramento continuo del Sistema di Gestione della Qualità.

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 SALUTE, SICUREZZA E AMBIENTE (SGSSA)

La SAGAT S.p.A. è un'azienda certificata secondo gli standard internazionali in materia di salute e sicurezza sul lavoro (ISO 45001:2018) e di ambiente (ISO 14001:2015).

Attraverso l'adozione e il puntuale rispetto dei Protocolli e delle Procedure del SGSSA, la SAGAT S.p.A. gestisce con la massima attenzione gli aspetti legati alla salute e sicurezza dei lavoratori, prevenzione incendi, igiene e salubrità dei fabbricati e dei diversi luoghi di lavoro, matrici ambientali (acqua, aria, atmosfera e suolo).

Il SGSSA 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.

Nell'ambito della salute e sicurezza sul lavoro, i principi fondanti della Società di gestione possono essere così sintetizzati:

- rispetto delle norme generali e speciali in materia di infortuni, sicurezza e igiene sul lavoro;

- rispetto delle procedure operative e standard di sicurezza;
- protezione della salute dei lavoratori e delle persone che, a diverso titolo, operano in aeroporto;
- prevenzione degli infortuni e delle malattie professionali;
- promozione di stili di vita e comportamenti salubri negli ambienti di lavoro;
- promozione di comportamenti corretti e responsabili a tutela della sicurezza.

Nel settore ambientale l'attenzione è rivolta al 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 attraverso i Piani di prevenzione e gestione delle acque meteoriche derivanti sia dalla pista di volo che dai piazzali aeromobili.



## The Health, Safety and Environmental Management System (SGSSA)

*SAGAT S.p.A. is a company certified according to the international standards on occupational health and safety (ISO 45001:2018) and the environment (ISO 14001:2015).*

*Through the adoption and timely compliance with the protocols and procedures of the SGSSA, SAGAT S.p.A. handles with utmost attention aspects related to the health and safety of workers, fire prevention, hygiene and health of buildings and workplaces, environmental matrices (water, air, atmosphere and soil).*

*The SGSSA is a strategic element that is transversal to all activities performed at the airport: commercial development, operations, management and control of the services delivered - performed directly or indirectly - planning, construction and maintenance of Airport infrastructures.*

*In the field of health and safety at work, the founding principles of the Management Company can be summarized as follows:*

- *compliance with general and special regulations regarding accidents, safety and hygiene at work;*
- *compliance with operational procedures and safety standards;*
- *protection of the health of workers and people that operate at the airport for their companies;*

- *prevention of accidents and occupational diseases;*
- *promotion of lifestyles and healthy behavior in the workplace;*
- *promotion of correct and responsible behavior as a guarantee of safety.*

*In the environmental sector, the focus is on the Environmental Protection Plan, which shows the environmental indicators for which the Management Company undertakes to achieve its improvement objectives, as well as the description of the activities and instrumental investments aimed at achieving these objectives. In consideration of the current state of the environmental matrices present at the airport, as well as the results already achieved in the organizational and infrastructural aspects of the airport, thanks to the Environmental Management System and to the Energy Management System, a series of indicators linked to specific investments have been identified, corresponding to necessary and priority environmental improvement needs for the airport. The indicators are monitored by means of prevention and management plans for meteoric water deriving from both runway and aircraft aprons.*





## IL SISTEMA DI GESTIONE DELL'ENERGIA

La SAGAT S.p.A. dispone dal 2012 di un sistema di gestione dell'energia conforme alla norma UNI EN ISO 50001:2011 con certificazione rinnovata nel 2016 dall'ente DNV-GL e confermata a maggio 2018.

Nel mese di settembre SAGAT S.p.A. ha completato con successo l'iter per aderire al Livello 1 (Mapping) del Protocollo Airport Carbon Accreditation di ACI Europe. Il programma - volontario e indipendente - richiede la verifica del Carbon Footprint Report (misura delle emissioni di anidride carbonica) degli aeroporti che aderiscono secondo gli standard della norma internazionale ISO 14064 (Greenhouse Gas Accounting).

Il sistema di gestione dell'Energia subirà una profonda razionalizzazione, propedeutica alla completa integrazione nel sistema Ambiente ISO 14001:2015. Si lavorerà per ottimizzare la documentazione unificando le modalità di acquisizione e analisi dei dati secondo il formato Ambiente. Saranno previsti documenti e procedure funzionali al soddisfacimento dei requisiti richiesti dal protocollo ACA.

Nella primavera 2018 sono terminati i lavori di rifacimento della centrale frigorifera nord a servizio dell'aerostazione passeggeri, compresa 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. I nuovi impianti hanno garantito un notevole risparmio energetico durante la stagione di condizionamento estivo migliorando il comfort climatico del fabbricato.

Durante il 2018 sono anche proseguite le attività per l'installazione di nuovi sistemi di illuminazione interna ad alta efficienza (LED) e in particolare è stato completato il relamping di diversi fabbricati operativi nel sedime aeroportuale.

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 since 2012 an energy management system compliant with the UNI EN ISO 50001:2011 standard with certification renewed in 2016 by the DNV-GL body and confirmed in May 2018.*

*In September SAGAT S.p.A. successfully completed the process to join the Level 1 (mapping) of the Airport Carbon Accreditation Protocol of ACI Europe. The program - voluntary and independent - requires the verification of the Carbon Footprint Report of the airports that adhere according to the standards of the international standard ISO 14064 (Greenhouse Gas Accounting).*

*The Energy management system will undergo a profound rationalization, a prerequisite for the complete integration into the ISO 14001:2015 Environment system. We will work to optimize the documentation by unifying the methods of data collection and analysis according to the Environment format. Documents and procedures will be provided to meet the requirements of the ACA protocol.*

*In spring 2018, works were completed on the refurbishment of the northern refrigeration plant serving the passenger terminal, including the replacement of five refrigeration units (rated power 4,5 MW) with two machines with high yield of lower overall power and the optimization of the supervisory control. The new systems have ensured significant energy savings during the summer season, improving the climatic comfort of the building.*

*During 2018, activities continued for the installation of new high efficiency internal lighting systems (LEDs) and in particular the relamping of several operational buildings at the airport area was completed.*

*Electricity supplies will continue to provide at least 20% of energy from certified renewable sources.*



**PIEMONTE LOUNGE (SALA VIP SAGAT)**  
 Situata sulla balconata al primo piano della sala Partenze, oltre i controlli di sicurezza. La Piemonte Lounge è aperta tutti i giorni dalle 5:00 alle 21:00 ed è accessibile da parte dei passeggeri aventi diritto, in base alle convenzioni con le compagnie aeree e con alcuni operatori turistici, e ai possessori di singolo titolo di accesso, acquistabile direttamente in Piemonte Lounge, nella biglietteria presso la cassa automatica adiacente al varco Fast Track o sul sito [www.aeroporto.torino.it](http://www.aeroporto.torino.it) in modalità on-line o a pagamento gratuito.

**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 9 telefoni pubblici Telecom.

**DEPOSITO BAGAGLI**  
 Non disponibile.

**SALA FUMATORI**  
 L'Aeroporto di Torino mette a disposizione dei passeggeri una nuova cabina fumatori, della capacità di 8 posti in piedi. La cabina è situata in Area Partenze oltre i controlli di sicurezza, vicino alla nuova piazzetta commerciale, prima del gate 14-22. Dispone di un sistema di ventilazione, illuminazione integrata a LED, posacenere e prese di ricarica.

**FONTI INFORMATIVE A DISTANZA**  
 Per informazioni telefonare allo 011.5676.361/2 dalle 5 alle 23. Per ulteriori informazioni e approfondimenti: [www.aeroporto.torino.it](http://www.aeroporto.torino.it).

**PASSEGGERI 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 d'uscita dalla sala Arrivi, devono recarsi al livello partenze per sottoporri 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. 011.5676478) facendo apposita denuncia scaricabile dal sito dell'Aeroporto [www.aeroporto.torino.it](http://www.aeroporto.torino.it), o inviata via mail a [oggettismarriti@sagat.trn.it](mailto:oggettismarriti@sagat.trn.it) o via fax al numero 011.5676442. 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.

(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, i DAE effettuano 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 9 telefoni pubblici Telecom.

**DEPOSITO BAGAGLI**  
 Non disponibile.

**SALA FUMATORI**  
 L'Aeroporto di Torino mette a disposizione dei passeggeri una nuova cabina fumatori, della capacità di 8 posti in piedi. La cabina è situata in Area Partenze oltre i controlli di sicurezza, vicino alla nuova piazzetta commerciale, prima del gate 14-22. Dispone di un sistema di ventilazione, illuminazione integrata a LED, posacenere e prese di ricarica.

**FONTI INFORMATIVE A DISTANZA**  
 Per informazioni telefonare allo 011.5676.361/2 dalle 5 alle 23. Per ulteriori informazioni e approfondimenti: [www.aeroporto.torino.it](http://www.aeroporto.torino.it).

**PASSEGGERI 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 d'uscita dalla sala Arrivi, devono recarsi al livello partenze per sottoporri 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. 011.5676478) facendo apposita denuncia scaricabile dal sito dell'Aeroporto [www.aeroporto.torino.it](http://www.aeroporto.torino.it), o inviata via mail a [oggettismarriti@sagat.trn.it](mailto:oggettismarriti@sagat.trn.it) o via fax al numero 011.5676442. 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.

**SALA RIUNIONI**  
 Situata alle Partenze in area pubblica, la sala riunioni può comodamente ospitare 6/8 persone per gestire al meglio una riunione di lavoro o un incontro d'affari. La sala, dotata di zona di attesa, dispone complessivamente di 40 mq.

**Area Arrivi: Autogrill bar/fast food, orario 6.30-23;**  
**Area Partenze Imbarchi: L'Amme ristorante/bar, orario 5-22; Autogrill Piazza Castello ristorante wine bar, 4.30-22; Giappo sushi bar, orario 10.30-21; Agri Shop, ristorazione e promozione enogastronomica piemontese L-V 10-21 / S-D 7-21; Baladin birreria con hamburgeria 10-22.**

**Area Partenze Check-in: Chef Express Mokà Café snack bar, 5.30-20.30; Chef Express ristorante self-service, 11-14.30 e 18-20.30; Pepino 1884 snack bar e gelateria, 7-19; Chef Express Coffee To Go snack bar, 7-18**

In tutte le aree pubbliche sono inoltre presenti distributori automatici di acqua, bibite e snack.

**SUPERMERCATIE MARKET**  
 Area Arrivi: Crai Supermarket, orario 8-20;  
 Area Partenze Imbarchi: Autogrill Market, orario 4.30-22.

**BANCHE, CAMBIO VALUTA E BANCOMAT**  
 Area Arrivi: sportello bancomat Banca del Piemonte.  
 Area Arrivi: Ricevimento Bagagli: sportello bancomat Forexchange.

**Area Partenze Check-in: Filiale Banca Sella; sportello bancomat Banca Sella; sportello bancomat Unicredit, sportello bancomat Banca Intesa Sanpaolo; ufficio cambio Forexchange, con orario lunedì-domenica 7.15-19.40.**

**Area Partenze Imbarchi: sportello bancomat Forexchange. FARMACIA**  
 Situata in zona pubblica nella hall partenze, la Farmacia è aperta tutti i giorni dalle ore 7 alle 13 e dalle ore 13.30 alle 19.

**PRONTO SOCCORSO SANITARIO AEROPORTUALE**  
 Nell'Aerostazione Passeggeri, al livello Arrivi, è presente il Pronto Soccorso Sanitario Aeroportuale (PSSA). Il Gestore aeroportuale ha affidato la gestione delle prestazioni sanitarie, legate al Pronto Soccorso Sanitario Aeroportuale, e della scorta intangibile per l'emergenza aerea alla Croce Rossa Italiana sottoscrivendo, a proprio onere, un'apposita convenzione.

Il servizio viene garantito 24 ore su 24 per tutti i giorni dell'anno mediante un apposito personale sanitario, costituito da:

- 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, caratterizzato pertanto da un elevato affollamento, è attrezzata con 15 defibrillatori

Febbraio 2019

**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 holdbaggage 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,

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.

**NURSERY**  
 The Nursery is located in the baggage claim area on the Arrivals level and comprises a lounge provided with toilets and washing facilities where children can be cared for. To access the Nursery speak to personnel in the Lost and Found SAGAT Handling Office. In addition, the majority of toilets for women in the Airport, on both Arrivals and Departures levels, are provided with a baby changing table.

**LOST LUGGAGE**  
 If your baggage is lost or damaged, go to the Lost and Found Office of the handling company serving your airline. Any loss or damage must be reported immediately, upon arrival, as soon as the loss or damage is noticed and before leaving the baggage claim area. The Offices are situated at the Arrivals floor near to the baggage claim area.

Aviapartner: tel. +39 011.5676785, open 10.00-12.00 and 15.00-23.00; baggage claim 17.00-20.00. SAGAT Handling: lost.found@sagat.trn.it; tel. +39 011. 5676200, open 8.00-24.00; baggage claim, 9.00-12.00 and 14.00-21.00. Baggage claim takes place in a public area. To reach it, go to the Lost and Found Office from the Arrivals Lounge.

**TRANSPORTATION OF ANIMALS**  
 If you intend to travel with any animals, you should inform the airline at the time of booking and check the current regulations concerning the transportation of animals to your country of origin, which is provided by specialist personnel and requested by the following channels: a) at the call points; b) at the check-in desks at the time of check-in; c) at the information desk. The call points are located near the free parking spaces reserved for PRM in the Multi-Storey car park (50 spaces reserved for holders of the special badge); near the main Terminal entrance, on both the Arrivals and Departures levels; in the Sala Amica (or Courtesy Lounge, the Departure Lounge reserved for PRM awaiting departure, which is also provided with flight information monitors and telephone services, automatic machines-water, coffee, soft drinks, and snacks); near the bus charter car park and the car park which provides the best parking facilities and is designed to accommodate people with special needs, allowing them to take full advantage of all the services available at Torino Airport. Facilities for passengers with special needs include: lifts equipped with Braille call buttons and acoustic safety devices; special low-level areas at check-in desks for depositing luggage; baggage conveyor belts equipped with safety devices to facilitate baggage retrieval; dedicated toilets facilities throughout the Airport; a tactile guidance system for visually impaired people in the main

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.

**NURSERY**  
 The Nursery is located in the baggage claim area on the Arrivals level and comprises a lounge provided with toilets and washing facilities where children can be cared for. To access the Nursery speak to personnel in the Lost and Found SAGAT Handling Office. In addition, the majority of toilets for women in the Airport, on both Arrivals and Departures levels, are provided with a baby changing table.

**LOST LUGGAGE**  
 If your baggage is lost or damaged, go to the Lost and Found Office of the handling company serving your airline. Any loss or damage must be reported immediately, upon arrival, as soon as the loss or damage is noticed and before leaving the baggage claim area. The Offices are situated at the Arrivals floor near to the baggage claim area.

Aviapartner: tel. +39 011.5676785, open 10.00-12.00 and 15.00-23.00; baggage claim 17.00-20.00. SAGAT Handling: lost.found@sagat.trn.it; tel. +39 011. 5676200, open 8.00-24.00; baggage claim, 9.00-12.00 and 14.00-21.00. Baggage claim takes place in a public area. To reach it, go to the Lost and Found Office from the Arrivals Lounge.

**TRANSPORTATION OF ANIMALS**  
 If you intend to travel with any animals, you should inform the airline at the time of booking and check the current regulations concerning the transportation of animals to your country of origin, which is provided by specialist personnel and requested by the following channels: a) at the call points; b) at the check-in desks at the time of check-in; c) at the information desk. The call points are located near the free parking spaces reserved for PRM in the Multi-Storey car park (50 spaces reserved for holders of the special badge); near the main Terminal entrance, on both the Arrivals and Departures levels; in the Sala Amica (or Courtesy Lounge, the Departure Lounge reserved for PRM awaiting departure, which is also provided with flight information monitors and telephone services, automatic machines-water, coffee, soft drinks, and snacks); near the bus charter car park and the car park which provides the best parking facilities and is designed to accommodate people with special needs, allowing them to take full advantage of all the services available at Torino Airport. Facilities for passengers with special needs include: lifts equipped with Braille call buttons and acoustic safety devices; special low-level areas at check-in desks for depositing luggage; baggage conveyor belts equipped with safety devices to facilitate baggage retrieval; dedicated toilets facilities throughout the Airport; a tactile guidance system for visually impaired people in the main

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.

**NURSERY**  
 The Nursery is located in the baggage claim area on the Arrivals level and comprises a lounge provided with toilets and washing facilities where children can be cared for. To access the Nursery speak to personnel in the Lost and Found SAGAT Handling Office. In addition, the majority of toilets for women in the Airport, on both Arrivals and Departures levels, are provided with a baby changing table.

**LOST LUGGAGE**  
 If your baggage is lost or damaged, go to the Lost and Found Office of the handling company serving your airline. Any loss or damage must be reported immediately, upon arrival, as soon as the loss or damage is noticed and before leaving the baggage claim area. The Offices are situated at the Arrivals floor near to the baggage claim area.

Aviapartner: tel. +39 011.5676785, open 10.00-12.00 and 15.00-23.00; baggage claim 17.00-20.00. SAGAT Handling: lost.found@sagat.trn.it; tel. +39 011. 5676200, open 8.00-24.00; baggage claim, 9.00-12.00 and 14.00-21.00. Baggage claim takes place in a public area. To reach it, go to the Lost and Found Office from the Arrivals Lounge.

**TRANSPORTATION OF ANIMALS**  
 If you intend to travel with any animals, you should inform the airline at the time of booking and check the current regulations concerning the transportation of animals to your country of origin, which is provided by specialist personnel and requested by the following channels: a) at the call points; b) at the check-in desks at the time of check-in; c) at the information desk. The call points are located near the free parking spaces reserved for PRM in the Multi-Storey car park (50 spaces reserved for holders of the special badge); near the main Terminal entrance, on both the Arrivals and Departures levels; in the Sala Amica (or Courtesy Lounge, the Departure Lounge reserved for PRM awaiting departure, which is also provided with flight information monitors and telephone services, automatic machines-water, coffee, soft drinks, and snacks); near the bus charter car park and the car park which provides the best parking facilities and is designed to accommodate people with special needs, allowing them to take full advantage of all the services available at Torino Airport. Facilities for passengers with special needs include: lifts equipped with Braille call buttons and acoustic safety devices; special low-level areas at check-in desks for depositing luggage; baggage conveyor belts equipped with safety devices to facilitate baggage retrieval; dedicated toilets facilities throughout the Airport; a tactile guidance system for visually impaired people in the main

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.

**NURSERY**  
 The Nursery is located in the baggage claim area on the Arrivals level and comprises a lounge provided with toilets and washing facilities where children can be cared for. To access the Nursery speak to personnel in the Lost and Found SAGAT Handling Office. In addition, the majority of toilets for women in the Airport, on both Arrivals and Departures levels, are provided with a baby changing table.

**LOST LUGGAGE**  
 If your baggage is lost or damaged, go to the Lost and Found Office of the handling company serving your airline. Any loss or damage must be reported immediately, upon arrival, as soon as the loss or damage is noticed and before leaving the baggage claim area. The Offices are situated at the Arrivals floor near to the baggage claim area.

Aviapartner: tel. +39 011.5676785, open 10.00-12.00 and 15.00-23.00; baggage claim 17.00-20.00. SAGAT Handling: lost.found@sagat.trn.it; tel. +39 011. 5676200, open 8.00-24.00; baggage claim, 9.00-12.00 and 14.00-21.00. Baggage claim takes place in a public area. To reach it, go to the Lost and Found Office from the Arrivals Lounge.

**TRANSPORTATION OF ANIMALS**  
 If you intend to travel with any animals, you should inform the airline at the time of booking and check the current regulations concerning the transportation of animals to your country of origin, which is provided by specialist personnel and requested by the following channels: a) at the call points; b) at the check-in desks at the time of check-in; c) at the information desk. The call points are located near the free parking spaces reserved for PRM in the Multi-Storey car park (50 spaces reserved for holders of the special badge); near the main Terminal entrance, on both the Arrivals and Departures levels; in the Sala Amica (or Courtesy Lounge, the Departure Lounge reserved for PRM awaiting departure, which is also provided with flight information monitors and telephone services, automatic machines-water, coffee, soft drinks, and snacks); near the bus charter car park and the car park which provides the best parking facilities and is designed to accommodate people with special needs, allowing them to take full advantage of all the services available at Torino Airport. Facilities for passengers with special needs include: lifts equipped with Braille call buttons and acoustic safety devices; special low-level areas at check-in desks for depositing luggage; baggage conveyor belts equipped with safety devices to facilitate baggage retrieval; dedicated toilets facilities throughout the Airport; a tactile guidance system for visually impaired people in the main

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.

**NURSERY**  
 The Nursery is located in the baggage claim area on the Arrivals level and comprises a lounge provided with toilets and washing facilities where children can be cared for. To access the Nursery speak to personnel in the Lost and Found SAGAT Handling Office. In addition, the majority of toilets for women in the Airport, on both Arrivals and Departures levels, are provided with a baby changing table.

**LOST LUGGAGE**  
 If your baggage is lost or damaged, go to the Lost and Found Office of the handling company serving your airline. Any loss or damage must be reported immediately, upon arrival, as soon as the loss or damage is noticed and before leaving the baggage claim area. The Offices are situated at the Arrivals floor near to the baggage claim area.

Aviapartner: tel. +39 011.5676785, open 10.00-12.00 and 15.00-23.00; baggage claim 17.00-20.00. SAGAT Handling: lost.found@sagat.trn.it; tel. +39 011. 5676200, open 8.00-24.00; baggage claim, 9.00-12.00 and 14.00-21.00. Baggage claim takes place in a public area. To reach it, go to the Lost and Found Office from the Arrivals Lounge.

**TRANSPORTATION OF ANIMALS**  
 If you intend to travel with any animals, you should inform the airline at the time of booking and check the current regulations concerning the transportation of animals to your country of origin, which is provided by specialist personnel and requested by the following channels: a) at the call points; b) at the check-in desks at the time of check-in; c) at the information desk. The call points are located near the free parking spaces reserved for PRM in the Multi-Storey car park (50 spaces reserved for holders of the special badge); near the main Terminal entrance, on both the Arrivals and Departures levels; in the Sala Amica (or Courtesy Lounge, the Departure Lounge reserved for PRM awaiting departure, which is also provided with flight information monitors and telephone services, automatic machines-water, coffee, soft drinks, and snacks); near the bus charter car park and the car park which provides the best parking facilities and is designed to accommodate people with special needs, allowing them to take full advantage of all the services available at Torino Airport. Facilities for passengers with special needs include: lifts equipped with Braille call buttons and acoustic safety devices; special low-level areas at check-in desks for depositing luggage; baggage conveyor belts equipped with safety devices to facilitate baggage retrieval; dedicated toilets facilities throughout the Airport; a tactile guidance system for visually impaired people in the main

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.

**NURSERY**  
 The Nursery is located in the baggage claim area on the Arrivals level and comprises a lounge provided with toilets and washing facilities where children can be cared for. To access the Nursery speak to personnel in the Lost and Found SAGAT Handling Office. In addition, the majority of toilets for women in the Airport, on both Arrivals and Departures levels, are provided with a baby changing table.

**LOST LUGGAGE**  
 If your baggage is lost or damaged, go to the Lost and Found Office of the handling company serving your airline. Any loss or damage must be reported immediately, upon arrival, as soon as the loss or damage is noticed and before leaving the baggage claim area. The Offices are situated at the Arrivals floor near to the baggage claim area.

Aviapartner: tel. +39 011.5676785, open 10.00-12.00 and 15.00-23.00; baggage claim 17.00-20.00. SAGAT Handling: lost.found@sagat.trn.it; tel. +39 011. 5676200, open 8.00-24.00; baggage claim, 9.00-12.00 and 14.00-21.00. Baggage claim takes place in a public area. To reach it, go to the Lost and Found Office from the Arrivals Lounge.

**TRANSPORTATION OF ANIMALS**  
 If you intend to travel with any animals, you should inform the airline at the time of booking and check the current regulations concerning the transportation of animals to your country of origin, which is provided by specialist personnel and requested by the following channels: a) at the call points; b) at the check-in desks at the time of check-in; c) at the information desk. The call points are located near the free parking spaces reserved for PRM in the Multi-Storey car park (50 spaces reserved for holders of the special badge); near the main Terminal entrance, on both the Arrivals and Departures levels; in the Sala Amica (or Courtesy Lounge, the Departure Lounge reserved for PRM awaiting departure, which is also provided with flight information monitors and telephone services, automatic machines-water, coffee, soft drinks, and snacks); near the bus charter car park and the car park which provides the best parking facilities and is designed to accommodate people with special needs, allowing them to take full advantage of all the services available at Torino Airport. Facilities for passengers with special needs include: lifts equipped with Braille call buttons and acoustic safety devices; special low-level areas at check-in desks for depositing luggage; baggage conveyor belts equipped with safety devices to facilitate baggage retrieval; dedicated toilets facilities throughout the Airport; a tactile guidance system for visually impaired people in the main

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.

**NURSERY**  
 The Nursery is located in the baggage claim area on the Arrivals level and comprises a lounge provided with toilets and washing facilities where children can be cared for. To access the Nursery speak to personnel in the Lost and Found SAGAT Handling Office. In addition, the majority of toilets for women in the Airport, on both Arrivals and Departures levels, are provided with a baby changing table.

**LOST LUGGAGE**  
 If your baggage is lost or damaged, go to the Lost and Found Office of the handling company serving your airline. Any loss or damage must be reported immediately, upon arrival, as soon as the loss or damage is noticed and before leaving the baggage claim area. The Offices are situated at the Arrivals floor near to the baggage claim area.

Aviapartner: tel. +39 011.5676785, open 10.00-12.00 and 15.00-23.00; baggage claim 17.00-20.00. SAGAT Handling: lost.found@sagat.trn.it; tel. +39 011. 5676200, open 8.00-24.00; baggage claim, 9.00-12.00 and 14.00-21.00. Baggage claim takes place in a public area. To reach it, go to the Lost and Found Office from the Arrivals Lounge.

**TRANSPORTATION OF ANIMALS**  
 If you intend to travel with any animals, you should inform the airline at the time of booking and check the current regulations concerning the transportation of animals to your country of origin, which is provided by specialist personnel and requested by the following channels: a) at the call points; b) at the check-in desks at the time of check-in; c) at the information desk. The call points are located near the free parking spaces reserved for PRM in the Multi-Storey car park (50 spaces reserved for holders of the special badge); near the main Terminal entrance, on both the Arrivals and Departures levels; in the Sala Amica (or Courtesy Lounge, the Departure Lounge reserved for PRM awaiting departure, which is also provided with flight information monitors and telephone services, automatic machines-water, coffee, soft drinks, and snacks); near the bus charter car park and the car park which provides the best parking facilities and is designed to accommodate people with special needs, allowing them to take full advantage of all the services available at Torino Airport. Facilities for passengers with special needs include: lifts equipped with Braille call buttons and acoustic safety devices; special low-level areas at check-in desks for depositing luggage; baggage conveyor belts equipped with safety devices to facilitate baggage retrieval; dedicated toilets facilities throughout the Airport; a tactile guidance system for visually impaired people in the main

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.

**NURSERY**  
 The Nursery is located in the baggage claim area on the Arrivals level and comprises a lounge provided with toilets and washing facilities where children can be cared for. To access the Nursery speak to personnel in the Lost and Found SAGAT Handling Office. In addition, the majority of toilets for women in the Airport, on both Arrivals and Departures levels, are provided with a baby changing table.

**LOST LUGGAGE**  
 If your baggage is lost or damaged, go to the Lost and Found Office of the handling company serving your airline. Any loss or damage must be reported immediately, upon arrival, as soon as the loss or damage is noticed and before leaving the baggage claim area. The Offices are situated at the Arrivals floor near to the baggage claim area.

Aviapartner: tel. +39 011.5676785, open 10.00-12.00 and 15.00-23.00; baggage claim 17.00-20.00. SAGAT Handling: lost.found@sagat.trn.it; tel. +39 011. 5676200, open 8.00-24.00; baggage claim, 9.00-12.00 and 14.00-21.00. Baggage claim takes place in a public area. To reach it, go to the Lost and Found Office from the Arrivals Lounge.

**TRANSPORTATION OF ANIMALS**  
 If you intend to travel with any animals, you should inform the airline at the time of booking and check the current regulations concerning the transportation of animals to your country of origin, which is provided by specialist personnel and requested by the following channels: a) at the call points; b) at the check-in desks at the time of check-in; c) at the information desk. The call points are located near the free parking spaces reserved for PRM in the Multi-Storey car park (50 spaces reserved for holders of the special badge); near the main Terminal entrance, on both the Arrivals and Departures levels; in the Sala Amica (or Courtesy Lounge, the Departure Lounge reserved for PRM awaiting departure, which is also provided with flight information monitors and telephone services, automatic machines-water, coffee, soft drinks, and snacks); near the bus charter car park and the car park which provides the best parking facilities and is designed to accommodate people with special needs, allowing them to take full advantage of all the services available at Torino Airport. Facilities for passengers with special needs include: lifts equipped with Braille call buttons and acoustic safety devices; special low-level areas at check-in desks for depositing luggage; baggage conveyor belts equipped with safety devices to facilitate baggage retrieval; dedicated toilets facilities throughout the Airport; a tactile guidance system for visually impaired people in the main

areas of the Air Terminal, and a car park that is only 35 metres from the Air Terminal, with no structural barriers. Torino Airport is engaged in the renewal of passenger accommodation spaces, involving renovation works and a major redesign of the public area, both at departure and arrival level. These works could cause temporary discomfort in the use of paths and tactile maps. We will pay utmost attention to ensure the availability of such devices, in any case we advise disabled customers to request the service dedicated to passengers on reduced mobility at the terminal entrance to the gate. For further information, consult the website [www.aeroporto.torino.it](http://www.aeroporto.torino.it), in the section "People with Reduced Mobility (PRM)".

**ASSISTANCE FOR PASSENGERS WITH AUTISM**  
 Torino Airport is part of the "Autism - Travel through the airport" project, the initiative conceived by ENAC in collaboration with Assaeroporti, transport associations and airport management companies to facilitate air travel for people with autism.

Staff at Torino airport have been trained to offer qualified support in welcoming passengers with autism, help their luggage, assist them to pass through the terminal with ease and ensure their rights to mobility.

Please visit the Airport information page for details [www.aeroporto.torino.it/autismo](http://www.aeroporto.torino.it/autismo), with downloadable booklets "The Social History", an accessibility guide to the airport and an information guide for caregivers.

In addition, Torino Airport offers people with autism the opportunity to familiarise themselves with the airport layout and procedures ahead of departure day: it is possible to book (up to 7 days in advance) a familiarisation visit of the airport terminal on the e-mail [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling 011-5676361/2.







## NOTA METODOLOGICA

La 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 2018.

Tali attività, continuative e coordinate tra loro, hanno comportato l'esecuzione di circa 4.200 interviste ai passeggeri e oltre 43.000 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:

- 4.238 interviste ai passeggeri (di cui 2.927 a passeggeri a ridotta mobilità);
- 2.893 verifiche alle biglietterie;
- 3.663 verifiche ai banchi check-in;
- 4.190 verifiche ai controlli di sicurezza;
- 1.064 verifiche ai punti di controllo passaporti;
- 4.083 verifiche sui tempi di sbarco del primo passeggero (inclusi passeggeri a ridotta mobilità);
- 16.859 verifiche relative ai tempi di riconsegna del primo e dell'ultimo bagaglio;
- 10.562 verifiche sui tempi di attesa ai punti di chiamata per i passeggeri a ridotta mobilità;
- 4.346 verifiche sui tempi di assistenza ai passeggeri a ridotta mobilità in arrivo.



Nelle tabelle della Carta dei Servizi 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 2018;
- gli standard che per il 2019 SAGAT 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).





## Methodological Note

Torino Airport Service Charter is published according to the scheme of indicators provided for by the most recent reference legislation (ENAC GEN-06 of 31/10/2014) and it is the result of the monitoring of the services provided and of the customer satisfaction survey carried out in 2018.

These continuous and coordinated activities involved carrying out about 4,200 interviews to passengers and over 43,000 internal reviews of the services provided, conducted in parallel with the daily analysis of data of airport information systems in relation to each of the components of the service.



In detail, we have conducted:

4,238 interviews to passengers (of which 2,927 to passengers with reduced mobility);  
 2,893 checks at ticket desks;  
 3,663 checks at check-in counters;  
 4,190 checks at security checkpoints;  
 1,064 checks at passport controls;  
 4,083 checks on deplaning times of the first passenger (including passengers with reduced mobility);  
 16,859 checks on delivery times of first and last baggage;  
 10,562 checks on waiting times at call points for passengers with reduced mobility;  
 4,346 checks on times for assistance to passengers with reduced mobility on arrival.

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 2018;
- the standards for 2019 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).









# SERVIZI AI PASSEGGERI

## Services for passengers

FATTORI DI QUALITÀ QUALITY FACTORS	INDICATORI INDICATORS	UNITÀ DI MISURA MEASUREMENT UNIT	RISULTATO 2018 RESULT 2018	OBIETTIVO 2019 TARGET 2019
SICUREZZA DEL VIAGGIO Travel security	Percezione complessiva sul servizio di controllo di sicurezza delle persone e dei bagagli a mano <i>Overall security control service of people and hand luggage</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	98,5%	96,5%
SICUREZZA PERSONALE E PATRIMONIALE Personal and property security	Percezione complessiva sul livello di sicurezza personale e patrimoniale in aeroporto <i>Overall level of personal and property security at the airport</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,2%	95,5%
REGOLARITÀ E PUNTUALITÀ DEL SERVIZIO Regularity and punctuality of the service	Puntualità complessiva dei voli <i>Overall flight punctuality</i>	% di voli puntuali sul totale dei voli in partenza <i>% on-time flights / Tot. departing flights</i>	74,8%	78,0%
	Bagagli complessivi disguidati in partenza di competenza dello scalo <i>Total baggage left behind pieces</i>	N° di bagagli non imbarcati con il pax in partenza/1.000 passeggeri in partenza <i>N° non-checked baggage with departing pax/1,000 departing pax</i>	0,6/1.000	1/1.000
	Tempo di riconsegna del primo bagaglio dal block-on dell'aeromobile <i>Waiting time for first baggage claim</i>	Tempo in minuti calcolato dal block-on dell'aeromobile alla riconsegna del primo bagaglio nel 90% dei casi <i>Time in minutes calculated from the block-on of aircraft to delivery of the first bag in 90% of cases</i>	21' 35"	21' 30"
	Tempo di riconsegna dell'ultimo bagaglio dal block-on dell'aeromobile <i>Waiting time for last baggage claim</i>	Tempo in minuti calcolato dal block-on dell'aeromobile alla riconsegna dell'ultimo bagaglio nel 90% dei casi <i>Time in minutes calculated from the block-on of aircraft to delivery of the last bag in 90% of cases</i>	30' 01"	30' 00"
	Tempo di attesa a bordo per lo sbarco del primo passeggero <i>Waiting time on board for first passenger disembarkation</i>	Tempo in minuti dal block-on nel 90% dei casi <i>Waiting time from block-on in 90% of cases</i>	03' 48"	04' 00"
PULIZIA E CONDIZIONI IGIENICHE Cleanliness and hygienic conditions	Percezione complessiva sulla regolarità e puntualità dei servizi ricevuti in aeroporto <i>Overall regularity and punctuality of the service received at the airport</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	98,8%	97,5%
	Percezione sul livello di pulizia e funzionalità delle toilette <i>Level of cleanliness and toilets functionality</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	89,8%	90%
COMFORT NELLA PERMANENZA IN AEROPORTO Comfort in airport stay	Percezione sul livello di pulizia in aerostazione <i>Level of airport cleanliness</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	98,2%	96%
	Percezione sulla disponibilità dei carrelli portabagagli <i>Availability of luggage trolleys</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,5%	95,5%
	Percezione sull'efficienza dei sistemi di trasferimento passeggeri (scale mobili, ascensori) <i>Efficiency of passenger transfer systems (escalators, elevators)</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,4%	95,5%
	Percezione sull'efficienza degli impianti di climatizzazione <i>Efficiency of climatization systems</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	97,3%	95,5%
SERVIZI AGGIUNTIVI Additional services	Percezione sul livello di comfort complessivo dell'aerostazione <i>Overall level of comfort in the terminal</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,8%	96%
	Percezione sulla connettività del wi-fi all'interno dell'aerostazione <i>Connectivity of free wi-fi in the terminal</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	97,3%	90,5%
	Percezione sulla disponibilità di postazioni per la ricarica di cellulari/laptop nelle aree comuni <i>Availability of charging stations for mobiles/laptops in public areas</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,2%	95,5%

FATTORI DI QUALITÀ QUALITY FACTORS	INDICATORI INDICATORS	UNITÀ DI MISURA MEASUREMENT UNIT	RISULTATO 2018 RESULT 2018	OBIETTIVO 2019 TARGET 2019
	Compatibilità dell'orario di apertura dei bar con l'orario di apertura dell'aeroporto <i>Time compatibility of bar opening hours with airport opening</i>	% dei voli passeggeri in arrivo/partenza compatibili con l'orario apertura bar nelle rispettive aree <i>% arriving/departing flights compatible with bar opening hours in the respective areas</i>	100%	100%
SERVIZI AGGIUNTIVI Additional services	Percezione sull'adeguatezza delle sale fumatori <i>Perception on the adequacy of smoking rooms</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	aperta/opened 06/12/2018	80%
	Percezione sulla disponibilità/qualità/prezzi di negozi ed edicole <i>Availability / quality / prices of Shops / Newstands</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,1%	95,5%
	Percezione sulla disponibilità/qualità/prezzi di bar e ristoranti <i>Availability / quality / prices of Bars / Restaurants</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,3%	95,5%
	Percezione sulla disponibilità di distributori di bibite/snack <i>Availability of vending machines providing drinks and snacks</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,7%	95,5%
INFORMAZIONE ALLA CLIENTELA Customer information	Sito web di facile consultazione e aggiornato <i>User-friendly and updated website</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	97,8%	94,5%
	Percezione sull'efficacia dei punti d'informazione operativi <i>Efficiency of operational information points</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	99,8%	94,5%
	Percezione sulla chiarezza, comprensibilità ed efficacia della segnaletica interna <i>Clear and easy to understand interior signage</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	97,3%	94,5%
	Percezione sulla professionalità del personale (infopoint, security) <i>Professionalism of personnel (infopoint, security)</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	96,9%	96%
	Percezione complessiva sull'efficacia e sull'accessibilità dei servizi di informazione al pubblico (monitor, annunci, segnaletica interna, ecc) <i>Overall perception on the effectiveness and accessibility of public information services (monitor, announcements, internal signage)</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	98,8%	96%
SERVIZI SPORTELLI/VARCO Desk/Checkpoint services	Percezione sul servizio biglietteria <i>Perception on the ticket service</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	98,9%	96%
	Tempo di attesa al check-in <i>Waiting time at check-in</i>	Tempo di attesa in minuti nel 90% dei casi rilevati <i>Waiting time expressed in minutes in 90% of cases</i>	05' 04"	08' 00"
	Percezione del tempo di attesa al check-in <i>Perception on waiting time at check-in</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	98,2%	95,5%
	Tempo di attesa ai controlli sicurezza <i>Waiting time at security checks</i>	Tempo di attesa in minuti nel 90% dei casi rilevati <i>Waiting time expressed in minutes in 90% of cases</i>	05' 05"	08' 00"
	Percezione del tempo di attesa al controllo passaporti <i>Perception on waiting time at passport control</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	98,4%	94%
INTEGRAZIONE MODALE Modal integration	Percezione sulla chiarezza, comprensibilità ed efficacia della segnaletica esterna <i>Clear and easy to understand external signage</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	98,6%	94,5%
	Percezione sull'adeguatezza dei collegamenti città/aeroporto <i>City/airport connections</i>	% di passeggeri soddisfatti <i>% satisfied passengers</i>	90,7%	91%



# SERVIZI AI PASSEGGERI A RIDOTTA MOBILITÀ

## Services for passengers with reduced mobility

FATTORI DI QUALITÀ QUALITY FACTORS	INDICATORI INDICATORS	UNITÀ DI MISURA MEASUREMENT UNIT	RISULTATO 2018 RESULT 2018	OBIETTIVO 2019 TARGET 2019
EFFICIENZA DEI SERVIZI DI ASSISTENZA Efficiency of assistance services	Per PRM in partenza con prenotazione: tempo di attesa per ricevere l'assistenza, da uno dei punti designati dell'aeroporto, in caso di prenotazione <i>For departing booked PRM: waiting time to receive assistance, at one of the designated points at the airport</i>	Tempo di attesa in minuti nel 90% dei casi <i>Waiting time in minutes in 90% of cases</i>	02' 52"	06' 00"
	Per PRM in partenza senza prenotazione: 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: waiting time to receive assistance, at one of the designated points at the airport</i>	Tempo di attesa in minuti nel 90% dei casi <i>Waiting time in minutes in 90% of cases</i>	03' 16"	08' 30"
	Per PRM in arrivo con prenotazione: tempo di attesa a bordo per lo sbarco dei PRM, dopo lo sbarco dell'ultimo passeggero <i>For arriving booked PRM: waiting time on board, after the disembarkation of the last passenger</i>	Tempo di attesa in minuti nel 90% dei casi <i>Waiting time in minutes in 90% of cases</i>	04' 09"	06' 30"
	Per PRM in arrivo senza prenotazione: tempo di attesa a bordo per lo sbarco dei PRM, dopo lo sbarco dell'ultimo passeggero <i>For arriving non booked PRM: waiting time on board, after the disembarkation of the last passenger</i>	Tempo di attesa in minuti nel 90% dei casi <i>Waiting time in minutes in 90% of cases</i>	03' 10"	07' 30"
SICUREZZA PER LA PERSONA Personal safety	Percezione sullo stato e sulla funzionalità di mezzi e attrezzature in dotazione. <i>Perception of the state and functionality of means and equipment provided</i>	% passeggeri PRM soddisfatti <i>% satisfied PRM passengers</i>	99,7%	96%
	Percezione sull'adeguatezza della formazione del personale <i>Perception of the adequacy of personnel training</i>	% passeggeri PRM soddisfatti <i>% satisfied PRM passengers</i>	99,9%	96%
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 <i>Accessibility: number of essential information accessible to people with visual, aural and motion disabilities compared to the total number of essential information</i>	% informazioni essenziali accessibili sul numero totale delle informazioni essenziali <i>% essential information accessible on the total number of essential information</i>	100%	100%
	Completezza: numero delle informazioni e istruzioni, relative ai servizi offerti, disponibili in formato accessibile rapportato al numero totale <i>Completeness: number of information and instructions related to the services offered, available in an accessible format compared to the total number</i>	% informazioni/istruzioni, relative ai servizi in formato accessibile sul numero totale delle informazioni/istruzioni <i>% information/instructions, in accessible format on the total number of information/instructions</i>	100%	100%
	Percezione sull'efficacia e sull'accessibilità delle informazioni, comunicazioni e segnaletica aeroportuale interna <i>Perception on efficiency and accessibility of the information, communications and airport's internal signage</i>	% passeggeri PRM soddisfatti <i>% satisfied PRM passengers</i>	98,5%	96%
COMUNICAZIONE CON I PASSEGGERI Communication with passengers	Numero delle risposte fornite nei tempi stabiliti rispetto al numero totale delle richieste di informazioni pervenute. <i>Number of the responses provided in due time compared to the total number of requests for information received</i>	% risposte fornite nei tempi stabiliti sul numero totale delle richieste <i>% responses provided in due time on the total number of requests</i>	100%	100%
	Numero di reclami ricevuti rispetto al traffico totale di PRM <i>Number of complaints received compared to the total traffic of PRM</i>	% reclami ricevuti sul traffico totale di PRM <i>% complaints received on the total traffic of PRM</i>	0,01%	0,1%

FATTORI DI QUALITÀ QUALITY FACTORS	INDICATORI INDICATORS	UNITÀ DI MISURA MEASUREMENT UNIT	RISULTATO 2018 RESULT 2018	OBIETTIVO 2019 TARGET 2019
COMFORT IN AEROPORTO Comfort in airport	Percezione sull'efficacia dell'assistenza ai PRM <i>Efficiency of assistance to PRM</i>	% passeggeri PRM soddisfatti <i>% satisfied PRM passengers</i>	99,9%	99,2%
	Percezione del livello di accessibilità e fruibilità delle infrastrutture aeroportuali: parcheggio, citofoni di chiamata, sale dedicate, servizi igienici, etc. <i>Usability and accessibility to airport services: carpark, call system, dedicated areas, toilets, etc</i>	% passeggeri PRM soddisfatti <i>% satisfied PRM passengers</i>	93,4%	95,5%
	Percezione sugli spazi dedicati per la sosta dei PRM (es. Sala Amica) <i>Dedicated areas (e.g. Sala Amica)</i>	% passeggeri PRM soddisfatti <i>% satisfied PRM passengers</i>	99,9%	96%
ASPETTI RELAZIONALI E COMPORTAMENTALI Relational and behavioural aspects	Percezione sulla cortesia del personale (infopoint, security, personale dedicato all'assistenza speciale) <i>Courtesy of personnel (infopoint, security, staff dedicated to special assistance)</i>	% passeggeri PRM soddisfatti <i>% satisfied PRM passengers</i>	99,7%	96%
	Percezione sulla professionalità del personale dedicato all'erogazione delle assistenze speciali ai PRM <i>Professionalism of personnel dedicated to PRM</i>	% passeggeri PRM soddisfatti <i>% satisfied PRM passengers</i>	100%	96%

## 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.

## CONTATTI

### Contacts

SAGAT S.p.A. Torino Airport  
 Servizio Qualità *Quality Service*  
 Tel. *Ph.* +39 011 5676356  
 Fax +39 011 5676420  
 E-mail: mailbox@sagat.trn.it

## CARTA DEI SERVIZI 2019

### SERVICE CHARTER 2019

Coordinamento *Coordination*  
 SAGAT S.p.A. Torino Airport

Febbraio 2019 *February 2019*

# Suggerimenti, segnalazioni e reclami

(SAGAT risponderà entro 30 giorni dal ricevimento)

TESTO SUGGERIMENTO, SEGNALAZIONE, RECLAMO .....

Nome ..... Cognome ..... e-mail .....  
 Indirizzo ..... Città ..... CAP ..... Paese .....

## DATI PERSONALI - INFORMATIVA TRATTAMENTO, DIRITTI DELL'INTERESSATO (AI SENSI DELLA NORMATIVA A TUTELA DEI DATI PERSONALI)

### INFORMATIVA E DIRITTI DELL'INTERESSATO

Ai sensi della normativa vigente desideriamo informarLa che il trattamento dei dati personali da Lei forniti è svolto da **SAGAT S.p.A.** nel rispetto dei diritti e delle libertà fondamentali, con particolare riferimento alla riservatezza dell'identità personale e al diritto alla protezione dei dati.

Il **Titolare del Trattamento** è **SAGAT S.p.A.**, con sede in Caselle Torinese (TO) - Strada San Maurizio n.12, contattabile al seguente indirizzo mail [privacy@sagat.trn.it](mailto:privacy@sagat.trn.it) oppure indirizzando la lettera a SAGAT S.p.A. - Titolare Privacy, Strada San Maurizio n.12, 10072 Caselle Torinese (TO).

La Società ha nominato un **DPO (Data Protection Officer)** contattabile al seguente indirizzo mail [dpo.privacy@sagat.trn.it](mailto:dpo.privacy@sagat.trn.it) oppure indirizzando la lettera a SAGAT S.p.A. - DPO, Strada San Maurizio n.12, 10072 Caselle Torinese (TO).

### TIPOLOGIA DEI DATI TRATTATI

I dati da Lei forniti e in particolare:

- Generalità, indirizzo o altri elementi di identificazione personale (nome, cognome, indirizzo di residenza), sono connessi e/o strumentali all'efficace gestione delle richieste da Lei formulate.

### BASE GIURIDICA

Il trattamento, in relazione alla finalità sopra indicata, si fonda sul consenso espresso ai sensi dell'art. 6 par. 1 lett. a) del Regolamento GDPR 2016/679.

### MODALITÀ E FINALITÀ DEL TRATTAMENTO DATI

La informiamo che i dati personali da Lei forniti attraverso la compilazione del modulo "Suggerimenti, segnalazioni e reclami" sono raccolti e trattati al fine di meglio conoscere le esigenze dei Clienti dello scalo e dare riscontro alle segnalazioni ricevute.

I dati verranno trattati con un supporto elettronico e cartaceo e verranno custoditi e controllati mediante adozione di idonee misure preventive di sicurezza, volte a ridurre al minimo i rischi di perdita e distruzione, di accesso non autorizzato, di trattamento non consentito e difforme dalle finalità per cui il trattamento viene effettuato.

Il conferimento di dati alla nostra Società è **facoltativo**, tuttavia il mancato conferimento dei dati comporta l'impossibilità di prendere in considerazione i "Suggerimenti, segnalazioni e reclami" da Lei formulati, così come di darvi riscontro. **I dati non sono soggetti ad un processo decisionale automatizzato.**

### CATEGORIE DI DESTINATARI

I dati personali saranno trattati da **dipendenti autorizzati** di SAGAT S.p.A. e potranno essere comunicati a Società, nominate quali Responsabili del trattamento, incaricate della gestione del servizio per conto di SAGAT S.p.A. al fine di gestire le richieste da Lei formulate. SAGAT S.p.A. **non trasferisce i dati ad un Paese terzo**, al di fuori dell'UE, né ad un'organizzazione Internazionale.

### PERIODO DI CONSERVAZIONE

Le segnaliamo che, nel rispetto dei principi di liceità, limitazione delle finalità e minimizzazione dei dati, previo il Suo **consenso libero ed esplicito**, espresso in calce alla presente informativa, i Suoi dati personali saranno conservati per un periodo di 10 anni; in caso di contenzioso giudiziario, i dati relativi verranno conservati 10 anni dal passaggio in giudicato della sentenza.

### DIRITTI DELL'INTERESSATO

In relazione ai dati oggetto del trattamento di cui alla presente informativa, in quanto interessato Le sono riconosciuti i seguenti diritti previsti dalla normativa vigente a tutela dei dati personali:

- Chiedere a SAGAT S.p.A. l'**accesso** alle informazioni trattate (art. 15 del Regolamento UE 2016/679);
- Chiedere la **rettifica** dei dati personali inesatti che lo riguardano e/o l'integrazione dei dati personali incompleti (art. 16 del Regolamento UE 2016/679);
- Chiedere che i Suoi dati **non vengano più trattati revocando** in qualsiasi momento il Suo consenso (art. 13 par. 2, lett. c, 17 e 21 del Regolamento UE 2016/679).
- Chiedere la **cancellazione** dei dati personali solo se: non sono più necessari rispetto alle finalità per le quali sono stati raccolti o altrimenti trattati; se interviene la revoca del consenso salvo che il trattamento serva per accertare, esercitare, o difendere un diritto del titolare in sede giudiziaria; sono trattati illecitamente o devono essere cancellati per adempiere un obbligo previsto dal diritto dell'UE o dalla normativa nazionale (art. 17 del Regolamento UE 2016/679);
- Chiedere la **limitazione del trattamento** quando ricorre una delle seguenti ipotesi: l'interessato contesta l'esattezza dei dati personali e chiede la limitazione per il tempo necessario al titolare per verificare l'esattezza dei dati personali; se interviene la revoca del consenso salvo che il trattamento serva per accertare, esercitare o difendere un diritto del Titolare in sede giudiziaria; il trattamento è illecito e l'interessato si oppone alla cancellazione dei dati e chiede invece che ne sia limitato l'uso, benché il titolare non ne abbia più bisogno ai fini del trattamento, i dati personali sono necessari all'interessato per l'accertamento, l'esercizio o la difesa di un diritto in sede giudiziaria (art. 18 del Regolamento UE 2016/679);
- Chiedere in un formato strutturato, di uso comune e leggibile da dispositivo automatico (c.d. **portabilità**) i dati personali che lo riguardano (art. 20 del Regolamento UE 2016/679).

La informiamo che **potrà esercitare i diritti sopra indicati** scrivendo a [privacy@sagat.trn.it](mailto:privacy@sagat.trn.it) oppure indirizzando la lettera a SAGAT S.p.A., Strada San Maurizio n.12, 10072 Caselle Torinese (TO). Ha altresì il **diritto di proporre reclamo** a un'autorità di controllo qualora ritenga che il trattamento che lo riguarda violi il Regolamento UE 2016/679. Il reclamo può essere proposto all'autorità di controllo dello Stato membro in cui l'interessato risiede abitualmente oppure lavora oppure del luogo ove si è verificata la presunta violazione (art. 77 del Regolamento UE 2016/679).

Il sottoscritto dichiara di aver ricevuto completa informativa ai sensi della normativa a tutela dei dati personali ed esprime il consenso al trattamento ed alla comunicazione dei propri dati personali nei limiti, per le finalità e per la durata precisati nell'informativa.

Data ..... Nome e Cognome (stampatello) ..... Firma.....

MODULO DA SPEDIRE A: **SAGAT S.P.A. TORINO AIRPORT** - STRADA SAN MAURIZIO, 12 - 10072 CASELLE TORINESE (TO) - ITALIA

# Suggestions, reporting and complaints

(SAGAT will reply within 30 days of receipt)

SUGGESTION, REPORT COMPLAINT TEXT

Name Surname e-mail  
Address City POST CODE Country

## PERSONAL DATA - PROCESSING INFORMATION AND RIGHTS OF THE DATA SUBJECT (PURSUANT TO THE LEGISLATION TO PROTECT PERSONAL DATA)

### INFORMATION AND RIGHTS OF THE DATA SUBJECT

Pursuant to current legislation, we would like to inform you that the processing of the personal data you provided is carried out by **SAGAT S.p.A.**, in compliance with fundamental rights and freedoms, with particular reference to the confidentiality of personal identity and the right to data protection.

The **Data Controller is SAGAT S.p.A.**, based in Caselle Torinese (TO) - Strada San Maurizio n.12, which can be contacted at the following e-mail address [privacy@sagat.trn.it](mailto:privacy@sagat.trn.it) or by sending a letter to SAGAT S.p.A. - Privacy Controller, Strada San Maurizio n.12, 10072 Caselle Torinese (TO).

The company has appointed a **DPO (Data Protection Officer)** who can be contacted at the following e-mail address [dpo.privacy@sagat.trn.it](mailto:dpo.privacy@sagat.trn.it) or by sending a letter to SAGAT S.p.A. - DPO, Strada San Maurizio n.12, 10072 Caselle Torinese (TO).

### TYPE OF DATA PROCESSED

The data you provided us with and specifically:

- Personal details or other personal identification elements (name, surname, residence address), is connected and/or instrumental to the effective management of the requests you made.

### LEGAL BASIS

Processing, concerning the above mentioned purposes, is based on express consent pursuant to Article 6, paragraph 1, letter a) of GDPR Regulation 2016/679.

### DATA PROCESSING METHODS AND PURPOSES

We inform you that the personal data you provide through filling in the form "Suggestions, reporting and complaints", is collected and processed to better know the needs of the airport customers and give feedback to reports received.

We inform you that data will be processed through paper or electronic media and will be retained and controlled by using suitable preventive security measures, aimed at minimising the risks of loss and destruction, unauthorised access, and processing that is not permitted and different from the purposes for which the processing is carried out.

The provision of data to our company is **optional**, however, failure to provide it will make it impossible to consider the "Suggestions, reporting and complaints" you have made, including giving you feedback. **Data is not subject to an automated decision-making process.**

### CATEGORIES OF RECIPIENTS

Personal data will be processed by **authorised SAGAT S.p.A. employees** and can be communicated to companies, assigned as data processors, appointed to manage the service on behalf of SAGAT S.p.A., to manage the requests you made. SAGAT S.p.A. **does not transfer data to a third country**, outside the EU, nor to an international organisation.

### PERIOD OF RETENTION

We would like to point out that in compliance with the principles of lawfulness, limitation of purposes and data minimisation, prior to your **liberal and explicit consent**, expressed at the bottom of this information disclosure, your personal data will be retained for a period of 10 years; in the event of judicial litigation, the related data will be retained for 10 years from the final sentence.

### RIGHTS OF THE DATA SUBJECT

Regarding data that is subject to processing referred to in this information disclosure, being the data subject, the following rights provided for by current legislation to protect personal data are recognised to you:

- request SAGAT S.p.A. **access** to the processed data (Article 15 of UE Regulation 2016/679);
- request **rectification** of inaccurate personal data concerning you and/or the integration of incomplete personal data (Article 16 of the EU Regulation 2016/679);
- request that your data is no longer processed, revoking your consent at any time (Article 13, paragraph 2, letter c, 17 and 21 of the EU Regulation 2016/679);
- request the **deletion** of personal data only if: it is no longer needed for the purposes for which it was collected or otherwise processed; if revocation of consent occurs, unless processing is needed to ascertain, exercise or defend a right of the Controller in court; it is unlawfully processed or must be deleted to fulfil an obligation foreseen by EU law or by national law (Article 17 of the EU Regulation 2016/679);
- request the **limitation of processing** when one of the following hypotheses occurs: the data subject disputes the accuracy of personal data and requests the limitation for the time necessary to the Controller to verify the accuracy of personal data; the processing is illegal and the data subject opposes the deletion of the data and asks instead that its use is limited, although the Controller no longer needs it for the purposes of processing, personal data is necessary for the data subject for the ascertainment, the exercise or defence of a right in court (Article 18 of EU Regulation 2016/679);
- request and receive the data entered in the compilation of the form in a structured format, commonly used and legible by an automated device (so-called **portability**) (Article 20 of the EU Regulation 2016/679).

We inform you that you **can exercise the rights mentioned above** by writing to [privacy@sagat.trn.it](mailto:privacy@sagat.trn.it) or by sending a letter to SAGAT S.p.A., Strada San Maurizio n.12, 10072 Caselle Torinese (TO). The data subject also has the **right to lodge a complaint** to a supervisory authority if they consider the processing concerning them violates EU Regulation 2016/679. The complaint can be lodged to the supervisory authority of the Member State in which the data subject generally resides or works or of the place where the alleged violation occurred (Article 77 of the EU Regulation 2016/679).

The undersigned declares to have received complete information pursuant to legislation to protect personal data and expresses consent to the processing and communication of their personal data within the limits, for the purposes and for the duration stated in the information disclosure.

Date ..... Name and Surname (block letters) ..... Signature .....

FORM TO BE SENT TO: **SAGAT S.P.A. TORINO AIRPORT** - STRADA SAN MAURIZIO, 12 - 10072 CASELLE TORINESE (TO) - ITALIA





[www.aeroportoditorino.it](http://www.aeroportoditorino.it)